



CITY OF HAMILTON
COMMUNITY AND EMERGENCY SERVICES DEPARTMENT
Macassa and Wentworth Lodges

TO:	Chair and Members Emergency & Community Services Committee
COMMITTEE DATE:	February 6, 2017
SUBJECT/REPORT NO:	Standardization of Adult Incontinent Products (Lodges) (CES17005) (Wards 6 and 13)
WARD(S) AFFECTED:	Wards 6 and 13
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SUBMITTED BY:	Joe-Anne Priel General Manager Community & Emergency Services Department
SIGNATURE:	

RECOMMENDATION

That Council approve the standardization of TENA® adult incontinent products for use in Macassa and Wentworth Lodges, pursuant to Procurement Policy #14 – Standardization, until February 8, 2022.

EXECUTIVE SUMMARY

Currently, because of the residents increased care needs, 87% of the residents at the Lodges now require an incontinent product compared to 75% of Lodge residents in 2009. The TENA® adult incontinent products have been utilized by Lodge residents with success over the past 15 years.

Council endorsed the standardization of the TENA product (CS0917) in 2009 because of the high quality of this incontinent product. Annual inspections of the Lodges by the Ministry of Health and Long-Term Care have made reference to the lack of urine odours and low rates of skin rashes and skin breakdown which is one indicator of a superior adult incontinent product.

Further to this, the Lodges' Resident Satisfaction Survey results indicated that 88% of the residents and families are pleased with the quality of the product. Many of the residents on admission are already using the TENA® product, and their familiarity with the product facilitates a smooth transition into the Lodge. This is a significant issue when referencing quality of life for our residents and the reputation of the City's Lodges in the community.

The majority of other LTC Homes are also committed to using the TENA® incontinent products due to their superior properties, the manufacturer's commitment to continual

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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quality improvement and the positive feedback received from residents and staff who are most familiar with the product.

For the above reasons, staff is recommending that Council endorse the continued standardizing of the TENA® products for an additional 5 years from Feb 2017 – Feb 2022.

Standardizing to TENA® products would not result in a single source purchase. A competitive process would still be utilized to secure the best value for the City of Hamilton. A number of vendors will be able to supply the TENA® products.

Alternatives for Consideration – See Page 4

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Current annual costs for this program are \$220,000 for both Macassa and Wentworth Lodges. There is no additional financial impact, as incontinent products are purchased within the Lodges' allocated Operating budget.

Staffing: There are no staffing implications associated with the recommendation of Report CES17005.

Legal: There are no legal implications associated with the recommendation of Report CES17005.

HISTORICAL BACKGROUND

Through a previous competitive tender process, TENA® incontinent products have been in place at both lodges since 2001. These products are the cornerstone of the Incontinence Management Program at the Lodges. Upon admission, each resident is assessed to identify level of continence. If the resident is classified as incontinent, an individualized continence plan is developed, which includes a product selection plan. As the TENA® product line is comprehensive, continence plans can be tailored to the resident's individual requirements.

A Request for Tender, C10-09-07 for Adult Incontinent Products for Macassa and Wentworth Lodges was issued on November 5, 2007 and closed on December 4, 2007. The tender was originally issued specifying TENA® products only. The tender was expanded to incorporate any incontinent products meeting minimum criteria. Seven submissions were received and the tender was awarded to Quality Life Products, the lowest bidder.

A two-week trial of Quality Life Products was conducted at both Macassa Lodge and Wentworth Lodge. During this assessment period, the evaluation clearly indicated that

the supplied product failed to meet required performance expectations. Notably, there were increased urine odours, leakage of urine despite the proper application of the product, discomfort experienced by residents, as well as an increase in skin rashes and skin breakdown. Frontline staff, using the product, expressed significant concerns about the product and the impact on residents. A request was made to Quality Life Products to provide an improved product, however, they elected to withdraw from consideration.

