



Homes Committee Agenda

Thursday, February 1, 2018
Council Chambers
County Administration Centre, Walkerton

1. Declaration of Pecuniary Interest
2. Information Items
 - A. Long Term Care Information Report (attached)
3. Next Meeting
March 1, 2018
4. Adjournment



Committee Report

To: Warden Paul Eagleson
Members of the Homes Committee

From: Michael McKeage
Director of Health Services

Date: February 1, 2018

Re: Long Term Care Information Report

Recommendation:

The Long Term Care Information Report dated February 1, 2018 is for information.

Background:

Bruce County Homes Outbreak Standard Operating Procedure

Throughout the fall of 2017 the Health Services team defined a Standard Operating Procedure for Infectious Control (Outbreak). As reported by the Grey Bruce Public Health Department there has been widespread outbreaks in the later part of 2017 and into January of 2018. The Health Services team remain without outbreak as a result of improved practices and the application of the Outbreak Standard Operating Procedure. The document covers actions to be taken when in a suspected outbreak and an outbreak to ensure an efficient, transparent and consistent approach is followed. Input was received from frontline staff, Gateway Haven management staff, the Grey Bruce Public Health Unit, and senior staff in county administration. The document provides detailed direction about who will do what to address a suspected or confirmed outbreak with an emphasis on early detection and how to bring them to an end as quickly as possible. This is the first document of its kind within the Department of Health.

Ministry of Health and Long-Term Care Resident Quality Inspection (RQI) - Brucelea

On January 9, 2018, Brucelea Haven received the initial findings of their Resident Quality Inspection(RQI) report from the Ministry of Health and Long-Term Care. The Inspection occurred in November, 2017. The final report is expected to be released by early February. The findings were a disappointment for the Health Services Team. As many Long Term Care providers are experiencing, the presence of staff reporting to work has been problematic and is a root cause for the findings around staff shortages and ability to deliver care.

A larger concern for Health Services management is the timely reporting of critical events to the Ministry. Separately the ministry has determined that a "kiss on the cheek" is classified as sexual abuse. Notwithstanding the valid observations made during this inspection, there are some areas requiring further clarification due to the Ministry's interpretation of current



legislation. The management team at Brucelea Haven were managing the delivery of care by an employee who was a new Canadian and failed to understand that such an action is not appropriate, even if it is requested by the resident. As a new Canadian the employee had a difficult time adjusting to the workplace. The actions of the former employee have been classified by the Ministry as sexual abuse. These matters will be the subject of further discussion with the Ministry. Certainly there will be elevated education for all staff to ensure an understanding of this interpretation.

Staff are developing action plans to address all issues identified by the Ministry with the goal of full compliance by the required deadline of March 31, 2018. The staff deployment model will be totally aligned between the two homes with Brucelea Haven adopting the same structure as Gateway Haven who have all personal support worker staff conducting baths rather than trying to maintain separate "bath only" shifts. The Master Schedule for both Long Term Care facilities is under currently being redesigned to address. The RQIs are viewable on the MOHLTC public web sites and these reports will be posted in the home.

Medical Assistance in Dying (MAID)

The legislation allowing for the provision of medically assisted dying came into effect in Canada June, 2016. To date there have been no requests for Medical Assistance in Dying (MAID) in either Brucelea Haven or Gateway Haven. As of September 30, 2017, there were 781 MAID deaths in Ontario, 41 of which occurred in long-term care homes, with 6 MAID deaths which have occurred in Bruce County. It is anticipated that it is only a matter of time until we are approached to supply or support the delivery of such services in our homes.

At this time, the County is unable to support the delivery of such programming in either of the Long Term Care facilities based on the complexity of the service delivery, the mixed feedback from both staff and medical directors on this matter and the likely effect such activity would have on other residents. Our current protocol is to advise residents looking for such assistance that these services cannot be provided or facilitated within the homes until the matter is studied further and recommendations can be brought to Council for their consideration.

Centralized Scheduling

The creation of a Centralized Scheduling Office for the Department of Health Services is the main objective of the 2018 Bruce County Health Services Business Plan.

The team continue to work toward all scheduling activity transferred from Paramedic Services, Brucelea Haven and Gateway Haven to the Centralized Scheduling Office. This consolidation will allow for the sharing of best practices among the various divisions, greater compliance with the collective agreements and more efficient use of staff time.



The office is now functioning and is in the process of completing its staffing to fulfill the mandate. Since November the office has been assisting with the development of master schedules for both Brucelea Haven and Paramedic, the creation and monitoring of KPI's for issues sensitive to scheduling errors, the development of Standard Operating Procedures for staff requesting time off, call-ins and backfilling shifts for both Brucelea Haven and Paramedic Services. Currently the Centralized Scheduling Office is focusing on the development of an enhanced master schedule for Brucelea Haven to address issues identified in the facility's most recent Resident Quality Inspection Report.

Full centralized scheduling is anticipated to be in place by June 2018.

Financial/Staffing/Legal/IT Considerations:

There are no other financial/staffing/legal/IT considerations.

Interdepartmental Consultation:

There has been internal departmental consultation in the preparation of this report from Gateway Haven and Brucelea Haven.

Link to Strategic Goals and Elements:

Goal # 4 - Find creative ways to involve all staff in our future

Goal # 6 - Explore alternate options to improve efficiency and service

Goal #10 - Develop Key Performance Indicators that are meaningful and report on them

Approved by:

Kelley Coulter

Chief Administrative Officer