OANHSS

LTCHA Implementation
MEMBER SUPPORT PROJECT

Overview of the LTCHA Implementation Support Project

Presentation by Sue Lantz, Project Manager

February 25, 2011

About the Project

- OANHSS established the LTCHA Implementation Support Project in the summer of 2010.
- A project team was formed to carry out the work:
  - Project manager
  - Legal advisor
  - Clinical and operational experts and training specialist
- Within a compressed time frame (August to February 2011), the project delivered a wide range of materials, webinars and teleconferences for training and consultations.

Project Priorities

- The project deliverables were based on identified needs and priorities in consultation with the management and clinical staff within LTC homes.
- Timeliness and sequencing of the release of deliverables were based on the requirements of the Act and the findings from a gap analysis.

Acknowledgements

Funding Support

- Funded in part by the Government of Ontario. The views expressed within the project materials are the views of OANHSS, and do not necessarily reflect those of the Province of Ontario.

OANHSS Lead

- Margaret Ringland – Director of Member Relations and Professional Services

OANHSS Communications

- Debbie Humphreys, Director of Communications and Public Affairs
- Nina Zivkovic, Administrative Assistant, Communications and Public Affairs

Acknowledgements (cont.)

Project Manager

- Sue Lantz, B.A., M.P.A

Project Team Members

- Jennifer Boucher, B.A. M.I.St.
- Marja Cope, M.A., D.Grt.
- Helen Ferley, R.N., C.H.C.A.
- Avanthi Goddard, B.B.A. (Honours)
- John Risk, L.L.B., Legal Advisor
- Thora Smaller, Dip. P. & O.T.
- Shannon Trapman
- Karen Yatabe, R.N., B.A., M.Ed.

Collaborative Approach

- This project involved extensive engagement of the staff and clinicians of LTC homes including:
  - A group of 13 OANHSS members served on the **Project Advisory Committee** to exchange knowledge, samples of policies, ideas and feedback on draft project products via bi-weekly or weekly teleconferences (over a 5 months)
  - Over 20 staff within OANHSS member homes provided **Subject Matter Expert** advice and guidance on specific topics and draft materials in order to build upon knowledge and efforts already in existence throughout the province.

Collaborative Approach (cont)

- **In addition to the regular meetings of the Project Advisory Committee and the inputs of the Subject Matter Experts, other mechanisms were used to facilitate staff Knowledge exchange and education**:
  - Three provincial webinars and two provincial teleconferences for OANHSS members hosted by OANHSS and the project team
  - Designed to communicate project approach and deliverables, provide consultation opportunities on key deliverables (e.g. Regulated Documents), provide training, and address issues as identified.
  - **Virtual Help Desk** function provided support for OANHSS members or other individuals seeking direction from OANHSS to answer questions related to the project's products and any implementation questions for their use.

Project Objectives

- To provide **timely, practical tools and templates** that homes can rely on as they make operational changes to meet the requirements of the LTCHA and Regulation, and MOHLTC LQIP Inspection Protocols.
- To **save time and effort** as LTC Homes carry out their policy and operational reviews and staff educational efforts to comply with the new LTCHA and Regulation.
- To **build upon and complement, the existing materials** and webinar/presentation contents available from the MOHLTC via the ltchomes.net website, and other expert organizations such as Advocacy Centre for the Elderly and Ontario Health Quality Council (Residents First).
- To **simplify distribution of products**, and utilize the existing communications vehicles and channels for disseminating project products/materials.

Project Scope

- The scope of deliverables was determined in consultation with OANHSS members at beginning of the project.
- The project scope was refined based on available resources and budget.

