



STAFF REPORT ACTION REQUIRED

Request for Authorization to Certify and Approve Quality Improvement Plans

Date:	July 28, 2014
To:	Community Development and Recreation Committee
From:	General Manager, Long-Term Care Homes & Services
Wards:	All
Reference Number:	19613

SUMMARY

In December 2013, the Ministry of Health and Long-Term Care issued a directive requiring the development and public availability of Quality Improvement Plans (QIPs) from all long-term care (LTC) homes in Ontario for each fiscal year (April 1 – March 31) beginning in 2015/16. These plans must also be submitted to Health Quality Ontario (HQO) as part of the organization's mandate under the *Excellent Care for All Act*, 2010.

A Quality Improvement Plan (QIP) is a formal, documented set of commitments that a healthcare organization makes to its patients/clients/residents, staff and community to improve quality through focused targets and actions. QIPs are used in other healthcare sectors such as hospitals to assist in delivering quality programs and services. In order to support a common vision across the health system, standardized templates are provided for the QIP by HQO with the expectation that the Chair of the Board (or designate) certify their approval of the plan.

The purpose of this report is to request that authority be delegated to the General Manager, Long-Term Care Homes & Services (LTCHS) to certify and approve on behalf of the City annual QIPs for submission to HQO as required under the *Excellent Care for All Act*, 2010.

RECOMMENDATIONS

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

1. City Council authorize the General Manager, Long-Term Care Homes & Services, to certify and approve on behalf of the City annual quality improvement plans (QIPs) for submission to Health Quality Ontario (HQO) as required under the *Excellent Care for All Act*, 2010.

Financial Impact

There are no financial implications arising from this report.

The 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 (LHIN).

Following is the link to the decision document

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

Further, at its meeting on November 27, 28 and 29, 2012, City Council adopted Report No. 17.1 of the Community Development and Recreation Committee which authorized 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.

Following is the link to the decision document:

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2012.CD17.1>

ISSUE BACKGROUND

The *Excellent Care for All Act*, 2010 is provincial legislation which sets out a number of requirements for health care providers, beginning with public hospitals, related to quality improvement. The legislation requires that healthcare organizations:

- Establish quality committees that report on quality-related issues;
- Develop QIPs;
- Make QIPs available to the public;
- Put resident, client and care provider satisfaction surveys in place;
- Conduct staff surveys;

- Develop a declaration of values following public consultation; and
- Establish a resident/client relations process to address and improve experience.

With the Ministry of Health and Long-Term Care directive in December 2013, the requirement for the development and public availability for QIPs will be extended to all long-term care homes beginning April 1, 2015.

COMMENTS

Long-Term Care Homes & Services (LTCHS) has a well established history with regards to integrated quality management, which includes the requirement that a QIP be developed. The division utilizes a framework which aligns mission, vision, values, strategic planning, quality, risk, safety and utilization of resources with the goals of creating a collaborative working environment with internal/external stakeholders and assisting the division to satisfy residents', clients', employees' and volunteers' needs, while achieving positive results related to quality and safety.

Through Long-Term Care Homes & Services' integrated quality management framework, there is a Divisional Quality Council whose role is to provide visible direction, co-ordination and ongoing development of the quality improvement system based on the vision and goals of the division. Eleven Site Quality Councils (one for each long-term care home and one for community programs) exist to support the integration and co-ordination of quality improvement. These Councils are also responsible for providing leadership in the development and implementation of annual QIPs.

LTCHS has taken a proactive review regarding compliance with the *Excellent Care for All Act*, 2010. This was done in anticipation of its expanded applicability to the long-term care and community care sectors. The review found that the division met or exceeded requirements under the legislation, with QIPs being developed based on the HQO template.

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SIGNATURE

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