
Subject: Seniors Services Quality Improvement Report: July-September 2024

Report to: Public Health and Social Services Committee

Report date: Tuesday, December 3, 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:
 - Cybersecurity Preparedness
 - Accreditation Canada: Workforce Survey

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

Cybersecurity Preparedness Initiative

Seniors Services is actively implementing an initiative to bolster the division's preparedness against cybersecurity threats, prioritizing the protection of residents' and clients' sensitive information while maintaining safe, uninterrupted operations. Recognizing the critical importance of cybersecurity in today's digital landscape, this initiative not only aims to prevent data breaches but also to uphold the trust of residents, families, and staff by safeguarding personal information and ensuring seamless care.

In collaboration with the Information Technology Division, Seniors Services is conducting a thorough review and risk assessment of all software and application vendors. This includes evaluating each system's security protocols, identifying vulnerabilities, and ensuring compliance with data protection regulations. By carefully

scrutinizing these digital systems, Seniors Services aims to prevent unauthorized access, reduce exposure to cyber risks, and establish a resilient digital infrastructure.

The importance of this initiative lies in its proactive approach to protecting the organization from potential cyberattacks, which could disrupt care delivery and expose sensitive personal information. Cyber resilience in long-term care not only safeguards resident privacy but also contributes to the stability and reliability of critical care services. Investing in cybersecurity is a testament to the organization's commitment to protecting its most vulnerable members and ensuring the continuity of high-quality care.

Workforce Survey

Accreditation Canada's program includes a requirement to complete a regular schedule of employee work life surveys and associated action plans. Seniors Services recently conducted the Workforce Survey across all long-term care homes, recognizing it as an essential tool for understanding the needs and challenges faced by their staff. By gathering direct insights from front-line workers, the survey provides a clear view of critical factors affecting job satisfaction, workload, training, and work-life balance. This valuable data allows Seniors Services to make targeted, evidence-based improvements that enhance working conditions, reduce burnout, and build a more resilient and engaged workforce. There was a 75% response rate to the survey.

Earlier in 2024 Niagara Region issued the corporate employee engagement survey. To optimize the value of both surveys, Seniors Services compiled the feedback from both sources and then pulled together a group of front-line employees and leaders to take a focused look at the results of both the corporate employee engagement survey as well as the Accreditation Canada workforce survey. Based on this in-depth analysis the group then drafted an action plan. This detailed plan outlines specific initiatives aimed at addressing areas of concern, supporting staff well-being, and ensuring staff feel valued and empowered. The action plan has been shared and implemented at all sites. Seniors Services is monitoring action plan progress and regularly communicating plan updates to all employees.

The impact of the Workforce Survey extends well beyond data collection, fostering a culture of respect, trust, and mutual support. When the voices of healthcare workers are heard and valued, they are better equipped to deliver high-quality, compassionate care to residents. Ultimately, the Workforce Survey plays a crucial role in strengthening the long-term care workforce, enhancing resident outcomes, and ensuring the continuity of exceptional, sustainable care in this essential sector.

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.

Objective 1.4 - Invest and support a skilled and aligned workforce at Niagara Region.

Other Pertinent Reports

[COM-C 2-2024 Accreditation Update](#)

(https://niagararegion.escribemeetings.com/PHSSC_Mar05_2024/eSCRIBE%20Documents/eSCRIBE%20Attachments/COM-C%202024%20Seniors%20Services%20Accreditation%20Update.pdf)

[COM-C 2-2024 Accreditation Update Appendix 1](#)

(https://niagararegion.escribemeetings.com/PHSSC_Mar05_2024/eSCRIBE%20Documents/eSCRIBE%20Attachments/COM-C%202024%20Accreditation%20Update%20Appendix%201.pdf)

[COM 26–2024 Seniors Services Quality Improvement Report April – June 2024](#)

(https://niagararegion.escribemeetings.com/PHSSC_Sep10_2024/eSCRIBE%20Documents/eSCRIBE%20Attachments/COM%2026-

2024%20Seniors%20Services%20Quality%20Improvement%20Report%20April-June%202024.pdf)

[COM 26-2024 Appendix 1 Seniors Service Quality Improvement Report](#)

(https://niagararegion.escribemeetings.com/PHSSC_Sep10_2024/eSCRIBE%20Documents/eSCRIBE%20Attachments/COM%2026-2024%20Appendix%201%20Seniors%20Services%20Quality%20Improvement%20Report%20%20April-June%202024.pdf)

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