Long-Term Care Inspections Branch

Briefing for LTC Commission
Long-Term Care Operations Division
is comprised of 3 Branches, including the
Long-Term Care Inspections Branch
The Long-Term Care Inspections Branch (LTCIB)

Vision
Be responsive, accountable, dedicated to promote residents’ quality of life

Mission
To provide excellence in LTCH inspections that meets the need of the residents and preserves and promotes high quality care
Key Objectives of the LTCIB

**Compliance**
Conduct inquiries and inspections to ensure a licensee’s compliance with the requirements under the Long-Term Care Homes Act, 2007

**Effective Enforcement**
Ensuring we use enforcement tools effectively in delivering the Long-Term Care Quality Inspection Program.

**Quality Systems**
Using the best tools, and infrastructure to make our operations as efficient and effective as possible

**Quality Practice**
Leveraging the right processes and resources that empower staff to achieve our vision and mission

**Sustainability**
Keeping our program running into the future with minimal disruption allowing for continuity and a forward thinking culture
LTC Inspections Branch Structure

Service Area Offices (SAO)
Delivers operational services related to LTC Homes inspections across the province.
- SAO Manager (1)
- Inspection Managers (2)
- LTCH Inspectors* (~25)
- Admin Assistants (2)

Centralized Intake, Assessment & Triage Team (CIATT)
Receives, assesses and triage all complaints, critical incidents or mandatory reports.
- Manager (1)
- Triage Inspectors (10)
- Admin Assistants (2)

~175 Registered nurses, registered dietitians, physiotherapists and environmental health
The LTCIB spans the province...

Main regional locations:

- Central West
- Central East
- Ottawa
- Sudbury
- Toronto: Director’s office & CST
- Hamilton: CIATT

+ Multiple satellite offices within these regions
Long-Term Care Quality Inspection Program (LQIP)
Section 2
The foundation and principles of the Long-Term Care Quality Inspection Program are based on the Long-Term Care Homes Act, 2007 (Act) and Ontario Regulation 79/10 (Regulation) made under the Act.

The Act and its Regulation came into force on July 1, 2010.

The Long-Term Care Quality Inspection Program (LQIP), focuses on residents’ quality of care and quality of life provided by the LTC home.

LQIP conducts inquiries and inspections to ensure a licensee’s compliance with the requirements under the Act and Regulation.
Quality in the Long-Term Care System

Long-Term Care Homes Act, 2007
Resident-Centered Care ~ Public Accountability and Transparency in LTC ~ Preserving and Promoting Quality

Programs that build capacity for quality improvement

TRANSPARENCY
• Reporting of Quality of Care Indicators (HQO)
• Public reporting of quality indicators
  Inspection reports publicly posted and shared with Residents’ and Family Councils

CAPACITY BUILDING

CONTINUOUS QUALITY IMPROVEMENT

Quality Improvement Plans (QIP)

COMPLIANCE INSPECTIONS
LTC Quality Inspection Program (LQIP) inspections:
  • Proactive
  • Reactive
**Building Blocks of the LQIP**

**Long-Term Care Homes Act, 2007**
*Residents’ Bill of Rights*

**Long-Term Care Homes Quality Inspection Program (LQIP)**
Safeguards residents’ rights, safety, and quality of care by conducting inspections & inquiries to ensure Licensee’s compliance with LTCHA and Regulation.

<table>
<thead>
<tr>
<th>Complaint Inspections</th>
<th>Critical Incident System Inspections</th>
<th>Follow-up Inspections</th>
<th>Proactive Inspections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information received from the public, residents, families, etc.</td>
<td>Information submitted by LTC Homes to the Ministry re: critical incidents</td>
<td>After the compliance date expires of a previously issued Compliance Orders to ensure compliance with the Order</td>
<td>Resident focused, care focused inspections in various areas</td>
</tr>
</tbody>
</table>

Over 2,000 matters/month assessed & triaged
Types of inspections

Section 3
Types of Inspections

**Reactive**

- **Complaint Inspections**
  - Responds to information the ministry receives from public, residents/ families, etc.
  - Via Action Line, correspondence, etc.

- **Critical Incident System Inspections**
  - Responds to information submitted by LTCHs
  - Mandatory reports and reportable critical incidents as per LTCHA

- **Follow-up Inspections**
  - Occurs when Compliance Orders are issued
  - Inspection conducted after compliance due date expires to ensure non-compliance is corrected and Order is complied with

**Proactive**

- **SAO Initiated Inspections**
  - Inspections of specific areas of concern as identified by the Service Area Office

- **Resident Quality Inspections (RQI)**
  - 2-stage inspection; resident-focused

- **Other**
  - Director Order Follow-Ups, etc.

All inspections are **unannounced** and All LTC homes receive **at least one inspection a year**

Inquiries are conducted for lower risk complaints and critical incidents
Inspections in 2019

<table>
<thead>
<tr>
<th>Inspection Type</th>
<th># of Inspections Jan 1 to Dec 31, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint</td>
<td>1060</td>
</tr>
<tr>
<td>Critical Incident</td>
<td>1406</td>
</tr>
<tr>
<td>Follow-up</td>
<td>326</td>
</tr>
<tr>
<td>Director Order Follow-up</td>
<td>13</td>
</tr>
<tr>
<td>RQI</td>
<td>27</td>
</tr>
<tr>
<td>Other</td>
<td>50</td>
</tr>
<tr>
<td>Total</td>
<td>2,882</td>
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</tbody>
</table>

Intakes Inspected: CIS—5,901, Complaint—2,215, TOTAL=8,116

- The duration of an inspection may last several days to several weeks depending on the number of issues and the risk of the issues that require inspection within a specific LTC home.
- An inspection team may be comprised of one or several inspectors.

