



## Homes Committee Agenda

Thursday, October 4, 2018

9:30 a.m.

Council Chambers, County Administration Centre  
Walkerton, Ontario

1. Declaration of Pecuniary Interest
2. Information Items
  - A. Long Term Care Information Report (attached)

### 3. Act on Recommendations

That in accordance with the Procedure By-law, staff be authorized and directed to give effect to the actions of the Homes Committee in respect of all resolutions passed during the October 4, 2018 meeting.

### 4. Next Meeting

November 1, 2018

### 5. Adjournment



## Committee Report

**To:** Warden Paul Eagleson  
Members of the Homes Committee

**From:** Michael McKeage  
Director of Health Services

**Date:** October 4, 2018

**Re:** Long Term Care Information Report

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### Recommendation:

The Long Term Care Information Report is for information.

### Background:

#### MOHLTC Inspection - Brucelea Haven

The Ministry of Health & Long Term Care is currently ensuring that all Critical Incident Reports and Complaints for all 620 long-term care homes in the province have been followed up by their inspectors. To that end, an inspection team was on site at Brucelea Haven from August 28 to September 25. A written report is to be completed within 8 weeks.

#### MOHLTC Inspection - Gateway Haven

The Ministry of Health & Long Term Care concluded the annual Resident Quality Inspection (RQI) at Gateway Haven August 3, 2018. It will be 6-8 weeks before the ministry completes the report and releases its findings to the Home.

#### Long Term Care Homes Alignment Exploration Exercise

This exercise has been designed to promote dialogue between divisional managers so lessons learned from past practice can be shared, common challenges identified, opportunities for joint ventures harvested and lean process reviews conducted across divisions. In addition, the visiting of facilities will provide managers with an opportunity to familiarize themselves with the layouts and routines of their sister facility which will be of assistance when managers are called upon to support their colleagues in time of crisis or special event planning.



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The final outcomes of this exercise will identify;

- 1) Opportunities for greater alignment or synergy between the working units.
- 2) Common issues which need to be discussed during the next round of union negotiations
- 3) Opportunities to share skills and resources between the LTCHs.
- 4) Bulk purchasing or tendering opportunities.
- 5) Lean process assessments can be jointly engaged by our teams

A final report on the findings of this exercise will be completed in November.

## **Centralized Scheduling Office Developments**

Effective September 18<sup>th</sup> the Centralized Scheduling Office (CSO) has now taken responsibility for all of the scheduling and day time call-in services for the nursing department of both county homes. The CSO is piloting a computer based call service to provide a more efficient and transparent method of offering out shifts to county staff working in the homes. During this pilot staff may receive automated shift offers by cell phone, email, or text. The use of this technology allows for more shifts to be called out in a shorter period of time which in turn allows CSO staff to fill shifts more quickly and further into the upcoming weeks than is possible using manual call out methods.

## **Financial/Staffing/Legal/IT Considerations:**

There are currently staffing implications resulting from the shortage of PSWs in Ontario as well as the challenge of attracting and retaining registered nurses to long term care homes.

## **Interdepartmental Consultation:**

N/A

## **Link to Strategic Goals and Elements:**

- Goal # 1 - Develop and implement tactics for improved communications
- Goal # 2 - Leverage technology
- Goal # 4 - Find creative new ways to involve all staff in our future
- Goal # 6 - Explore alternate options to improve efficiency and service



Corporation of the County of Bruce  
Homes

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Approved by:

Christine MacDonald  
Acting Chief Administrative Officer