



Homes Committee Agenda

Thursday, November 1, 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 November 1, 2018 meeting.

4. Next Meeting

December 6, 2018

5. Adjournment



Committee Report

To: Warden Paul Eagleson
Members of the Homes Committee

From: Michael McKeage
Director of Health Services

Date: November 1, 2018

Re: Long Term Care Information Report

Recommendation:

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

Background:

Annual Mandatory Training

The annual training of all staff as mandated by the *Long Term Care Homes Act* took place at both homes during the month of October. To facilitate involvement by all staff, four sessions occurred at Gateway Haven and six at Brucelea Haven.

A number of these sessions were specifically designed to address compliance concerns previously expressed by the Ministry of Health and Long Term Care (MOHLTC) Inspectors during recent Resident Quality Inspections which occurred in 2018.

MOHLTC Inspection - Gateway Haven

The annual Resident Quality Inspection (RQI) for Gateway Haven was completed by the MOHLTC during a 15-day detailed review of the Home, commencing July 11, 2018 and ending August 3, 2018. The inspection included interviews with residents, families and staff, observation of care and services, and reviews of clinical records, policies, and other reports. The draft RQI report has now been received from the MOHLTC and includes 4 compliance orders, 12 written notifications and 7 voluntary plans of corrective action. The four Compliance Orders focus on, the Duty to Protect, Policy to Promote Zero Tolerance, Prompt Reporting of Critical Incidents, and Skin and Wound care,

The Management and staff are currently developing the action plans to address all areas of noncompliance. Training to address a number of these concerns has been provided to staff, in both LTCHs, during this fall's annual mandatory training.



When finalized this report will be made available to Gateway Haven's Resident's Council, and Staff.

Centralized Scheduling Office Developments

The Centralized Scheduling Office (CSO) has completed its first full month of providing staffing services to both homes. Currently the major focus of the CSO centers on the moving both LTCH cultures to a single consistent way of doing business and increasing staff familiarity and acceptance of computerized call-out technology. The transfer of staff call-in services from the remaining business units to the CSO will be completed in Q-1 of 2019.

Financial/Staffing/Legal/IT Considerations:

There are no financial/staffing/legal or IT considerations related to this report.

Interdepartmental Consultation:

Consultation occurred with the Finance & Human Resource Departments to develop the Business Plan and Budgets.

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

Approved by:

Kelley Coulter
Chief Administrative Officer