

Long-Term Care Annual Performance Report

Date: June 5, 2025

To: Long-Term Care Committee of Management

From: General Manager, Seniors Services and Long-Term Care

Wards: All

SUMMARY

This report provides an annual performance review of the City of Toronto's directly operated long-term care homes. The report outlines the long-term care home's compliance with the Fixing Long-Term Care Act (FLTCA) 2021, Ministry of Long-Term Care (MLTC) reported key performance indicators, resident and family satisfaction ratings, and long-term care home waitlist data.

This report is prepared for the Committee of Management, who is responsible for ensuring the City of Toronto's directly operated long-term care homes, are operating in compliance with the FLTCA legislation and its regulations, meet the requirements set out by the Ministry of Long-Term Care, and ensure the safety, quality of care, and well-being of residents.

RECOMMENDATIONS

The General Manager, Seniors Services and Long-Term Care recommends that:

1. The Long-Term Care Committee of Management receive this report for information.

FINANCIAL IMPACT

There are no financial impacts associated with the recommendation in this report.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the information as presented in the Financial Impact Section.

DECISION HISTORY

Executive Committee Item [EX9.11](#), Establishing a Committee of Management - Fixing Long-Term Care Act, was adopted by City of Toronto Council November 8, 9 and 10, 2023.

COMMENTS

Background

In accordance with section 135 of the Fixing Long-Term Care Act (FLTCA), the City of Toronto established a Long-Term Care Committee of Management.

The FLTCA is Ontario's primary legislation that governs all long-term care homes operated in the province. The FLTCA was developed to ensure that residents residing in long-term care homes, live with dignity, safety, and comfort, that they are provided resident-centred care that aligns with the Residents' Bill of Rights, that enhanced staffing and care standards are upheld, and that quality improvement and accountability are embedded within operations.

The City's directly operated long-term care homes are held accountable to assure adequate performance through:

- MLTC Inspections annually and in response to complaints and/ or critical incident inspections. Inspection reports are publicly published and posted for transparency
- Publicly reported performance indicators submitted to the Canadian Institute for Health Information (CIHI) and the MLTC
- Resident and family feedback obtained through annual satisfaction surveys and Residents' and Family Councils.

Reporting and Analysis

Compliance with Ministry of Long-Term Care Legislation

The MLTC's inspections are a critical safeguard to ensure that long-term care homes provide residents with safe, dignified and high-quality care. The MLTC's inspections protect resident health, safety and rights, ensure legal and regulatory compliance, support the early detection of opportunities for change, drive quality improvement, trigger corrective action plans, promote public transparency, and support system oversight.

The MLTC Inspection Branch will perform annual, unannounced inspections at each LTCH, and will conduct comprehensive investigations in follow up to complaints or critical incidents. Inspection reports are provided in two versions, Licensee Reports and Public Reports. The Public Reports have no personal identification and are posted on the Ministry's website and provided to Residents' Council. Both the licensee and public reports will provide a detailed summary of the inspection findings, outline any areas of

compliance and non-compliance and will identify whether any compliance orders or enforcement actions have been issued.

In 2024, the top three areas of non-compliance identified for the City of Toronto's directly operated long-term care homes were resident care plans, infection prevention and control, and critical incidents. Following the receipt of non-compliance, home-level and divisional leaders complete a thorough review of the inspection report, analyze the root cause of the issue and develop a specific action plan to ensure compliance with legislation. Divisionally, Seniors Services and Long-Term Care (SSLTC) has focused on identifying opportunities to strengthen home-level operations and structures that support resident care planning, home-level infection prevention and control programs, and critical incidents. Quality improvement initiatives in these key areas have included reviews and revisions of relevant policies and procedures, comprehensive mixed method education for frontline staff and leaders on identified priorities, and implementation of a resident-centred approach to care throughout the LTCHs.

