



Provincial Advisory Committee: Public Minutes from November 4 Meeting

Table of Contents

| | |
|--|----------|
| FOLLOW-UP FROM LAST MEETING | 2 |
| MEMBERSHIP UPDATES..... | 2 |
| DOCUMENTS FROM LAST MEETING..... | 2 |
| THE PUBLIC INQUIRY INTO THE SAFETY AND SECURITY OF RESIDENTS IN THE LONG-TERM CARE HOMES SYSTEM | 3 |
| QUESTIONS FOR DISCUSSION..... | 3 |
| 2020-2021 IMPLEMENTATION PLANS | 6 |
| REVIEW OF PROCESS..... | 6 |
| <i>Timelines for implementation planning</i> | <i>6</i> |
| REVIEW OF IMPACT STATEMENTS..... | 6 |
| ROUNDTABLE DISCUSSION AND UPDATES..... | 9 |
| NEXT STEPS..... | 9 |

No conflicts of interest were declared.

Follow-up from last meeting

Membership updates

1. Nancy Cooper is the new OLTCA representative.
2. Samantha Peck (FCO) has replaced Lorraine Purdon on her retirement.
3. Ruth McFarlane is our newest LTC home members from Durham Christian Homes.
4. Carol Kelsey is retiring; new member for College Heads of Health Sciences not yet named.
5. Tyrone Bernardo is representing Jane Simms from the City of Toronto today.

Documents from last meeting

Minutes from the September 9th Provincial Advisory Committee (PAC) meeting were approved.

The Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System

[Link to report](#)

The Ontario CLRI is consciously using the full title of this Inquiry to avoid promoting the notoriety of the crimes. The Ontario Government is working on a response to the Inquiry report, which will guide the CLRI's own work.

- The report emphasized that the long-term care (LTC) system is stressed but not broken.
- The report made 91 recommendations that are broad reaching, naming multiple stakeholders with key roles in the sectors.
- Many of the recommendations made in the report relate to medication management as well as to building a just culture at all levels in LTC homes.

Questions for discussion

What are your organizations doing or considering doing in response to the inquiry? Are you open to partnering with the Ontario CLRI in your response?

1. peopleCare is planning to continue supporting the recommendations of the Public Inquiry and see the value and positive impact that their implementation would provide to the LTC sector. For example, peopleCare's clinical pharmacy model has shown both clinical benefits to residents and operational benefits to staff through system level changes as recommended in the report.
2. peopleCare have been asked by the Ministry to share their business model:
 - People: Pharmacy technicians are onsite in LTC homes to oversee medication management. Technicians have 24/7 access to clinical pharmacists to provide pharmacist-led medication reconciliation and order profiling to the automated dispensing cabinets.
 - Process: Pharmacist-led medication reviews and pharmacist-led medication reconciliation are employed in this model.

- Technology: Dispensing cabinets are automated. Technicians have access to the full electronic health record, hospital records, and Ontario labs through eConnect.
3. AdvantAge Ontario are surveying their members to find answers to questions such as: What recommendations can they implement? What support do they need to implement recommendations? What might be the challenges to implementation? AdvantAge Ontario will use this feedback to develop its response to the report.
 4. OLTC is waiting to see what the Ministry will request as a follow-up to the report. The Public Inquiry provides some very good direction in supporting a lot of what the sector has been saying all along (e.g., the need for more staff, the need to modernize).
 - OLTC is exploring the feasibility of implementing the pharmacy and medication management recommendations, including the possible impacts of the proposed changes to pharmacy funding.
 5. FCO is focusing on how to educate families around the serial killer phenomenon, without inciting unnecessary concern.
 6. OARC's priority is to strengthen the positive aspects of what residents' councils already do (i.e., Resident Bill of Rights, etc.) rather than introduce education based on negativity and fear mongering. Education around serial killers will only move forward when the OARC has an opportunity to work with a specialist in adult education around sensitive issues.
 - Many residents commented that they did not agree with the report findings related to responsibility. OARC is working with their board to help residents understand the systemic angle of the findings.
 - Distress was expressed during the OARC resident board meeting around how LTC is perceived and how the sector's image was tarnished with the murders and the release of the report. Residents want to have confidence in the care they receive and many feel vulnerable.
 7. Disappointment was expressed from resident representatives of the PAC with the report's lack of emphasis on the need for more PSWs and RPNs and that there was no discussion of individual responsibility.
 8. An LTC home representative commented that their home is looking to improve their investigation and palliative care policies, while working closely with community groups.

