



**STAFF REPORT  
ACTION REQUIRED**

**Agreements with Local Health Integration Networks'  
Contracted Service Providers**

<b>Date:</b>	October 24, 2012
<b>To:</b>	Community Development and Recreation Committee
<b>From:</b>	General Manager, Long-Term Care Homes & Services
<b>Wards:</b>	All
<b>Reference Number:</b>	

**SUMMARY**

---

The purpose of this report is to request that authority be delegated to the General Manager, Long-Term Care Homes & Services (LTCHS) to negotiate and execute standard service agreements with the Local Health Integration Networks (LHINs) contracted service providers for them to deliver, at no cost to the City, enhanced community support services to residents and clients in the division's long-term care homes and community programs.

**RECOMMENDATIONS**

---

**The General Manager, Long-Term Care Homes & Services recommends that:**

1. City Council authorize the General Manager, Long-Term Care Homes & Services, to negotiate and execute on behalf of the City standard service agreements with the following parties as described below provided that the agreements are at no cost to the City and in a form acceptable to the City Solicitor:
  - (a) Central East Community Care Access Centre to access Nurse Practitioner Long-Term Care Outreach (NPSTAT) for assessment and treatment of urgent and semi-urgent conditions for residents at Bendale Acres and Seven Oaks;

- (b) Mackenzie Health and LOFT Community Services to access the Behavioural Support Services Mobile Support Team (BSS-MST) for case management and transitional support for residents at Carefree Lodge and Cummer Lodge; and
  - (c) William Osler Health System to access Nurse Practitioner Led Outreach for initiating assessment and treatment for residents at Kipling Acres.
2. City Council authorize the General Manager, Long-Term Care Homes & Services, on an ongoing basis to negotiate and execute on behalf of the City standard service agreements with LHIN contacted service providers, for enhanced access to community support services to benefit residents and clients provided that the agreements are at no cost to the City and in a form acceptable to the City Solicitor.
  3. The appropriate City officials be authorized and directed to take the necessary action to give affect thereto.

### **Financial Impact**

There is no financial impact with the adoption of this report.

The Acting Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

### **DECISION HISTORY**

At its meeting on June 8 and 9, 2010, City Council adopted Report 33.7 of the Community Development and Recreation Committee which authorized the General Manager, Long-Term Care Homes & Services, to execute the required standard Service Accountability Agreements on behalf of the City of Toronto for the operation of the City's long-term care homes and community programs with the five Local Health Integration Networks.

Following is the link to the decision document

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2010.CD33.7>

Further, at its meeting on February 7, 2011, City Council adopted Report No. 1.4 of the Community Development and Recreation Committee which authorized the Long-Term Care Homes & Services Division to continue to advocate for policy and expansion of services related to the care for individuals with significant mental health, dementia and associated responsive behaviours residing in long-term care homes.

Following is the link to the decision document:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2011.CD1.4>

### **ISSUE BACKGROUND**

In August 2007, the Ministry of Health and Long-Term Care launched the *Aging at Home Strategy* designed to match the needs of seniors with appropriate local health and support

Staff Report for Action on Agreements with Local Health Integration Networks' Contracted Service Providers

services, thereby supporting seniors to receive health intervention in their own home. There are 2,641 resident beds in the City's long-term care homes.

In December 2010, the Ministry of Health and Long-Term Care released a report entitled *Respect, Recovery, Resilience: Recommendations for Ontario's Mental Health and Addictions Strategy* which summarized the barriers and potential risks being experienced by long-term care residents from a lack of timely, quality, integrated, and cost-effective healthcare services. The report set the groundwork for making measurable differences in the lives of residents with responsive behaviours related to dementia, mental health conditions and addictions.

Ministry of Health and Long-Term Care (MOHLTC) funding is administered by the LHINs; City of Toronto Long-Term Care Homes & Services operates ten (10) homes within the boundaries of five (5) LHINs and each has entered into a Long-Term Care Home Service Accountability Agreement (L-SAA) with its LHIN and three (3) Multi-Sector Service Accountability Agreements (M-SAAs) for community programs have also been negotiated.

On a periodic basis, opportunities arise to access enhanced services, at no cost to the City, that are of benefit to residents and clients of Long-Term Care Homes & Services.

There are currently three such opportunities available:

#### Central East LHIN

The Central East Community Care Access Centre's Nurse Practitioner Long-Term Care Outreach (NPSTAT) program focuses on assessment and treatment of urgent and semi-urgent conditions in long-term care and will provide service to residents at Bendale Acres and Seven Oaks that otherwise will be provided by staff in the emergency department. Where residents are required to visit the emergency department, NPSTAT will assist in enhancing information exchange between the hospital and home so that timely assessment and treatment can be accomplished.

#### Central LHIN

Through the Mackenzie Health and LOFT Community Services partnership, three (3) mobile support teams will deliver case management and transitional support to vulnerable residents at Carefree Lodge and Cummer Lodge suffering from responsive behaviours related to dementia, mental health and addictions. The goal is to avoid disruptive hospitalization for these frail seniors but if hospitalization is imminent, the LOFT Community Service Team will serve as a conduit between Carefree Lodge and Cummer Lodge and the community hospital or emergency department so that the resident receives timely, appropriate medical intervention and is transitioned back to his or her own home in a timely manner.

#### Central West LHIN

An "Aging at Home Long-Term Care Nurse Practitioner" project at William Osler Health System will provide Nurse Practitioner led services to residents in long-term care homes.

Staff Report for Action on Agreements with Local Health Integration Networks' Contracted Service Providers

Through this initiative, the Nurse Practitioner will travel to Kipling Acres and provide assessment and treatment to the residents in need of additional health support. Without this service, these residents would possibly need to be transferred to and cared for in a hospital setting.

The LHINs follow a procurement process that is very similar to the City of Toronto, and they are responsible for tendering, selection, payment and contract management of the service providers. In order for residents and clients of Long-Term Care Homes & Services to access these enhanced community support services, the City needs to enter into standard service agreements with these providers to mitigate liability and to ensure resident/client privacy is protected.

## **COMMENTS**

Long-Term Care Homes & Services has a demonstrated knowledge of dementia, delirium and mental health issues as leaders in excellence and groundbreaking services for healthy aging delivering care to meet the needs of all residents and clients.

Access to new or enhancements to existing community support services, provided and fully funded by the LHINs, are of significant benefit to Long-Term Care Homes & Services as these services will help improve resident/client quality of life and by accepting these services, at no cost to the City, it helps alleviate a growing demand that could otherwise create a financial pressure.

Through collaborative approaches to care with other service providers including hospitals, independent registered charities and community groups with specific expertise, LTCHS residents and clients will benefit from timely access and integrated supports.

These enhanced supports include, but are not limited to, information exchange between the home and hospital for timely assessment and treatment; in-home case management, in-hospital support and better transitioning back home again; mobile support for residents suffering from responsive behaviours related to dementia, mental health and addiction; and assessment and treatment for those in need of additional health supports to avoid transfer and care in a hospital setting.

## **CONTACT**

Marsha Nicholson, Director, Resident Care  
Long-Term Care Homes & Services  
Telephone: 416-392-8488; e-mail: mnichols@toronto.ca

## **SIGNATURE**

---

Reg Paul, General Manager  
Long-Term Care Homes & Services

Staff Report for Action on Agreements with Local Health Integration Networks' Contracted Service Providers