




Hamilton

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	January 16, 2020
<b>SUBJECT/REPORT NO:</b>	Compliance Reporting for Long Term Care Homes (Macassa Lodge & Wentworth Lodge) (HSC20002) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Holly Odoardi (905) 546-2424 Ext. 1906
<b>SUBMITTED BY:</b>	Paul Johnson General Manager Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

At its meeting of September 19, 2019, the Emergency and Community Services Committee approved the following:

“That staff be directed to report back to the Emergency and Community Services Committee with an outline of a governance mechanism for Macassa Lodge and Wentworth Lodge, including policies and/or protocols for reporting Critical Incidents and the results of Resident Quality Inspections conducted by the Ministry of Long-Term Care to the Emergency and Community Services Committee, before December 31, 2019.”

### INFORMATION

The Long Term Care Resident Quality Inspection Program focuses on the quality of care and quality of life for residents by protecting and safe guarding residents' rights, safety and security as well as ensuring that long term care homes comply with legislation and regulations. There is a total of 4 possible types of inspections conducted through this program:

- Resident Quality Inspections;
- Complaint Inspections;

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- Critical-incident Inspections; and/or,
- Follow-up Inspections.

Long-term-care homes must immediately report critical incidents to the Ministry of Long-Term Care (MOLTC) such as:

- fire;
- neglect or abuse of residents;
- improper care;
- misuse of residents' money;
- unlawful conduct;
- unexpected or sudden death;
- residents missing for more than three hours;
- missing residents who return with an injury or adverse change in condition;
- outbreaks of reportable or communicable diseases; and,
- contamination of the drinking water supply.

Homes are required to inform the MOLTC within one business day for other incidents such as:

- resident falls resulting in significant change in condition that require a hospital visit;
- failures of the home's security or other major systems for more than six hours; and,
- missing medication.

Homes report critical incidents through a web-based tool called the Critical Incident System (CIS) or through a pager if the incident occurs after business hours. CIS records contain Personal Health Information which is protected by privacy legislation. Appendix "A" to Report HSC20002 attached outlines the Report Types and sub-types that are submitted as a CIS to the MOLTC.

Once the inspections are completed and the inspectors determine through the decision matrix that a long term care home is not in compliance with the Act, the inspector shall take one or more of the five enforcement actions:

1. Issue a written notification;
2. Issue a voluntary plan of corrective action;
3. Issue a compliance order;
4. Issue a work-and-activity order; or,
5. Refer the matter to the Ministry's Program Director, who may issue an order.

A full description of the enforcement actions is detailed in Appendix "B" to Report HSC20002.

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Upon completion of the inspection report, there will be a public version issued of the inspection report which summarizes the detail of all findings of non-compliance. The public version of the inspection report is posted on the Ministry's website (<http://publicreporting.ltchomes.net>). The public inspection report must be publicly posted in the Long Term Care Home once received as well as providing a copy of the inspection report to both the Residents' and Family Councils. The same Ministry website also provides other information about the LTC Home to inform the public, such as the type of home and the number of licensed beds.

Macassa Lodge and Wentworth Lodge will provide a report to the Emergency and Community Services Committee in April annually. The report will provide Committee with results of all Ministry of Long Term Care inspections completed at the Lodges inclusive of all the enforcement actions received by the compliance inspector. In addition to information provided about the inspections, the Lodges will report on Critical Incident System reports of high risk/level issues, i.e. significant resident to resident violence, resident to staff violence, suspicious death, or any scenario where the Home feels it prudent to share with the Emergency and Community Services Committee. Information included about CISs that involve residents will not include any personal health information, nor any information that would allow the public to determine who the resident is based on information shared.

Furthermore, to the now regularly scheduled annual report, Macassa Lodge and Wentworth Lodge shall notify the Emergency and Community Services Committee immediately of any compliance orders received. This will be communicated where possible at the following scheduled Emergency and Community Services Committee meeting. The goal of all noted reports is to enhance communications with Committee and provide transparency with the work that happens within our two long term care homes.

Staff remain committed and vigilant in working on all enforcement actions. The findings and subsequent improvement plans from each Lodge are implemented at both of our Long Term Care Homes to improve quality care and outcomes.

**APPENDICES AND SCHEDULES ATTACHED**

Appendix "A" to Report HSC20002: Report Types Submitted in the CIS

Appendix "B" to Report HSC20002: Types of Enforcement Actions and Follow-up Requirement

Report Types submitted in the CIS

Type	Sub-Type
<b>Mandatory Reports</b>	
Abuse/Neglect [24(1)(2)]	Resident to Resident
	Visitor to Resident
	Staff to Resident
Improper/Incompetent treatment of a resident that results in harm or risk to a resident [24(1)(1)]	
Misuse/Misappropriation of resident's money [24(1)(4)]	
Unlawful conduct that resulted in harm/risk of harm to resident [24(1)(3)]	
Misuse/Misappropriation of funding provided to a licensee [24(1)(5)]	
<b>Critical Incidents</b>	
Unexpected Death [107(1)(2)]	
Disease Outbreak [107(1)(5)]	Acute Respiratory Illness (ARI)
	Enteric Illness
	Antibiotic Resistant Organism (ARO) – MRSA
	Antibiotic Resistant Organism (ARO) – VRE
	Antibiotic Resistant Organism (ARO) – ESBL
	Other
Incident that causes an injury to a resident for which the resident is taken to hospital and which results in a significant change in the resident's health status [107(3)(4)]	Fracture
	Fall
	Bruising
	Other
Medication incident/adverse drug reaction [107(3)(5)]	Errors in administering that alter a resident's health status
	Adverse reaction that alter a resident's health status
	Misappropriation
Environmental Hazard [107(3)(2)]	Failure/breakdown of major equipment
	Loss of essential services
	Flooding
	Other

Type	Sub-Type
Emergency [107(1)(1)]	Bomb threat
	Fire
	Unplanned Evacuation (partial or full)
	Intake of evacuees
	Strike (Staff Shortage)
	Pandemic
	External Chemical Spill
	External Air Quality
	Severe Weather
	Violent Outburst
Missing Resident >= 3 Hours [107(1)(3)]	
Missing Resident <= 3 Hours [107(3)(1)]	
Missing Resident with Injury [107(1)(4)]	
Controlled Substance missing/unaccounted [107(3)(3)]	
Contamination of drinking water supply [107(1)(6)]	

Note: References from Long Term Care Homes Act, 2007 Ontario Regulations 79/10

**Types of Enforcement Actions and Follow-up Requirements**

<b>Enforcement Action</b>	<b>Description</b>	<b>Follow-up Requirement</b>
Written notification	Specifies the details of each instance of non-compliance.	A follow-up inspection is not required.
Voluntary plan of correction	Requests that the home prepares a written plan of correction for achieving compliance, but it does not require the home to submit the plan.	
Compliance order	Requires the home to take action, stop doing an action or prepare a plan in order to achieve compliance by a deadline.	A follow-up inspection is required once the deadline has passed.
Work-and-activity order	Requires the home to pay for the necessary work performed by the Ministry on the home’s behalf to achieve compliance.	
Director’s order	May withhold ministry funding to the home; order the home to return funding; require the home to retain a person to manage or assist in managing the home at the home’s expense; and revoke a home’s license.	

Source of data: Ministry of Health and Long-Term Care