9. Another LTC home representative shared that their home had completed an internal review with a focus on the recommendations. Their response to the report will focus on medication administration and on education where needed.
10. Families are frustrated because they feel they could not do anything about the systemic changes needed, especially around medication management.

2020-2021 implementation plans

Review of process

The Ontario CLRI's annual workplan aligns with the government's financial year. At its April meeting, the PAC received the 2019-2020 implementation plans to give the group an opportunity to offer feedback on an ongoing basis.

Timelines for implementation planning

| Date | Timeline |
|---------------|---|
| Nov. 4, 2019 | Initial brainstorming for future implementation plans with Provincial Advisory Committee |
| Nov-Dec 2019 | Ontario CLRI staff teams meet to discuss |
| Dec 20, 2019 | Ontario CLRI Steering Committee meets to discuss and align plans |
| Jan 29, 2020 | Drafted 2020-2021 Implementation Plans shared with Provincial Advisory Committee for feedback |
| Feb 2020 | 2020-2021 Implementation Plans are refined and finalized |
| March 1, 2020 | 2020-2021 Implementation Plans are submitted to Government |
| April 1, 2020 | Execution of 2020-2021 Implementation Plans begins |

Review of impact statements

The Ontario CLRI has four program impact statements that represent the Ontario CLRI's goals over the next 10-15 years. For each impact statement, the discussion was guided by the following questions: Do you see opportunities for further extension in our activities? Is there anything that we are doing that is or is not resonating with the sector?

Provincial Advisory Committee members' comments are listed after each impact statement.

1. ENGAGE AND TRAIN CURRENT AND FUTURE WORKFORCE

- a. The curriculum for the training should be enhanced to make the PSW career more appealing and prepare PSWs better to face the realities of working in an LTC Home.
 - i. An idea to alleviate PSW workload is to have volunteers engage with residents while PSWs receive training.
- b. Both young (students) and the growing cohort of retired, healthy individuals who still want to work should be considered in the face of the workforce challenge.
 - i. You have to be careful to consider the physical requirements of the job when hiring PSWs.
 - ii. Opportunity to re-envision the roles needed in LTC, going beyond the traditional PSW roles.
- c. The regional family council networks are still advocating to set four hours as a standard of care required for each resident. If we had a standard of care, everyone could aim to achieve that and could compare and share ideas between LTC homes more effectively.
- d. OARC is interested in inter-generational education and training at the high school and post-secondary level. OARC has seen this success first-hand after their two-hour presentations to college students.

2. ENHANCE CARE THROUGH COLLABORATION AND KNOWLEDGE MOBILIZATION

- a. We collaborate and share knowledge on culture change, diversity and inclusion, and indigenous work.

3. SUPPORT RESEARCH AND INNOVATION

- a. Supporting the use of eConsult and GeriMedRisk in LTC are examples of this aspect of the CLRI's portfolio. Customizing eLearning to meet some of the education needs of the sector and work around understanding the HR realities and to evaluate the effectiveness of Team Essentials are other examples.
- b. GeriMedRisk tools were well received by families at a recent presentation as they felt these were practical and applicable in the LTC sector.



O N T A R I O

CLRI

Centres for Learning,
Research & Innovation
in Long-Term Care

- c. Innovation in education is needed, for example need it in small bites, because staff don't have time to get away from responsibilities for long periods of time.
4. BE AN EFFECTIVE RESOURCE FOR LTC SECTOR
- a. This impact revolves around the *how* of Ontario CLRI operations in the sector. To leave room for the next agenda item, this impact statement was not discussed.

Roundtable discussion and updates

1. Family representative – People are looking for support around medication management. Family councils in the HNHB region are considering partnering with other local homes to share resources.
2. AdvantAge Ontario – the association’s pre-budget submission is on its website. It focuses on HHR challenges, supporting aging in the community (i.e., supportive housing, etc.), LTC funding, and also funding for redevelopment and development of new beds.
3. HQO –HQO's Quality Improvement Plan program has a new indicator added for 19/20: early identification of residents who have palliative care needs. The other priority improvement areas for LTC are: possibly avoidable transfers to the emergency department; resident experience (having a voice and being able to speak up about the home).
4. All are invited to an upcoming Bruyère event – The Art of the Possible: Creating and Sustaining Transformation in Long-Term Care on November 12 and 13. [The recording of the speakers will be posted on the Ontario CLRI website.](#)

Next steps

Next meeting: **January 29, 2019 10:00 a.m. to 3:00 p.m.** This will be an online ZOOM meeting and there will be an opportunity for people to break for lunch.