Ministry Reported Key Performance Indicators

Several key performance indicators representing the quality of care and safety for residents through clinical outcomes are collected and reported on by the Canadian Institute for Health Information (CIHI). Each licensee receives a quarterly report comparing their performance to the provincial benchmarks. The available data is used by licensees to analyze trends and inform action planning to improve resident care and services.

Nine quality indicators that directly measure resident health, safety, and quality of life are publicly reported by the MLTC, including:

- Resident has worsened mood from symptoms of depression
- Resident has taken anti-psychotics without a diagnosis
- Resident has fallen
- Resident has improved/ remained independent in mid-loss Activities of Daily Living (ADL)
- Resident has worsened/ remained dependent in mid-loss ADL
- Resident has worsened stage 2-4 pressure ulcer
- Resident has daily physical restraints
- Resident has pain
- Resident has worsened pain

Attachment 1 compares the City of Toronto long-term care homes' quality indicator performance with the provincial benchmarks from January 1, 2024, until December 31, 2024. SSLTC uses this information to analyze performance and inform quality improvement initiatives.

Two identified priorities in 2024-2025 focused on quality improvement initiatives for the falls prevention program and the reduction of resident anti-psychotic use without a diagnosis.

For the falls program, SSLTC partnered with the Registered Nurses Association Ontario (RNAO) Clinical Pathways program to introduce new, evidence-informed falls assessments to our frontline care providers. Falls Prevention Leaders within each of the

City’s directly operated LTCHs were provided with training on root cause analysis and incident debriefing. Additionally, SSLTC is preparing to implement Intentional Rounding, which is another falls prevention strategy, where teams will perform more regular, structured, and case reviews for residents.

SSLTC partnered with the Institute of Safe Medication Practices (ISMP) Canada to focus on the reduction of resident anti-psychotic use without a diagnosis. Six of the City’s LTCHs participated in the ISMP Canada’s Innovator Homes initiative to undertake quality improvement efforts. Teams received training and tools to enhance their understanding of quality improvement methodologies. Three LTCHs were identified as higher than divisional average for inappropriate use of anti-psychotics. These LTCHs are working within their teams to implement quality improvement initiatives to reduce their resident use of anti-psychotics without a diagnosis. Learnings will be shared with the remaining LTCHs across SSLTC to inform division-level medication management program changes related to reducing resident use of anti-psychotics without a diagnosis.

Tables 1 and 2 provide a comparison of SSLTC's performance against the provincial averages for these two quality indicators. SSLTC has consistently lower incidences of residents taking anti-psychotics without a diagnosis and lower incidences of residents experiencing falls than the provincial benchmarks. This demonstrates that SSLTC has ensured that high standards for resident care and safety have been maintained.

Table 1. Incidence of Residents Taking Anti-Psychotics Without a Diagnosis (SSLTC and Provincial Comparison)				
Facility	2023 Q4	2024 Q1	2024 Q2	2024 Q3
City of Toronto: SSLTC	16%	15.1%	14.5%	14.2%
Ontario	20.1%	19.9%	19.6%	19.4%

Table 2. Incidence of Residents Who Have Fallen (SSLTC and Provincial Comparison)				
Facility	2023 Q4	2024 Q1	2024 Q2	2024 Q3
City of Toronto: SSLTC	9.9%	10.0%	10.2%	9.9%
Ontario	15.6%	15.5%	15.5%	15.4%

Annual Resident and Family Satisfaction Ratings

SSLTC is committed to empowering the voices of residents and family members within the City’s directly operated long-term care homes. An annual resident and family satisfaction survey called Your Opinion Counts is administered and used to measure quality of care and service beyond clinical outcomes. Results from the Your Opinion Counts survey are shared across all ten long-term care homes with residents, families,

and staff and are used to identify quality improvement opportunities that are a priority for residents.

In 2024, 82 per cent (552) of SSLTC residents with cognition to participate and 25 per cent (588) of family members responded to the Your Opinion Counts survey for a total number of 1,140 respondents.