Target Audience

LTC Home Staff:

- Senior executives/administrators
- Directors of care
- Managers
- Board members (Governance Accountabilities materials)
- Front-line and professional staff (Training materials)

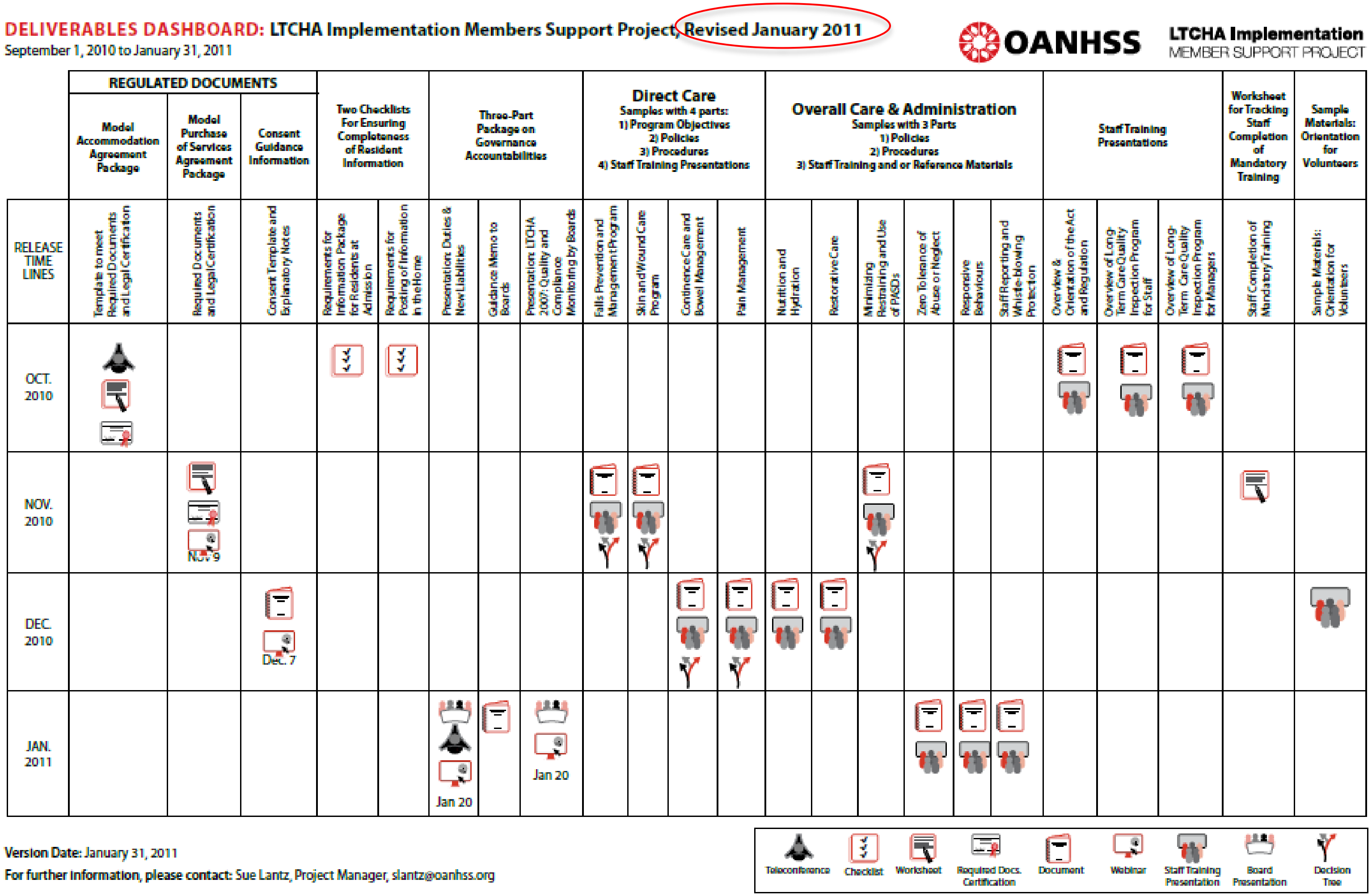
Project Deliverables

The materials have been designed to accommodate the variations among LTC organizations in terms of sizes, resources, knowledge, and governance models.

