LTC Task Force on Resident Care and Safety

Taking “Safe Care” Beyond the Poster on the Wall

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Long-Term Care Task Force on Resident Care and Safety

• Task Force established in November 2011

• Response to media reports and public concern about safety of LTC home residents

• Broad representation – family and resident councils, nurses, physicians, unions, PSWs, LTC provider associations and advocates
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- Concerned Friends of Ontario Citizens in Care Facilities (CF)
- Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS)
- Ontario Association of Residents’ Councils (OARC)
- Ontario Family Councils’ Program (FCP)
- Ontario Long Term Care Association (OLTCA)
- Ontario Long Term Care Physicians (OLTCP)
- Ontario Network for the Prevention of Elder Abuse (ONPEA)
- Ontario Nurses’ Association (ONA)
- Personal Support Network of Ontario (PSNO)
- Registered Nurses Association of Ontario (RNAO)
- Registered Practical Nurses’ Association of Ontario (RPNAO)
- Service Employees International Union (SEIU)
- Resident Representative
- Family Member Representative
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- Three-year Action Plan released in May 2012
- 18 actions identified to improve care and safety of residents
  - 11 actions to be led by the sector
  - 6 require MOHLTC leadership
- Final action – Task Force to report on progress
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• Actions grouped under nine themes:

  1. Make resident care and safety the number one priority in LTC homes

  2. Commit to reduce incidents of abuse and neglect in LTC homes and be accountable for achieving results

  3. Advance the development of strong skilled administrators and managers
• Themes (cont’d):

4. Strengthen the ability of staff to be leaders in providing excellent and safe care

5. Empower residents with a stronger voice and education

6. Develop coaching teams to help homes improve
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• Themes (cont’d):

7. Address direct care staffing in homes

8. Support residents with specialized needs to ensure their safety and the safety of others

9. Address legislative requirements and processes that detract from resident care and may be driving abuse and neglect underground
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- Task Force Steering Committee established to implement Action Plan
  - Provider associations – OANHSS and OLTCA
  - Consumer groups – OARC, Family Councils Program and Concerned Friends
- Three-year timeframe
- Two progress reports to date – January and October 2013
• Now at half-way point in three-year implementation

• We believe while more work needs to be done, we have made progress
• Much of the progress can be summarized as:

  • Increased promotion of culture of safety and quality by all partners
  • Greater emphasis on inclusion of resident and family voices in long term care
  • Focus on partnership between home leadership and resident and family councils
  • Ministry investments – BSO, staff training, equipment; OARC and FCP; Centres for Learning, Research and Innovation, etc.
Discussion

• Are we as a sector any closer to meeting the intent of the Action Plan?

• How can homes demonstrate their commitment to resident safety and abuse prevention?

• What are current challenges with resident and family surveys? How might the sector move to standardized questions?
Discussion

• What are the gaps in training/education to ensure staff are prepared and feel confident in their roles?

• How can OANHSS and OLTCA support homes?