



## STAFF REPORT INFORMATION ONLY

### International Visits to Toronto Long-Term Care Homes and Services

<b>Date:</b>	October 3, 2008
<b>To:</b>	Advisory Committee on Long-Term Care Homes and Services
<b>From:</b>	General Manager, Long-Term Care Homes and Services
<b>Wards:</b>	All
<b>Reference Number:</b>	

#### **SUMMARY**

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Toronto Long-Term Care Homes and Services continues to be viewed as a leader in long-term care, provincially, nationally and internationally, with a large number of other long-term care organizations seeking our advice and utilizing our educational material and/or programs for the improvement of their own care and service systems. In this way, the division is able to broadly influence the betterment of quality in long-term care and the enhancement of services for seniors.

This report summarizes the international visits made to the division in the past year.

#### **Financial Impact**

There is no financial impact to the division.

#### **DECISION HISTORY**

Several years ago, the division made a strategic decision to share our practice information with other long-term care and municipal organizations, in workshop presentations and “open door events” as a means of knowledge exchange and system improvement. The division is regularly consulted by provincial and national colleagues and we freely share information to drive quality improvement.

In addition to the provincial and national knowledge exchange, the division is often selected by international visitors who wish to learn more about the Canadian health care experience and leading practices in long-term care.

## **COMMENTS**

In the past year, international healthcare professionals and government officials from the following jurisdictions visited the Toronto Long-Term Care Homes and Services Division through study tours in order to improve their knowledge about long-term care and seniors' issues:

- Germany
- Denmark
- Italy
- China
- Japan
- Netherlands
- South Korea
- United Kingdom

Feedback from all international visitors has been very positive, complimenting the division's commitment, professionalism, organization and management, innovation and high quality care and service. The division is proud to share practice information and advance knowledge in long-term care.

In addition, the majority of provincial, national and international visitors have found the division's website to be well-organized, useful and of high quality in content and presentation. Visitors note that they use it liberally for learning and information sharing.

## **CONTACT**

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## **SIGNATURE**

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