The "Content Rich" Deliverables are:

- Governance Accountabilities
- Regulated Document Packages
  - Model Accommodation Agreement Package
  - Model Purchase of Services Agreement Package
  - Consent Template Package
- Resident Information Checklists
- Staff and Volunteer Training Materials
- Sample Policy, Procedures and Training Packages
  - Four Required Clinical Programs
  - Other Care (Clinical) and Administrative Policies

Deliverables Dashboard



DELIVERABLES DASHBOARD: LTCHA Implementation Members Support Project, Revised January 2011
September 1, 2010 to January 31, 2011

OANHSS **LTCHA Implementation** MEMBER SUPPORT PROJECT

	REGULATED DOCUMENTS			Two Checklists For Ensuring Completeness of Resident Information		Three-Part Package on Governance Accountabilities			Direct Care Samples with 4 parts: 1) Program Objectives 2) Policies 3) Procedures 4) Staff Training Presentations				Overall Care & Administration Samples with 3 Parts 1) Policies 2) Procedures 3) Staff Training and or Reference Materials						Staff Training Presentations			Worksheet for Tracking Staff Completion of Mandatory Training	Sample Materials: Orientation for Volunteers
	Model Accommodation Agreement Package	Model Purchase of Services Agreement Package	Consent Guidance Information																				
RELEASE TIME LINES	Template to meet Required Documents and Legal Certification	Required Documents and Legal Certification	Consent Template and Explanatory Notes	Requirements for Information Package for Residents at Admission	Requirements for Posting of Information in the Home	Presentation: Duties & New Liabilities	Guidance Memo to Boards	Presentation: LTCHA 2007: Quality and Compliance Monitoring by Boards	Falls Prevention and Management Program	Skin and Wound Care Program	Continence Care and Bowel Management	Pain Management	Nutrition and Hydration	Restorative Care	Minimizing Restraining and Use of PASDs	Zero Tolerance of Abuse or Neglect	Responsive Behaviours	Staff Reporting and Whistle-blowing Protection	Overview & Orientation of the Act and Regulation	Overview of Long-Term Care Quality Inspection Program for Staff	Overview of Long-Term Care Quality Inspection Program for Managers	Staff Completion of Mandatory Training	Sample Materials: Orientation for Volunteers
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Version Date: January 31, 2011
For further information, please contact: Sue Lantz, Project Manager, slantz@oanhss.org

☎ Teleconference
☑ Checklist
✎ Worksheet
📜 Required Docs. Certification
📄 Document
💻 Webinar
👥 Staff Training Presentation
🏛 Board Presentation
🌳 Decision Tree

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Where can you find the new tools and products?

- The Deliverables Dashboard was a communications tool for LTC homes to see "what was coming when", so it is only a snapshot of the range of materials developed
- All project deliverables are being posted on OANHSS website for access by all Long Term Care Homes in Ontario
- Go to www.oanhss.org and click on "*LTCHA Resources*" (as of March 1, 2011)

How to Use These Materials

- **Regulated Document Packages**
  - Consist of Model Document, Explanatory Notes and Legal Certification Letter.
  - Three Packages:
    - Accommodation Agreement
    - Purchase of Service Agreement
    - Consent Form Template
  - Certified Agreements intended to be **used as is** (see details and exceptions provided within in explanatory notes).

Note: These three documents were issued in draft form and then final form, so it is important to ensure you are using final version (posted on OANHSS public website)

How to Use These Materials

- **Policies, Procedures and Training Packages, Checklists, Staff and Volunteer Training Materials and Governance Materials**
  - The project team compiled these materials during the winter of 2011 and as a result, the information is based on the guidance and resources available at that time.
  - P and P Packages also include an array of clinical "Best Practice" and Training Resources
  - While the Project Team reviewed the Ministry of Health and Long-Term Care (MOHLTC) Quality Inspection Program Mandatory and Triggered Protocols during research phase, homes will need to ensure that internal policies and procedures, etc. align to the continually evolving MOHLTC LQIP expectations.

How to Use These Materials

- Homes can use the products as a “background resource” or use them as a “roadmap” depending on their needs and situation
- All deliverables provided in **editable formats** (Word, PowerPoint, Excel) **to enable LTC homes to customize as appropriate.**

Insights and Lessons Learned

- We are in the “Freshman Year” of implementing the LTCHA
- There will continue to be refinements and further operational clarifications based on the evolving Long Term Care Quality Inspection process and results
- There are still aspects of the LTCHA where further legal and policy interpretation by MOHLTC is required (and underway):
  - Abuse and Neglect definitions/interpretations
  - Complaints – definitions and process

Contact Us

For Questions relating to any of the deliverables produced by LTCHA Implementation Member Support Project, including this presentation, please contact Sue Lantz, Project Manager at: slantz@oanhss.org