Table 3 summarizes key resident and family satisfaction results from the 2024 Your Opinion Counts survey.

Table 3. SSLTC Your Opinion Counts Resident & Family Survey Results (2024)			
	Theme	Resident	Family
The home provides a welcoming atmosphere where I/ my family member feel(s) safe and accepted.	Homelike & Welcoming	95%	94%
I am able to communicate openly and freely regarding care and service needs.	Communication & Feedback	89%	92%
My issues, concerns, or requests for information are addressed.	Communication & Feedback	85%	89%
Staff treat me/my family member with respect.	Civility	91%	95%
The variety and quality of food meets my/ my family member's needs.	Dining Experience & Food	75%	85%
The variety and quality of activities meets my/ my family member's needs.	Activities	86%	84%
I am satisfied with the quality of the care and service.	Overall	93%	93%
I would recommend this home to others.	Overall	90%	92%

Attachment 2 provides a detailed overview of the 2024 survey results. Survey results shared in Attachment 2 are disseminated to each City operated LTCH and are posted within the home and communicated with the residents and families through Residents' and Family Councils.

Long-Term Care Homes Waitlist

In accordance with the FLTCA, licensees must report on admissions, discharges, bed vacancies, and waitlists. Additionally, the MLTC requires all long-term care home licensees to maintain accurate and up-to-date waitlist data. Waitlist data is utilized by the MLTC to make funding decisions, including which regions and homes should receive additional beds, capital redevelopment grants or specialized program funding to better serve their communities.

The City of Toronto operated long-term care homes can accommodate 2,619 residents and long-stay accommodations have a 97.4 per cent occupancy rate. As of May 1, 2025, there are over 7,500 applications on waitlists for City of Toronto operated long-term care homes and over 2,000 of those applications have identified a City of Toronto operated long-term care home as their first-choice accommodation.

Table 4 summarizes the waitlist applications by LTCH.

Table 4. Long-Term Care Home Waitlist Applications (May 1, 2025)		
Long-Term Care Home	Total Number of Applications	First-Choice Applications
Bendale Acres	1,290	331
Carefree Lodge	363	49
Castleview Wychwood Towers	579	121
Cummer Lodge	1,256	293
Fudger House	342	77
Kipling Acres	1,040	355
Lakeshore Lodge	813	218
Seven Oaks	421	131
True Davidson Acres	627	151
Wesburn Manor	900	317

Conclusion

Seniors Services and Long-Term Care provides residents with high-quality care and service across all ten of the City's directly operated long-term care home through monitoring, analysis, evaluation and continuous quality improvement.

In 2024, SSLTC prioritized improvement of divisional performance in two key quality indicators, incidence of residents who have taken anti-psychotics without a diagnosis and incidence of residents who have fallen. Successful implementation of quality improvement initiatives in both the medication management and falls prevention

programs have resulted in SSLTC outperforming provincial benchmarks in these areas (Tables 1 and 2).

Through data analysis of the quality indicators, SSLTC has identified the skin and wound program and resident care planning as priority focuses for 2025. Key initiatives that will be implemented throughout the ten long-term care homes include RNAO clinical pathways and CareTO, SSLTC's made in Toronto person-centred care approach. These initiatives will support performance improvement in incidence of residents with worsened stage 2-4 pressure ulcers, residents who use daily physical restraints, and residents who have worsened moods from symptoms of depression.

The annual performance report prepared for the Long-Term Care Committee of Management demonstrates SSLTC's commitment to transparency and acts as a roadmap for strategic planning.

CONTACT

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SIGNATURE

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ATTACHMENTS

- Attachment 1 - Quality Indicator Performance - City of Toronto SSLTC & Provincial Comparison
- Attachment 2 - 2024 Your Opinion Counts Resident & Family Survey Results
- Attachment 3 - Residents' Bill of Rights
- Attachment 4 - Seniors Services and Long-Term Care Fact Sheet