



DEARNESS

Long Term Care

Presentation to
Community and Neighbourhoods
Committee
2011/11/29



Dearness Long Term Care

1. Operation of a 243 bed long term care home
2. Operation of an Adult Day Program and Wellness Centre for frail elderly still in their homes
3. Management of Homemakers' Services Program.



London
CANADA





Committee of Management

- Legislation requires London to operate a long term care home and mandates under Section 132 of the Long Term Care Act (2007), the creation of a Committee of Management.
 - Committee of Management has had two meetings:
 - January 27, 2011
 - June 27, 2011

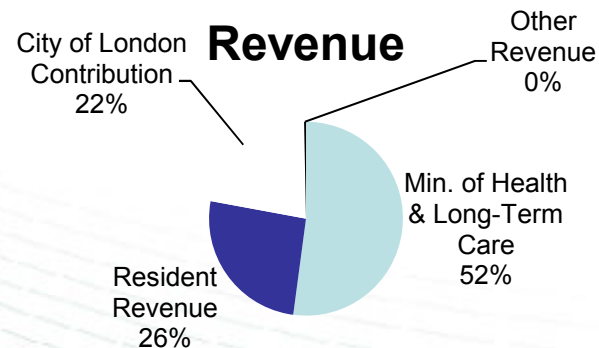


Compliance

- Regulatory compliance flows through the Ministry of Health and Long Term Care
- The new Long Term Care Homes Act and regulations came into effect July 1, 2010
 - All mandatory policies updated
 - Over 90% of employees have been trained on mandatory policies (100% to be completed by Jan. 2012)
- Complaint, Critical Incident and Follow Up Inspection process can occur at any time
 - 6 visits in 2011
 - 10 findings (review and follow up has been completed)

Provincial-Municipal Arrangements

- Annual Long-Term Care Home Service Accountability Agreement with South West Local Health Integration Health Network (SW LHIN)
 - Provincial funding envelopes:
 - Nursing and Personal Care, Raw Food, Program and Services and Other Accommodation
 - Cost sharing





Provincial-Municipal Arrangements

- The Adult Day Program and the Homemaking Program are governed by Multi-Sector Service Accountability Agreement with SW LHIN
 - Day Program 100% Province via SW-LHIN
 - Homemaking 80-20% Provincial-Municipal Cost Share



Health and Safety

- Evacuation Exercise (Annual Mandatory Requirement)
 - Completed on Oct. 14, 2011
 - Successful exercise and was done in partnership with the London Fire Department
- Public Health Inspections and Findings
 - 3 visits YTD
 - No findings

Admissions/Discharges

- 50 long term care admissions/discharges
 - Period Jan to Oct, 2011
- Occupancy rate to date is 98.7%
 - Ministry requirement is 97%; if rate drops below then funding is impacted
- 337 on the waiting list
 - Waiting list is maintained by Community Care Access Centre (CCAC)



Admissions/Discharges

- Adult Day Program (program accommodates 30 individuals per day)
 - 77 Admissions YTD
 - 58 Discharges YTD

Volunteers/Auxiliary

- Volunteers
 - We have over 250 volunteers
- Auxiliary
 - Group of over 30 volunteers
 - Has been in place since 1969 (42 years)
 - Fundraises to provide additional resources to improve quality of life for the residents



Labour Relations

- Settlement of Union contracts with Service Employees' International Union (SEIU) :
 - Clerical
 - RN

Nursing

- New staffing model in place for personal support workers. Features:
 - Better quality of care for residents
 - Improvements in our resident assessment initiative
 - Increased hours and stability for employees
 - Increased health and safety for both residents and employees
 - Provincial funding in place