Given the negative impact on resident care noted during the product trial, staff's reluctance to expose residents to increased risk and the importance of safeguarding the dignity and well-being of our residents, it was recommended and endorsed by Council (CS0917) in 2009 that the TENA® adult incontinent products be established as the product standard.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

City of Hamilton's Purchasing Policy #14 – Policy for Standardization

Ministry of Health and Long-Term Care Homes Act & Regulations, Continence

RELEVANT CONSULTATION

Staff has consulted with the Procurement Section of Financial Services in the Corporate Services Department and they have supported this recommendation.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Based on research, the following criteria are fundamental when assessing the efficacy of incontinent products for ensuring quality outcomes:

1. Urine odours;
2. Occurrences of rashes and skin breakdown;
3. Comfort for the end-user/resident;
4. Ease of application of product; and,
5. Satisfaction of end-user/resident.

Over the past ten years since the TENA® product has been utilized, the Lodges have experienced very positive outcomes. The number of residents requiring the use of incontinent products has increased from 75% in 2009 to 87% in 2016. The majority of new residents have already been wearing the TENA® product prior to admission because of their satisfaction with this product. This assists with a smoother transition of the resident into the home since they are already familiar with the product.

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Annual inspections of the Lodges by the Ministry of Health and Long-Term Care have made reference to the lack of urine odours and low rates of skin rashes and skin breakdown. Ongoing audits and daily observations completed by management and registered staff also note the lack of urine odours.

Industry acceptable averages for skin breakdown are approximately 10% of the resident population base. At Macassa and Wentworth Lodges, statistics indicate that approximately one percent of residents present with skin breakdown related to the use of incontinent products. These low rates of skin issues are directly attributable to the use of the higher quality TENA® products. In the frail elderly, skin can begin to deteriorate within 24-hours of exposure to a pressure or an irritant. Healing the resulting wound can be painfully debilitating to the resident and very costly. Skin breakdown that progresses to a decubitus ulcer (bed sore) can cost from \$500 to \$40,000 to heal. [ref: Prevalence of pressure ulcers in Canadian healthcare settings, *Ostomy Wound Management*; 2004; 50 (10): 22 – 38]. Prevention of any kind of skin breakdown is not only humane, but economically sound.

The Lodges are required by the Ministry of Health and Long-Term Care Homes Act 2007 to determine the level of satisfaction residents have with the incontinent products provided to them. Residents and their families are encouraged to express opinions through routine care conferences, the Lodges complaint/compliment processes and the annual Resident Satisfaction Survey. Positive feedback from the residents is evidenced through the survey results, which showed a greater than 88% satisfaction rate with TENA® products at both lodges.

Since the Lodges continue to experience very positive feedback from residents and staff on the TENA® product, staff is recommending that Council endorse the TENA® product and that it be added to the City's Approved Products Listing for the Incontinence Management Program within Macassa and Wentworth Lodges, for an additional five year period from February 8, 2017 to February 8, 2022.

Standardizing to TENA® products would not result in a single source purchase. A competitive process would still be utilized to secure the best value for the City of Hamilton. There have been an increased number of vendors who supply the TENA® products over the past several years.

ALTERNATIVES FOR CONSIDERATION

If a standard incontinent product is not specified, the lowest compliant bid for incontinent products may include a lower quality product as an alternative which was the Lodges' experience in 2007. Staff does not recommend an alternative product, as it will result in exposing Macassa and Wentworth Lodge residents to increased risk of skin breakdown and will negatively impact their dignity and quality of life. In addition, extensive trials of

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alternative products are very costly of staff time and cause unnecessary anxiety for the residents.

Financial: There may be a reduced cost for the lowest vendor bid in the short term, but if the inferior product leads to increased odours, skin breakdown and decubitus ulcers, there would be greater costs in the long term.

Staffing: There are no staffing implications associated with this alternative.

Legal: There are no legal implications associated with this alternative.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Healthy and Safe Communities

Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.

APPENDICES AND SCHEDULES ATTACHED

None