



ACR NEWS BULLETIN

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This issue provides information on

- 1. Ontario Long Term Care Task Force on Resident Care and Safety – An Action Plan to Address Abuse and Neglect in Long-Term Care Homes (May 2012)***
- 2. CIHI (Canadian Institute of Health Information) - launch of tool to compare performance of hospitals (Might one for residential care facilities follow?)***
- 3. Advocacy Update***
- 4. Upcoming Caregiver Support information sessions***

Ontario Long Term Care Task Force on Resident Care and Safety – An Action Plan to Address Abuse and Neglect in Long-Term Care Homes (May 2012)

This is an important document that has relevance for all Provinces. It has some similarity to observations, concerns and suggestions in the BC Ombudsperson's Report on Systemic Investigation into Seniors' Care in BC. It seems the need to effect considerable improvement in the quality of care and life in residential care is Canada-wide.

(Please note that terminology used as well as definitions of levels of care often differ among the Provinces.)

We've provided some extracts from the Executive Summary, and strongly encourage all interested in, or affiliated with residential care in BC to read this Ontario Task Force report in its entirety. (The pdf file is attached)

Extracts from the Executive Summary of this Report: (underlining added)

-this Task Force was established "in response to media reports of incidents of abuse and neglect in long-term care homes and underreporting of these incidents."

-"Independent of government, the Task Force was made up of a wide range of representatives from the long-term care sector: Family and Residents' Councils, nurses, long-term care physicians, personal support workers, unions, long-term care provider associations and advocates."

-The external chair was Dr. Gail Donner, former Dean and Professor Emerita, Lawrence S. Bloomberg Faculty of Nursing, University of Toronto.

-the work of the Task Force was conducted from January to April 2012

- the Focus of the Task Force: to develop and action plan that examines and addresses the factors contributing to incidents of abuse or neglect in long-term care homes.

-the Task Force believes that long-term care is a highly specialized area that focuses on the care of a diverse group of residents with complex conditions and needs. Long-term care requires specialized leaders and skilled staff to care for some of the most vulnerable people in our society. Residents have the right to courtesy and respect, excellent care in a safe environment, and protection from abuse and neglect. Everyone should know how to report abuse and neglect and to do so without fear of reprisal.

-eighteen actions were identified to improve care and safety of residents in long-term care homes:

-eleven actions focus on areas where the long-term care sector can play a leadership role

-six actions require leadership by the Ministry of Health and Long-Term Care and may benefit from other partners. The Task Force strongly endorsed these actions recognizing that the long-term care sector cannot implement them on their own.

-the final action is a commitment to implement

Actions where the long-term care sector can play a leadership role

-make residents care and safety the number one priority in long-term care homes over the next year and a top priority in years to follow

-commit to reduce incidents of abuse and neglect in long-term care homes and be accountable for achieving results

-advance the development of strong skilled administrators and managers

-strengthen the ability of staff to be leaders in providing excellent and safe care

-empower residents and families with a stronger voice and education

Actions that require leadership from the Ministry of Health and Long-Term Care

- develop coaching teams to help homes improve
- address direct-care staffing in homes
- support residents with specialized needs to ensure their safety and the safety of others
- address legislative requirements and processes that detract from resident care and may be driving abuse and neglect underground.

And, finally, the commitment to implement the Action Plan

Other additional areas noted for further attention included:

- educating and attracting people to work in long-term care – address the training of physicians, nurses, social workers, personal support workers and other health workers on the care of the elderly, dementia care, and abuse and neglect.
- ensuring education standards are established for Personal Support Workers ...so that graduates of training programs have core competencies.

Canadian Institute of Health Information (CIHI) - New website Tool to measure performance of hospitals

This new web-based tool developed by the Canadian Institute for Health Information (CIHI) allows for Canadians to check out indicator results on the performance of more than 600 acute care hospitals across Canada.

For additional information check out the related CBC News article:

<http://www.cbc.ca/news/health/story/2012/04/04/hospital-performance.html>

and the CIHI website:

<http://www.cihi.ca/CIHI-ext-portal/internet/EN/Home/home/cihi000001>

Might a website Tool to measure performance of residential care facilities in Canada follow?

We are considering contacting the CIHI with a suggestion that they develop a 'performance' tool for residential care facilities in Canada.

We've been wondering what measurable criteria might be good indicators of 'quality of care and life' in residential care facilities.

We've identified a few, and invite you to share your suggestions with us.

Our initial draft list of indicators might include:

antipsychotic medication usage rates, fall/injury rates, funded Clinical Nurse Specialists and Nurse Practitioners, person-centred model/philosophy of care in place (e.g. Eden Alternative, Gentle Care, etc.), recreation and rehab programs for all levels of functioning, current end-of-life/palliative care philosophy and practice in place.

What indicators would you like to seen included in a website tool to measure quality of care and life in residential care facilities?

Consider what care indicators would correspond with the provision of quality of care and life, and promote peace of mind for the family and friends, of a loved one in care.

Consider what care indicators would be critical to your willingness to be a resident of a facility should you someday require residential care.

This could be a good topic for a Family council discussion – perhaps for thought-provoking dialogue among Family council and staff with a collaborative result.

Send us an email with your suggestions (info@acrbc.ca) with 'Residential Care Performance Indicators' in the subject line.

While measurement of indicators has its place, it's a good idea to be mindful of the Albert Einstein quote:

“Not everything that can be counted, counts, and not everything that counts, can be counted.”

Advocacy Update

We have several topics in process including Fact Sheets.

And, we've updated our website (www.acrbc.ca) to include additional advocacy letters.

Caregiver Support Information Sessions

We've included the current Newsletter for the [VCHA Caregiver Support Program](#) (pdf) for your ease of reference. There's a great article for Caregivers on the importance of play – for them. And, there's information on upcoming information sessions including one on 'Medication Awareness for Caregivers' - held in Vancouver.

For information on Fall Offerings from the [North Shore Caregiver Support Project](#), check out their website. The NSCR offers information sessions on a variety of topics – some accessible by webinar or teleconference, for those outside the Lower Mainland.

North Shore Caregiver Support Project, 604-985-7138
www.nscr.bc.ca/information/caregiver.html
Suite #201, 935 Marine Dr. North
Vancouver, BC. V7P 1S3

Act as if what you do makes a difference. It does.

William James

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