



STAFF REPORT INFORMATION ONLY

Achievement of 2008 Operating Objectives Established by the Toronto Long-Term Care Homes and Services Division

Date:	February 9, 2009
To:	Advisory Committee on Long-Term Care Homes and Services
From:	General Manager, Long-Term Care Homes and Services
Wards:	All
Reference Number:	

SUMMARY

The strategic planning process in the Long-Term Care Homes and Services Division includes the development of long range goals and a process to establish annual operating objectives to guide the achievement of the goals. In 2008, the long range goals focused on a number of elements that support the division's strategic plan, and included: Governance, Proactive and Supportive Organization, Resident Care and Resident and Client Services. The annual objectives addressed specific priorities related to each of these elements.

This report provides a summary of the achievement of each of the annual objectives established by the Long-Term Care Homes and Services Division's management team for 2008.

Financial Impact

There are no financial implications arising from this report.

COMMENTS

The long-range goals for the Long Term Care Homes and Services focused on a number of elements that support the division's strategic plan, and included: Governance, Proactive and Supportive Organization, Resident Care and Resident and Client Services. The annual objectives for the division address specific priorities related to each of these elements.

In the area of governance, there was emphasis on the growing relationship with the 5 Local Health Integration Networks (LHINs), preparing for a successful Accreditation (Qmentum), developing consolidated human resources and communication plans, a multi-year plan to achieve the Mayor's Priorities relevant to long-term care and seniors' issues, and the development of an integrated quality management program.

To support the organization, there were objectives devoted to implementing the division's Strategic Information Systems Plan, improving the purchasing process, developing a ten-year capital renewal plan and increasing youth volunteers.

To support the residents and their families, there was a focus on the implementation of clinical best practices with a special focus on falls prevention, implementing the psychogeriatric and mental health framework and strengthening the collaboration with the Community Care Access Centres and the Psychogeriatric Outreach Teams. There was also focused energy on reducing the number of unmet Ministry of Health standards in dietary and the environment.

Community programs designed to maintain clients in independent living models continues to require attention. In the past year, several objectives were achieved including: opening a new supportive housing site, implementing a "friendly phone call" service, and computerizing record keeping.

In spite of substantive challenges faced by staff as a result of increasing acuity, cost constraints, changing demands from both MOHLTC and MoL, the division has achieved or partially achieved the objectives.

Staff are recognized and commended for their efforts in achieving these results.

CONTACT

Sandra Pitters, General Manager, Long-Term Care Homes and Services
Phone: 416-392-8907; Fax: 416-392-4180; Email: spitters@toronto.ca

SIGNATURE

Sandra Pitters
General Manager, Long-Term Care Homes and Services

ATTACHMENTS

- 1) Achievement of 2008 Divisional Operating Objectives