




CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Long Term Care

TO:	Chair and Members Healthy and Safe Communities Committee
COMMITTEE DATE:	December 1, 2022
SUBJECT/REPORT NO:	Standardization of Resident Lifting and Hygiene Equipment Including Related Accessories, Supplies and Maintenance. (HSC22052) (Wards 7 and 13)
WARD(S) AFFECTED:	Wards 7 and 13
PREPARED BY:	Holly Odoardi (905) 546-2424 Ext. 1906
SUBMITTED BY:	Angela Burden General Manager Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION

- (a) That Council approve the standardization of ARJO® resident lifting and hygiene equipment and ARJO accessories and supplies required for the use of the resident lifting and hygiene equipment manufactured by Arjo Canada Incorporated, pursuant to Procurement Policy #14 - Standardization, at Macassa and Wentworth Lodges until January 30, 2028.
- (b) That Council approve the standardization of Arjo Canada Incorporated to perform the agreement work of annual maintenance on ARJO® equipment at Macassa and Wentworth Lodges until January 30, 2028.
- (c) That the General Manager, Healthy and Safe Communities Department be authorized to negotiate, enter into and execute any required Contract and any ancillary documents required to give effect thereto with Arjo Canada Incorporated, in a form satisfactory to the City Solicitor.

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.

EXECUTIVE SUMMARY

In November 2016, Council approved Report CES16047, allowing the continued the standardization of ARJO® equipment and maintenance services until November 2021. In January 2022, Procurement Policy #11 was completed for an extension to the contract for Arjo Inc. to January 2023. Report HSC22052 is seeking approval until January 2028 for standardization of ARJO® resident lifting and hygiene equipment and ARJO accessories and supplies and the annual maintenance on ARJO® equipment. ARJO® lifting and bathing systems have been in use at both lodges for approximately 24 years.

The lifting and handling of residents while providing routine care is a high-risk activity for both staff and residents. Limiting our lifting and handling equipment to a standardized selection of products minimizes risk to resident, staff and exposure by the City.

Statistically, healthcare workers have one of the highest incidences of work-related injuries. Because of this trend, the Ministry of Labour (MOL) and the Ministry of Long Term Care (MLTC) continue to monitor this risk with their presence in health care facilities. This increased presence results in higher expectations of accountability on behalf of staff and management. Healthcare organizations such as Macassa Lodge and Wentworth Lodge are required to demonstrate due diligence in identifying and mitigating risks related to the safety of staff and residents. The Fixing Long Term Care Act (2021) and Regulations are also extends this requirement for due diligence to the governing bodies of healthcare facilities.

In order to meet these expectations, it is recommended that Macassa and Wentworth Lodges (the Lodges) continue to use one manufacturer, Arjo Canada Incorporated (“Arjo Inc.”), for all resident lifting and bathing equipment. Arjo Inc. is the manufacturer and sole distributor of ARJO® brand equipment. It is also recommended that the preventative maintenance program for this equipment be single sourced to the manufacturer.

Alternatives for Consideration – See Page 5

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial:

Standardized, quality equipment, properly maintained and used by well-trained staff is an essential component of maintaining health and safety standards for residents and staff, and providing high quality care for residents in long term care. Any variability in

pricing between manufacturers is off-set by the value of reduced risk and reduced potential for injury of residents and staff. There is a budget within the lodges for this expenditure, and this expense can be accommodated within the existing budget. On average the Lodges purchase between \$120,000 to \$250,000 annually depending on cycle of equipment replacement and need for additional equipment based on resident assessed needs.

Staffing:

There are no staffing implications.

Legal:

Macassa and Wentworth Lodges have an obligation under both health and safety legislation and Fixing Long Term Care (Act 2021) and Regulations to ensure the safety of residents and staff. Where risk can be clearly identified, all reasonable mitigation must be applied in order to reduce liability should an error occur.

HISTORICAL BACKGROUND

In November 2016, Council approved Report CES16047, allowing the continued the standardization of ARJO® equipment and maintenance services until November 2021. In January 2022, Procurement Policy #11 was completed for an extension to the contract for Arjo Inc. to January 2023. This extension was necessary so that Lodge staff could maintain their focus on providing enhanced care to the residents and support the staff during the COVID-19 pandemic.

ARJO® lifting and bathing systems have been in use at both lodges for approximately 24 years. ARJO® equipment is made and distributed by Arjo Inc. This equipment includes electronic lifts, shower chairs, bath chairs and their accessories: slings, batteries and weigh scales. The life expectancy for these products can range from 10 years to 14 plus years.

The equipment has been consistently reliable, easy to use, has few repair problems and minimal down time due to repairs. ARJO® equipment was specified for installation in the redevelopment projects at the Lodges. On a yearly basis, a portion of the lifting and bathing equipment requires routine replacement or upgrading. For example, there were 8 lifts ordered in 2020 and an additional 11 lifts ordered in 2021 as a result of the Annual Health and Safety audit of all equipment completed by Arjo.

Currently, there are one hundred and three pieces of ARJO® equipment in use at Macassa Lodge with an estimated replacement value of \$1,307,700. Forty-four pieces

of equipment are in use at Wentworth Lodge with an estimated replacement value of \$605,627.

Maintenance agreements are established annually with Arjo Inc. to provide a preventative maintenance program for ARJO® equipment at the Lodges.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

City of Hamilton Purchasing Policy By-law as amended, Section 4.14 - Policy #14: Policy for Standardization.

Standardization is a management decision-making process that examines a specific common need or requirement and then selects a good and/or service that best fills that need to become the standard. When the establishment of a standard will result in a single source purchase, that purchase shall also be approved by the Council.

RELEVANT CONSULTATION

The Directors of Nursing, Macassa Lodge and Wentworth Lodge were consulted regarding the report content related to risk, research and operational issues and are supportive of the recommendations.

The Corporate Services Department, Procurement Section was consulted regarding the report recommendations, relevant policies and content, and are supportive of the recommendations.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Resident Lifting Equipment

Residents and staff are at highest risk of injury during episodes of lifting or transferring a resident. Safe operation of the equipment requires:

- a) That staff must have a high degree of familiarity with the equipment. Risk management practices in high risk areas of healthcare indicate that minimizing the variety of devices used by staff reduces risk.
- b) The provision of a thorough and detailed staff orientation / training program with annual refreshers. Limiting equipment to one manufacturer simplifies the training

for staff, increases comfort and competence in the use of equipment and reduces the chance of error.

- c) The correct use of compatible slings. Industry experts state that it is strongly advised not to mix and match products from different manufacturers. It is important to use a sling and lift from the same manufacturer to maintain a safe transfer.
- d) The availability of a robust preventative maintenance program. In order to eliminate confusion, to ensure timely response to service calls, for a well-organized preventative maintenance program and for liability and warranty reasons, limiting equipment to one manufacturer are the recommendations.

ALTERNATIVES FOR CONSIDERATION

The alternative to standardizing to the ARJO® product would be the introduction of equipment, accessories and supplies made by another manufacturer.

Financial:

Savings, if any, in the cost of an alternative product would be offset and may be exceeded by the cost of additional staff education and inefficiencies in the maintenance program.

Staffing:

There are no staffing implications.

Legal:

The potential for human error and subsequent injury to residents and/or staff would increase the risk of exposure to litigation.

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