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<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON DECEMBER 3, 2012</b>
<b>FROM:</b>	<b>TIM DOBBIE CONSULTANT – CITY OF LONDON</b>
<b>SUBJECT:</b>	<b>2013-2016 LONG-TERM CARE HOME ACCOUNTABILITY PLANNING SUBMISSION (LAPS)</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of Tim Dobbie – Consultant, City of London the 2013 - 2016 Long-Term Care Home Accountability Planning Submission for Dearness Home (Appendix A) **BE APPROVED** for submission to the South West Local Health Integration Network (the LHIN); it being noted that it is a requirement of the LHIN that the Planning Submission be approved by the Board of Directors of the Home (City Council).

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- Service Accountability Agreement between the Corporation of the City of London and the South West Local Health Integration Network (June 28, 2010)

<b>BACKGROUND</b>
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It is a requirement of the Local Health System Integration Act, 2006 that a LHIN have a service accountability agreement (SAA) in place with each Health Service Provider that it funds. The SAA for the long-term care sector is called the Long-Term Care Home Service Accountability Agreement (L-SAA). In June of 2010 council approved a three year L-SAA agreement with the LHIN. This agreement is set to expire on March 31, 2013.

In order to facilitate the negotiation of a new L-SAA with Health Service Providers (HSP) each provider is required to submit a planning document know as the Long-Term Care Home Accountability Planning Submission (LAPS). The LAPS document attached as Appendix A covers the period from April 2013 to March 2016 and provides Dearness Home an opportunity to describe: its role in the local community, programs and services offered, and any relevant information that the LHIN should be made aware of.

It is a requirement of the LHIN that the Planning Submission be approved by the Board of Directors (City Council). Given the timelines of the LHIN for submission of the LAPS the Home sought and received permission from the LHIN to file the LAPS by the due date of November 15 2012 and seek approval from Council at the next scheduled Council meeting.

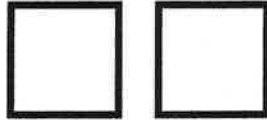
Acknowledgement: This report was prepared with the assistance of Janice Brown, Financial Business Adminsitrator.

Agenda Item # Page #

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<b>SUBMITTED BY:</b>	
<b>ROBERT DRAGE BUSINESS MANAGER, DEARNESS HOME</b>	
<b>RECOMMENDED BY:</b>	<b>CONCURRED BY:</b>
<b>TIM DOBBIE CONSULTANT , CITY OF LONDON</b>	<b>ART ZUIDEMA CITY MANAGER</b>

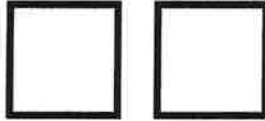
cc. A. Barbon, Manager Financial & Business Services



**Appendix A**

**Description of Home and Services**

Description of Home and Services							
<b>A-1 General Information</b>							
LTCH Legal Name	Corporation of the City of London						
LTCH Common Name	Dearness Home						
LTCH Facility ID Number LTCH Facility (master number for RAI MDS)	H11483						
Owner/Parent Organization							
Address	710 Southdale Road East						
City	London	Postal Code	N6E 1R8				
Geography served (catchment area)	City of London						
Accreditation organization							
Date of Last Accreditation	2003	Year(s) Awarded	2004-2007				
<b>A-2 LTCH Classification</b>							
	<b>Total # of Beds</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>New</b>	<b>Other</b>
<b>Licensed/Approved Beds</b>	243				243		
<b>Bed Types</b>	<b>Total # of Beds</b>	<b>Comments/Additional Information</b>					
Convalescent Care Beds							
Respite Beds	2						
Beds in Abeyance							
ELDCAP Beds							
Interim Beds							
Veterans' Priority Access beds							
Other beds available under a Temporary Emergency Licence or Short-Term Authorization							
<b>A-3 Structural Information</b>							
<b>Type of Room</b> (this refers to structural layout rather than what is charged in accommodations)							
Number of rooms with 1 bed	243	Number of rooms with 2 beds					
Number of rooms with 3 beds		Number of rooms with 4 beds					
Other							
Separate Infirmary (Y/N)	N	Number of Rooms					
Year of Construction	2004	Year(s) of renovations					
Opening Date	2005	Number of Floors		5			
<b>Number of Units/Resident Home Areas and Beds</b>							
<b>Unit/Resident Home Area</b>						<b>Number of Beds</b>	
9 Units						27 beds each unit	



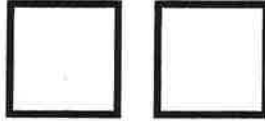
**Appendix A**

<b>Description of Home and Services</b>					
<b>A-1 General Information</b>					
LTCH Legal Name	Corporation of the City of London				
LTCH Common Name	Dearness Home				
<b>A-4 Additional Services Provided</b>					
	Service Provided		Contract for Service		Explanation if applicable
	Yes	No	Yes	No	
Nurse Practitioner		X			
Physiotherapy			X		
Occupational therapy			X		
Ophthalmology/ Optometry			X		
Audiology			X		
Dental			X		
Respiratory Technology			X		
Denturist			X		
IV Therapy (antibiotics or hydration)		X			To be implemented in near future
Peritoneal Dialysis (PD)		X			
Support for hemodialysis (HD)	X				Arrange for transportation
French Language Services		X			
Secure residential home area(s)	X				
Specialized Dementia Care unit(s)		X			
Designated smoking room(s)		X			
Specialized unit for younger physically disabled adults		X			
Support for Feeding Tubes	X				
Specialized Behavioural treatment unit(s)		X			
Additional service commitments for new bed awards (1987 to 1998)		X			
Religious programs	X				Chaplain on staff
<b>Other (specify)</b>					
<b>Other (specify)</b>					
<b>A.-5 Specialized Designations</b>					
	Designated				Comments
	Yes	No			
Religious		X			
Ethnic		X			
Linguistic		X			
French Language Service Designation		X			
Aboriginal		X			
<b>Other (specify)</b>					
<b>Other (specify)</b>					
<b>Other (specify)</b>					