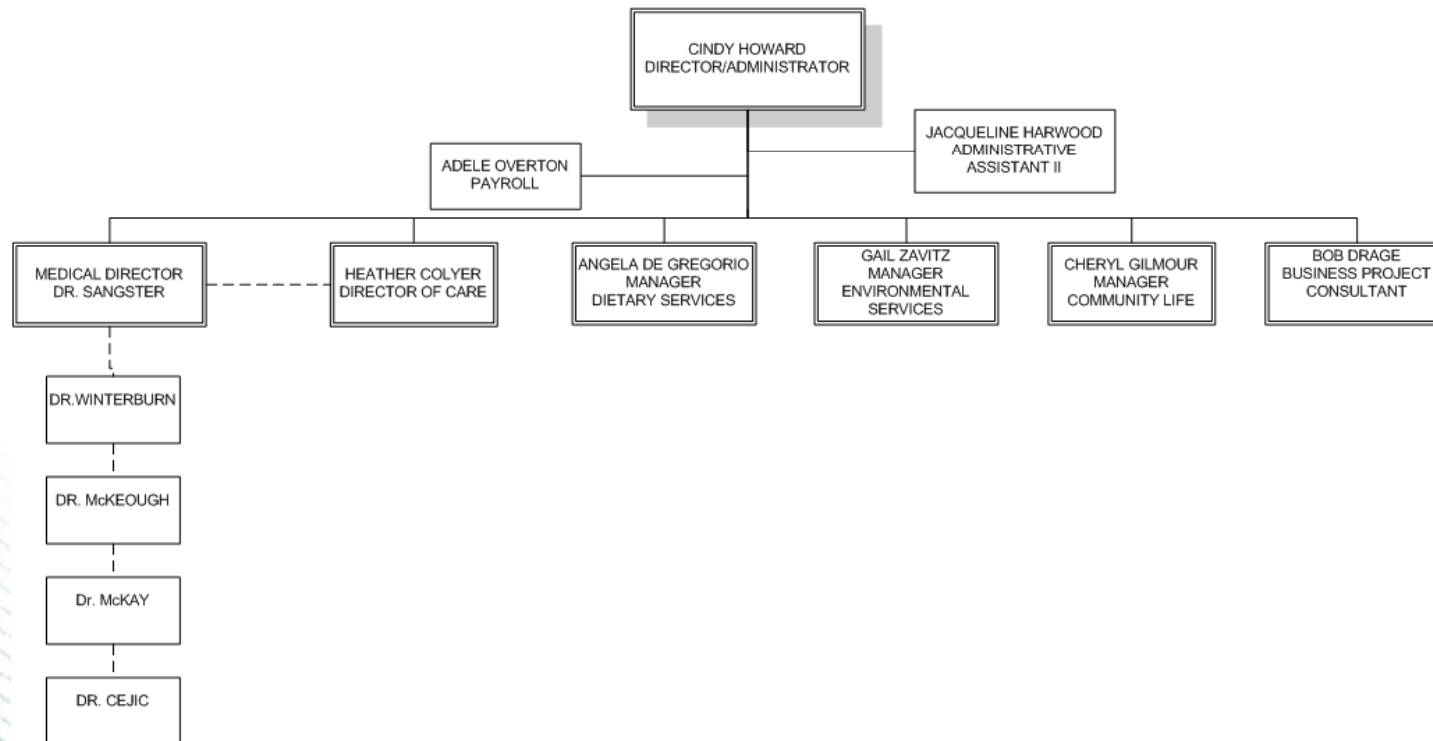


Outbreaks

- 1 Outbreak YTD in 2011
 - Lasted 15 days
 - Minor cold symptoms



Management Team





Financial Matters

- The Nursing and Personal Care (60% of Ministry funding) per diem is adjusted by the Case Mix Index (CMI), which is calculated using information from the Resident Assessment Instrument (RAI)
 - new format RAI-MDS now in place
 - Quarterly assessment rather than “point in time” process (CMI)
- In April 2010 and April 2011, the Dearness case mix index for per diem calculation of the Nursing and Personal Care envelope was frozen at 98.56.
- For the period April 2010 to April 2015 (transition period), changes to the CMI cannot go up or down more than 5% over the previous year.

Financial Matters

April 2010	April 2011	April 2012	April 2013	April 2014	April 2015
Protected CMI 98.56	Protected CMI 98.56	+/- 5% from 2011 (Resource Utilization Grouping)	+/- 5% from 2012 (Resource Utilization Grouping)	+/- 5% from 2013 (Resource Utilization Grouping)	Resource Utilization Grouping from 2014

Transition to the Resource Allocation Grouping
report from the Institute of Health Information

Financial Management

Quarter	Dearness CMI	Provincial CMI Average
Quarter 1 (April – June 2010)	.9672	1.0549
Quarter 2 (July-Sept. 2010)	.9843	1.0624
Quarter 3 (Oct. – Dec. 2010)	1.0196	1.0674
Quarter 4 (Jan. – March 2011)	1.0468	1.0687
Quarter 1 (April – June 2011)	1.0457	1.0610

Initiatives

- **Day Program/Homemakers' Program:**
 - Program Reviews to ensure programs are meeting the needs of our community today and into the future.

- **Technology:**
 - Ontario Telemedicine Network (OTN)
 - Teleconferencing with other health care providers
 - Regional Mental Health
 - Hospitals
 - Point Click Care
 - Electronic care plans (move away from manual hard copy)
 - Point of Care
 - Electronically documenting daily care as it happens
 - Benefits include saving time, reducing errors and documentation that is in compliance.

Issues Going Forward

- Funding:
 - Potential for -5% CMI decrease as of April 2012 (approx \$280,000)
- Integrated assessment record (IAR)
 - Sharing of assessments across the health continuum.
- Electronic Medication Administration Record (EMAR)
 - Automate the medication administration record and ordering system to ensure resident safety and reduce medication errors.
- Increased complexity of residents
 - Behaviour disorders (dementia)
 - Mental Health
 - Chronic Disease
 - Older residents (increase in ages 81-100)

Questions

