
Subject: Seniors Services Quality Improvement Report: January – March 2024

Report To: Public Health and Social Services Committee

Report date: Tuesday, June 11, 2024

Recommendations

1. That this report **BE RECEIVED** for information.

Key Facts

- The purpose of this report is to provide Committee and Council with highlights of quality initiatives for Seniors Services.
- Areas of focus in this report are:
 - Long-Term Care Innovation: Clinical Pathways
 - Local Priorities Fund and Diagnostic Equipment and Training Fund
 - Digital Literacy Program

Financial Considerations

The Ministry of Long-Term Care (MLTC) and Ontario Health West are the primary sources of funding for the Seniors Services division. Other funding sources include user fees and levy.

Analysis

Long-Term Care Innovation: Clinical Pathways

Clinical Pathways is a process tool used in the health care sector to improve care quality. Clinical pathways translate clinical practice guideline recommendations into clinical care processes. Niagara Region is leading the implementation of standardized Clinical Pathways in partnership with the Registered Nurses Association of Ontario (RNAO) and PointClickCare. Three team members from Seniors Services, Ronna Perin, Laura Matthews and Alexis Lamsen, are working in collaboration with RNAO to translate RNAO Best Practice Guidelines into Clinical Pathways for implementation in long-term care homes across Ontario.

Clinical pathways support and empower nurses. The standardized documentation and assessment processes in the long-term care sector promote person-centred care with a

focus on emotional needs and care preferences. The care processes are structured to support nursing practice and to minimize risk.

Every year PointClickCare, the provider of the electronic health record software in Ontario long-term care homes, hosts a summit to support health care leaders across North America to unite, innovate and shape the future of care delivery. This year Ronna Perin, Supervisor of Clinical Documentation and Informatics with Seniors Services, was invited to present on the implementation of the Clinical Pathways initiative in Canada at Summit 2024 in New Orleans, Louisiana.

Local Priorities Fund and Diagnostic Equipment and Training Fund 2024

Seniors Services was recently approved to receive supplemental Ministry of Long-Term Care funding through the Local Priorities Fund and the Diagnostic Equipment and Training Fund.

The Local Priorities Fund was initiated by the MLTC to support long-term care homes to successfully admit residents with more complex care needs and to prevent unnecessary hospitalizations. The funding covers the cost for specialized staffing, equipment, and services to support current long-term care residents who have new, or increasingly complex, medical or specialized equipment needs.

The Diagnostic Equipment and Training Fund was initiated by the MLTC to support approved long-term care homes to purchase diagnostic equipment, treatment equipment and supplies and to provide training to staff to assist with early identification and treatment of common conditions often otherwise requiring transfer of a resident to hospital for assessment.

Seniors Services received funding to purchase 21 Computerized Ambulatory Drug Delivery (CADD) Pumps, 56 intravenous poles, 58 pressure relieving air mattresses and funding for intravenous therapy training. The CADD Pumps will be utilized for fluid or medication administration intravenously, that will support the goal of avoiding unnecessary emergency department transfers. The pressure relieving air mattresses will support the treatment of pressure ulcers, prevent development of pressure ulcers and provide comfort and pain management.

Digital Literacy Program

One of the challenges facing some seniors in the community is communicating with friends and family, scheduling appointments and applying for services in an increasingly digital world.

To help address this challenge, Seniors Community Programs has partnered with the Niagara Folk Arts Multicultural Centre, to offer Digital Literacy workshops. The 8-week long workshops entitled “Digital Skills for Seniors” offer technology training including, computer basics, Smartphone operation, safe internet browsing, online applications and online banking.

To date, the program has been offered at the South Niagara Health and Wellness Center as well as in selected Niagara Regional Housing Buildings. To meet the needs of clients, the training has been offered in English, Spanish and Arabic. Support in other languages can be arranged as required. Program participants are encouraged to bring their own devices if they have them. Participants without a device are provided one to use.

During the first quarter of 2024, 24 individuals graduated from the session, with another 19 on track to finish in June. The program is funded through a Niagara Folk Arts grant and will continue to be offered into 2025.

Alternatives Reviewed

Quarterly quality improvement reports provide committee and council with important information, supporting accountability, transparency and a culture of best practice and continuous quality improvement. As the governing body for the Region’s LTC Homes, it is important that Council receives these reports to ensure high quality of care, understand the successes, challenges and opportunities experienced in these facilities and meet legislative accountability requirements of LTC.

Relationship to Council Strategic Priorities

Council Strategic Priority: Effective Region

Objective 1.1 – Implement continuous improvement and modernized processes to ensure value-for-money in regional services and programs.

Objective 1.3 Deliver fiscally responsible and sustainable core services.

Other Pertinent Reports

- COM 12-2024 Seniors Services Quality Improvement Report, October - December 2023

Prepared by:

Paolo Varias, RN, GNC, MSc
Associate Director, Clinical Support
Services
Seniors Services

Recommended by:

Adrienne Jugley, MSW, RSW, CHE
Commissioner
Community Services

Submitted by:

Ron Tripp, P.Eng.
Chief Administrative Officer

This report was prepared in consultation with Jordan Gamble Program Financial Analyst, Alex Lamsen, Manager, Beth Plato-Giles, Administrator, Seniors Community Programs and reviewed by Henri Koning, Director, Seniors Services.

Appendices

Appendix 1 Seniors Services Report Card 2023 / 2024