



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Ontario Works Division
and
Long Term Care

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	April 8, 2021
SUBJECT/REPORT NO:	Standardization of Adult Incontinent Products (HSC21005) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Erica Brimley (905) 546-2424 Ext. 4815
SUBMITTED BY: SIGNATURE:	Bonnie Elder Director, Ontario Works Division Healthy and Safe Communities Department
SUBMITTED BY: SIGNATURE:	Holly Odoardi Senior Administrator, Long Term Care Healthy and Safe Communities Department

RECOMMENDATION(S)

That Council approve the standardization of TENA® adult incontinent products for use in Macassa and Wentworth Lodges and the Ontario Works Special Supports Program, pursuant to Procurement Policy #14 – Standardization, until February 28, 2026.

EXECUTIVE SUMMARY

The TENA® adult incontinent products have been utilized by Macassa and Wentworth Lodge residents with tremendous success over the past 19 years. Currently, 87.5% of the residents require an incontinent product compared to 75% of residents in 2009 in our two Long Term Care Homes (LTC's).

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.

SUBJECT: Standardization of Adult Incontinent Products (HSC21005/) (City Wide)
- Page 2 of 5

Council endorsed the standardization of the TENA product in 2009 (Report CS09017), 2014 (Report CES14009) and 2017 (Report CES17005) because of the high quality of this incontinent product. Annual inspections of the Homes 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 Homes' 2020 Resident Satisfaction Survey results indicated that 95% 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 either Macassa or Wentworth Lodge. This is a significant issue when referencing quality of life for our residents and the reputation of the City's LTC Homes in the community.

Many other Long Term Care Homes are also committed to using the TENA® incontinent products due to their superior properties, the manufacturer's commitment to continual quality improvement and the positive feedback received from residents and staff who are most familiar with the product.

The Ontario Works Special Supports Program has provision for incontinence supplies as a health-related benefit for Ontario Works recipients and low-income individuals, including seniors. Special Supports Program has a contract, C5-01-15 Supply and Delivery of Medical Supplies, for the dispensing of incontinence products to Special Supports Program clients. This contract recommends TENA® as a product due to the variety of sizes and quality.

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 are a number of vendors that would be able to supply the TENA® products.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Current annual costs for this program are \$254,000 (gross/net) for both Macassa and Wentworth Lodges and \$62,000 (gross/net) for the Ontario Works Special Supports Program. Incontinent products new contract pricing for the Special Supports Program (July 1, 2021) and LTC's (February 1, 2022) will be allocated within the Operating budget.

Staffing: N/A

Legal: N/A

HISTORICAL BACKGROUND

Council approved Report CES17005, standardizing TENA® adult incontinent products for use in Macassa and Wentworth Lodges, pursuant to Procurement Policy #14 – Standardization, until February 8, 2022.

Through a previous competitive tender process, TENA® incontinent products have been in place at both Homes since 2001. These products are the cornerstone of the Incontinence Management Program at Macassa and Wentworth 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 in 2009 (Report CS09017), 2014 (CES14009) and 2017 (CES17005), 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

Procurement was consulted regarding accordance with the City's Procurement Policy.

ANALYSIS AND RATIONALE FOR RECOMMENDATION(S)

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 nineteen years since the TENA® product has been utilized, the LTC's have experienced very positive outcomes. The number of residents requiring the use of incontinent products has increased from 75% in 2009 to 87.5% in 2020. 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.

Prior inspections at the Homes by the Ministry of Health and Long-Term Care, references have been made 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.

At Macassa and Wentworth Lodges, there are minimal perineum skin issues which is 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 heal¹. Prevention of any kind of skin breakdown is not only humane, but economically sound.

The Homes 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

¹ Prevalence of pressure ulcers in Canadian healthcare settings, *Ostomy Wound Management*, 2004; 50 (10): 22 – 38

SUBJECT: Standardization of Adult Incontinent Products (HSC21005/) (City Wide)
- Page 5 of 5

through routine care conferences, the Homes' complaint/compliment processes and the annual 2020 Resident Satisfaction Survey. Positive feedback from the residents is evidenced through the survey results, which showed a greater than 95% satisfaction rate with TENA® products at both LTC's.

Many LTC Homes are also committed to using TENA® incontinent products because of their superior properties, the manufacturer's commitment to continual quality improvement and the positive feedback from residents and staff who are most familiar with the product. This is a significant issue when referencing quality of life for our residents and the reputation of the City's Homes in the community.

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 has been an increase in the number of vendors who supply the TENA® products over the past several years.

Since the Homes continue to experience very positive feedback from residents and staff on the TENA® product, staff is recommending that Council endorse the TENA® product from July 1, 2021 to February 28, 2026.

Future Procurement Process

Special Supports Request for Tender will be effective July 1, 2021 and Lodges Request for Tender will be effective February 8, 2022.

City Staff were unable to provide an updated analysis for this report due to the COVID pandemic. Should Council approve this recommendation, staff will conduct a market scan for comparable goods to TENA and provide the analysis in any future standardization recommendation to Committee for consideration.

ALTERNATIVES FOR CONSIDERATION

None

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