The LQIP program also completed 8,759 Inquiries in 2019 – of this 7,256 were related to Critical Incidents and 1,503 were related to Complaints.
Inspection Process

Section 4
The Intake

All inquiries or inspections start with an **intake**

Gives the background information related to the inquiry or inspection and possible areas of concern.

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**Compliance Smart Client (CSC)**

A web based Intake form
Intake Process

**Determine Category of Concern/Issue**

- Level 4: Immediate Jeopardy
- Level 3+: Significant Actual Harm or Risk
- Level 3: Actual Harm or Risk
- Level 2: Minimal Harm or Potential for Actual Harm
- Level 1: Minimum Risk

**Determine Risk Level**

- Inspection (Immediate)
- Inspection (30 b. days)
- Inspection (60 b. days)
- Inquiry (90 b. days)

**Determine Intake Action**

**Note:** If there is a trend associated with any low risk (level 1 or 2) concerns, an inspection should be conducted.
Inspection Process

Assign for Inspection or Inquiry

Receives Intake for Complaint or CIS Inspection or Inquiry

Inspector Assignment and Preparation

Inspection

Analysis

Inspection Reports and Orders

Post Inspection Activities

Release Inspection Reports (Licensee & Public)

END: Close Intake & Inspection

* Can be in the LTC home or an associated site of the LTC home

Tools
- Policies & Procedures
- Inspection Protocols
- IQS
- CSC Intake Module
- Judgment Matrix
- Templates (e.g. Inspection Plan)
Inspection Process during COVID-19

Section 5
The Role of LQIP Inspectors during COVID-19

- Support and Monitoring
- Compliance and Enforcement
Monitoring & Support

Ongoing Calls with LTCHs

Provided critical real-time data on the situation at individual home and the overall situation

- Determined COVID-19 outbreak status, related deaths, confirmed cases and tests awaiting results for residents and staff
- Allowed flagging of critical concerns for:
  - staffing shortages/work refusals
  - personal protective equipment (PPE) shortages and infection prevention and control (IPAC)
- Enabled inspectors to manage concerns from residents’ families
- Information was used to communicate to the Ministry, command tables, and the public

A COVID-19 Support & Monitoring guidance document assisted inspectors
Approach for Support and Monitoring Calls with LTC Homes:

- Based on home’s risk level (*LTCH / Retirement Home Risk Assessment Report*)
- COVID-19 risk level: staffing, PPE, IPAC, compliance.
- Reviewed daily by Inspection teams
Inspectors continued to ensure that long-term care homes comply with the requirements under the *Long-Term Care Homes Act, 2007*, which includes ensuring that LTC homes provide residents with a safe and secure environment to live in.

Continue to conduct inquiries or inspections based on risk of harm to the resident(s)

Complaints responded to through repurposed LTC Family Support and Action Line

On-site and off-site inspection methods utilized
Inspector Preparedness During COVID-19

All inspectors:

- Completed additional education and training in IPAC, offered by Public Health Ontario
- Reference documents such as key messages to support inspectors

Inspectors scheduled to conduct on-site inspections:

- Received appropriate PPE
Information about IPAC in LTC

Here are some additional resources related to Infection Prevention and Control, most of which have also been provided to the LTC sector. They include some good information on areas such as:

- Isolation precautions and residents living with dementia
- Environmental Cleaning
- Staff and Resident cohorting

Note that there may be standards, by-laws, codes, legislation and regulations governing LTCIs including the LTCHA and Regulation that take precedence and supersede best practices, policies and guidance given by associations and organizations.

<table>
<thead>
<tr>
<th>Title</th>
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<tbody>
<tr>
<td>Behavioural Supports Ontario - Non-Pharmacological Approaches to Support Individuals Living with Dementia Maintain Isolation Precautions</td>
<td>April 2020</td>
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<tr>
<td>Alberta Health Services Coronavirus disease (COVID-19) and people living with dementia: A guide for those looking after residents in Long-Term Care, Designated and Supportive Living</td>
<td>May 2020</td>
</tr>
<tr>
<td>There is a link to this document within the PHO Webinar Q and A: “COVID-19: Personal Protective Equipment and Cohorting in Long-Term Care and Retirement Homes” (see below).</td>
<td></td>
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<tr>
<td>PHO - Webinar: Infection Prevention and Control, Environmental Services Webinar</td>
<td>May 2020</td>
</tr>
<tr>
<td>By: Provincial Regional IPAC Specialists</td>
<td></td>
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<tr>
<td>This webinar addresses environmental cleaning to help environmental service workers/housekeepers address COVID-19 challenges mainly in healthcare settings.</td>
<td></td>
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<tr>
<td>PHO originally titled this webinar as “Environmental Cleaning for Prevention and Control of COVID-19 in Long-Term Care and Retirement Homes” and this title is used for the corresponding Q &amp; A document (see below).</td>
<td></td>
</tr>
<tr>
<td>PHO - Webinar Q and A: Environmental Cleaning for Prevention and Control of COVID-19 in Long-Term Care and Retirement Homes</td>
<td>July 2020</td>
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IPAC Team Assessments

On-site visits reviewed:

- Screening of visitors, staff, essential visitors
- Staffing shortages
- PPE availability and use
- If training occurred related to universal masking, hand hygiene, etc...
- Implementation of physical distancing and environmental cleaning
- Management of COVID-19 cases
- Overall outbreak planning, management, and surveillance

Primary Team Members:
- PHU
- MOL
- MLTC
Collaboration with Partners

Regular meetings with partners to discuss ongoing strategies to support Long-Term Care Homes, especially home that are higher risk

Partners include:

• Ontario Health / LHIN
• Public Health Units
• Hospital Partners
• LTC Home Licensee and Administrators
• Ministry of Health
• Ministry of Labour