

Long-Term Care in Ottawa: We Need Change Now!

The Council
on Aging
of Ottawa



Le Conseil sur
le vieillissement
d'Ottawa



Promote innovation and quality

Regulate and manage LTC in a manner that promotes innovation and continuous quality improvement for residents and staff.

Concerns: Long-term care in Ontario has been built on an institutional model that is highly regulated and emphasizes compliance, documentation, and reporting. Ontario may have the most heavily regulated long-term care sector in Canada and there have been frequent complaints on the response burden for staff who work in LTC.

MOHLTC has a detailed inspection process whereby all homes receive an annual inspection to ensure compliance with the LTC Act and regulations. Inspectors also visit homes to investigate complaints which may originate from a resident, family member, employee or member of the public, or incidents which must be reported by the home. These inspections identify corrective actions that must be undertaken by the home; compliance orders and work and activity orders are issued when something important needs to be remedied or the home has repeatedly not corrected previously identified non-compliances.

Many LTC homes in Ottawa are now looking at person-centred approaches or models of care such as the Butterfly Model, Green House Project, and Eden Alternative which focus on the residents and building relationships. These models are increasingly recognized as transformative approaches to care that greatly enhance the quality of life for residents and improve staff satisfaction. These new models often require changes in the physical spaces and layouts as well as additional staff and training.

Innovation and improvement must be adequately supported and funded. Evaluation of models and sharing of best practices needs to be encouraged. Currently, the Champlain Dementia Network is leading a working group to share best practices related to transformation in LTC. There has been no extra funding from the province to support the current innovation in the Ottawa LTC sector. Ontario's investment in LTC is among the lowest in Canada.

To download the full report, go to www.coaottawa.ca

Measuring Progress/Current Status and Data¹⁵

19. Establishing innovation in LTC and quality improvement incentives

- *15 of the 28 LTC homes in Ottawa are experimenting with some person-centred care models*
- *There is no innovation funding from the province for LTC*

20. Ensuring adequate funding for sustaining and developing quality LTC

- *Cutting the High-Wage Transition wage program¹⁶ will affect quality of care*

21. Reviewing of organizational changes in the health sector to ensure LTC is visible and strong in community

- *Awaiting news and analysis of new health sector teams*

22. Reviewing what is being regulated and reported in LTC

- *Ongoing monitoring*

23. Reducing number of orders issued for Ottawa LTC homes from Ministry inspections¹⁷

- *12 orders were issued to homes as a result of annual inspections as of March 31, 2018*
- *21 orders were issued to homes as a result of targeted inspections as of December 2017*
- *13/27 LTC homes did not have any orders and one LTC home had no data available*

¹⁵ Data taken from the Province of Ontario, Home and Community Care, Client Health and Related Information System (CHRIS) unless otherwise provided. hssontario.ca/News/Pages/Meet-CHRIS.aspx

¹⁶ Government of Ontario, Ministry of Long-Term Care. (2019, September 20). *Ontario Extends Long-Term Care Funding to Ensure Quality Care for Patients* [Press Release]. Retrieved from news.ontario.ca/mltc/en/2019/09/ontario-extends-long-term-care-funding-to-ensure-quality-care-for-patients.html

¹⁷ Reports on Long-Term Care Homes. (2019). Retrieved from health.gov.on.ca/en/public/programs/ltc/home-finder.aspx