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**Appendix A**

Description of Home and Services			
<b>A-1 General Information</b>			
LTCH Legal Name	Corporation of the City of London		
LTCH Common Name	Dearness Home		
<b>Other (specify)</b>			
<b>A-6 Community Linkages</b>			
	<b>Service Provided</b>		<b>Comments</b>
	<b>Yes</b>	<b>No</b>	
Volunteer program	X		230 members
Service groups	X		Knights of Columbus, Lionesses
Language interpreters	X		Use staff & volunteers
Cultural interpreters	X		Use staff & volunteers
Advisory council	X		Resident and Family councils
Community board	X		London City Council
Faith communities	X		Four church organizations
University & College	X		Programs support
Community groups	X		Alzheimer's Society, Alice Saddy
<b>Other (specify)</b>			
<b>Other (specify)</b>			
<b>A-7 Services Provided to the Community</b>			
	<b>Service Provided</b>		<b>Comments</b>
	<b>Yes</b>	<b>No</b>	
Meal Services		X	
Social Congregate Dining		X	
Supportive Housing /SDL		X	
Adult Day Program	X		
Retirement living		X	
Homemaking	X		
<b>Other (specify)</b>			
<b>Other (specify)</b>			
<b>Other (specify)</b>			
<b>A-8 Quality Improvement Practices</b>			
	<b>Comments</b>		
Residents First Leading Quality Program (for Senior Managers)	Several Managers have attending training sessions		
Residents First Improvement Facilitators			
Residents First Quality Improvement Teams			
Lean Methods			
HQO	Participate in HQO Advisory & Benchmarking committees		
<b>Other (specify)</b>			



**Appendix A**

**Long-Term Care Home Accountability Submission (LAPS)  
Service Plan Narrative**

[Click Here](#) to view detailed instructions for completing the Service Plan Narrative

<b>LTCH Name:</b>	<b>Dearness Home</b>
<b>Facility Number:</b>	H11483

<b>Service Plan Narrative – Part A: 2013/16</b>	
<p><b>Strategic Goals and Priorities:</b></p> <p>To ensure that the residents of Dearness Home live with dignity in a secure, safe and comfortable environment which meets their physical, psychological, social, spiritual and cultural needs.</p> <p>To continue the development and implementation of policies and procedures to ensure compliance with the Long-Term Care Homes Act, 2007 and achieve Accreditation.</p> <p>To implement quality improvement processes through the use of technology such as Point of Care and EMAR and through participation in Residents First initiatives.</p> <p>To develop core programs designed to improve resident care outcomes including Incontinence Management and Falls Prevention programs.</p> <p>To provide training and education to staff to assist them in dealing with a resident population with increasing levels of acuity and mental health issues.</p> <p>To build a strong and supportive workplace by engaging staff in new initiatives and improvements, building positive relationships with our unions, promoting staff wellness and improving hiring and retention practices.</p>	
<p><b>Advancement of the IHSP:</b></p> <p>Dearness Home is committed to supporting the SW LHIN IHSP, including:</p> <ul style="list-style-type: none"> <li>• Reducing transfers to emergency rooms through implementation of a Falls Prevention program</li> <li>• Managing transfers to hospital resulting from mental health issues by working with community mental health resources and accessing BSO resources</li> <li>• Focusing on resident care and safety, controlling the incidence of medication errors and inappropriate medications in order to limit hospitalization</li> <li>• Establishing and fostering community partnerships with health care providers to build new and innovative programs and services that meet our shared needs</li> <li>• Expanding the use of the Ontario Telemedicine Network to reduce hospital outpatient visits</li> <li>• Continuing our work with palliative residents, creating a caring and comforting environment where suffering is relieved and quality of life is promoted in the last stages of life</li> </ul>	

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**Appendix A**

**Long-Term Care Home Accountability Submission (LAPS)  
Service Plan Narrative**

<p><b>Situation Analysis</b></p> <p>Dearness Home serves over 300 residents and families annually. Over the past three years, we have seen a gradual increase in the acuity of our admissions. We have also experienced an increase in resident satisfaction rates from 89% in 2009 to 93% in 2011. Expenditures have been increasing especially for electricity and food whose costs have increased by 13.3% and 13.4% respectively over the past two years.</p> <p>With the announced change in funding for HINF, the Home will experience a significant shortfall in High Needs funding. This could result in a reduction in the level of care for residents requiring these services.</p> <p>Dearness Home is currently using PeopleCare to conduct an operational review and a report will be going forward to City Council in the near future. A revised LAPS may be submitted reflecting the direction decided upon by Council.</p>
<p><b>Evaluation of Prior Year Performance (optional)</b></p>
<p><b>Changes to Operations Summary (optional)</b></p>