



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

<b>TO:</b>	Chair and Members Emergency & Community Services Committee
<b>COMMITTEE DATE:</b>	February 10, 2014
<b>SUBJECT/REPORT NO:</b>	Renewal of Incontinence Products (CES14009) (Wards 6 and 13)
<b>WARD(S) AFFECTED:</b>	Wards 6 and 13
<b>PREPARED BY:</b>	Tom Hunter 905-546-2424 ext. 1900
<b>SUBMITTED BY:</b>	Vicki Woodcox Acting General Manager Community and Emergency Services Department
<b>SIGNATURE:</b>	

**RECOMMENDATION**

That TENA® adult incontinent products continue to be specified as standard products, and remain on the City of Hamilton’s Approved Products Listing for the Incontinence Management Program within Macassa Lodge and Wentworth Lodge.

**EXECUTIVE SUMMARY**

On February 18, 2009, Council endorsed that TENA adult incontinent products be the specified as the standard product on the City of Hamilton’s Approved Products Listing for a five year period per Report CS09017.

Residents, families and staff are very satisfied (89%) with the TENA product and are requesting approval to renew this product.

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 –Not Applicable***

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS (for recommendation(s) only)**

**Financial:**

There is no financial impact, as incontinent products are purchased within the allocated Operating budget.

**Staffing:**

There are no staffing implications associated with the recommendation of Report CES14009.

**Legal:**

There are no legal implications associated with the recommendation of Report CES14009.

**HISTORICAL BACKGROUND**

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, but was expanded to encompass any incontinent products meeting minimum criteria. Seven submissions were received and the tender was awarded to the lowest bidder, which was Quality Life Products.

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 product supplied was not meeting 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 increased 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 resident care outcomes noted during the product trial and our reluctance to expose residents to increased risk by the use of lesser quality products, staff recommends that the TENA® adult incontinent products be established as the standard product and be added to the City's Approved Products Listing for the Incontinence Management Program within Macassa and Wentworth Lodges.

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. Currently, approximately 90% of the residents at Macassa and Wentworth Lodges use TENA® products.

**POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

- City of Hamilton's Purchasing Policy #14 – Standardization
- Long-Term Care Homes Act, 2007 (updated July 1, 2010)

## **RELEVANT CONSULTATION**

Corporate Services Department, Financial Services Division, Purchasing Section who recommended a report be brought forward to committee for approval.

## **ANALYSIS AND RATIONAL 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.

Based on anecdotal data, the use of TENA® products has been instrumental at both lodges in providing positive outcomes in relation to these five categories. 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. Walk-about completed by management and registered staff also note the lack of urine odours. This is a significant issue when referencing quality of life for our residents and the reputation of the City's lodges in the community.

Industry acceptable averages for skin breakdown are approximately 10% of the resident population base. At Macassa and Wentworth Lodges, statistics indicate that approximately one to five 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.<sup>1</sup> 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 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, our 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 89% satisfaction rate with TENA® products at both lodges. This is a key result, especially when incontinent products have such a high impact on the dignity and quality of life of the residents.

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

The use of TENA® products for our residents since 2001 has led to positive outcomes for our resident's health and well-being and allowed them a higher quality of life.

## **ALTERNATIVES FOR CONSIDERATION**

None

## **ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN**

### **Strategic Priority #1**

A Prosperous & Healthy Community

*WE enhance our image, economy and well-being by demonstrating that Hamilton is a great place to live, work, play and learn.*

#### **Strategic Objective**

- 1.5 Support the development and implementation of neighbourhood and City wide strategies that will improve the health and well-being of residents.
- 1.6 Enhance Overall Sustainability (financial, economic, social and environmental).

### **Strategic Priority #2**

Valued & Sustainable Services

*WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.*

#### **Strategic Objective**

- 2.1 Implement processes to improve services, leverage technology and validate cost effectiveness and efficiencies across the Corporation.
- 2.3 Enhance customer service satisfaction.

### **Strategic Priority #3**

Leadership & Governance

*WE work together to ensure we are a government that is respectful towards each other and that the community has confidence and trust in.*

#### **Strategic Objective**

- 3.4 Enhance opportunities for administrative and operational efficiencies.

## **APPENDICES AND SCHEDULES ATTACHED**

None