

Regional Municipality of York

Committee of the Whole
Community and Health Services
October 8, 2020

Report of the Commissioner of Community and Health Services

2019 Long-Term Care and Senior Services Annual Performance Updates

1. Recommendations

Council receive this report for information, and with regard to the 2019 Long-Term Care Performance Update (Attachment 1), to assist in ensuring Council's compliance with the *Long-Term Care Homes Act, 2007*.

2. Summary

Each year Council receives an annual update report about York Region's two long-term care homes, Newmarket Health Centre and Maple Health Centre (the Homes) as part of its obligations as the Committee of Management under the *Long-Term Care Homes Act, 2007* (Attachment 1). Beginning in 2018, this report also includes an update on Seniors Community Programs -- Adult Day Programs and the Psychogeriatric Resource Program (Attachment 2).

Key Points:

- In 2019, the Homes continued to provide high-quality care to residents, and made several improvements in response to the [Long-Term Care Homes Public Inquiry Report](#) findings
- Seniors Community Programs continued to support seniors to age in place by providing needed services and caregiver relief
- Accreditation for Long-Term Care and Seniors Community Programs will be conducted virtually in November 2020

3. Background

Council is the Committee of Management for the Region's two long-term care homes

Under the *Long-Term Care Homes Act, 2007* (the Act), "every southern municipality that is an upper or single-tier municipality" must operate at least one long-term care home. York Region operates two Homes, Maple Health Centre and Newmarket Health Centre, with a total

of 232 beds. Under this legislation, Council serves as the Homes' Committee of Management and must receive an annual performance report to ensure the Homes comply with the Act.

The Region offers two Council-approved Seniors Community Programs

The Region provides two community programs for seniors:

- Adult Day Programs are offered for adults with care requirements to enable them to remain in their own homes as long as possible and provide respite for their caregivers
- Psychogeriatric Resource Consultant Program provides direct behavioural support education and consultation to staff not only in the Region's two Homes but for all 28 long-term care homes in York Region and community support agencies funded by the Ministry of Health

4. Analysis

The Region's two long-term care homes continued to provide quality care and services by meeting Ministry of Health and Ministry of Long-Term Care requirements to ensure the safety, care and comfort of our residents

In 2019, the Region served 530 residents through three programs (192 long stay long-term care beds, six short stay respite beds and 34 convalescent care beds). Although the acuity and complexity of resident care needs continues to rise requiring additional specialized services, the Homes continued to improve in several quality of care indicators publicly reported through the Canadian Institute for Health Information and continued to experience high satisfaction ratings.

Attachment 1 provides the 2019 Long-Term Care Homes performance update.

Staff implemented actions in response to recommendations from the Long-Term Care Homes Public Inquiry Report findings

On July 31, 2019, the Honourable Eileen E. Gillese released the [Long-Term Care Homes Public Inquiry Report](#), which provided a series of 91 recommendations to the provincial government for improving resident care and safety in the long-term care sector. The recommendations required specific actions to be taken by Long-Term Care Homes, the Province, the College of Nurses, the Local Health Integration Networks (LHINs), the Office of the Chief Coroner and the Ontario Forensic Pathology Service.

In 2019, staff implemented actions in response to the recommendations and continue to evaluate them against our own practices. Actions and improvements implemented are provided in Attachment 1.

The COVID-19 pandemic continues to change how care is delivered at the Region's Homes

Throughout the pandemic, the Ministries of Health and Long-Term Care have implemented new and updated directives, impacting the Homes' staffing complements and how care is delivered to residents. Council has been provided with regular updates on the Homes' response to the pandemic in [April 2020](#), [May 2020](#), [June 2020](#), [July 30, 2020](#), and [September 2020](#). York Region's Homes continue to implement preventative measures to safeguard residents and staff as outlined in Attachment 1.

In the months ahead, careful planning is required to meet additional capacity needed to prepare for recovery planning and a potential second wave of COVID-19. Further details on the impact of the COVID-19 pandemic on the Homes' performance will be provided to Council through the 2020 Performance Update.

Seniors Community Programs provide valuable supports for clients, caregivers and health care providers

In 2019 there were 209 adults served across our five Adult Day Programs, receiving needed supports, benefitting from social inclusion and providing their caregivers with respite.

The Psychogeriatric Resource Consultants provide staff in long-term care homes throughout York Region with training on effective techniques for supporting residents with dementia, and ongoing individualized education, case consultation and mentorship to build their capacity. In 2019, this program accomplished the following:

- Educated 7,652 front line staff
- Delivered 1,262 topic-specific education sessions to front-line staff from the 28 long-term care homes in York Region, on topics such as Mental Health First-Aid Seniors, and Dementia Observation System Education

Attachment 2 provides the 2019 Seniors Community Programs performance update.

Accreditation will be conducted virtually in 2020 as a result of the COVID-19 pandemic

In 2017, the Region's two Homes and Seniors Community Programs received three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities. The accreditation indicates the Region's Homes and Seniors Community Programs meet internationally accepted standards and are committed to achieving quality outcomes for residents and clients. The Region has the only accredited Psychogeriatric Resource Consultant Program in Ontario.

The accreditations are due for renewal in 2020. Typically they are conducted through onsite visits and survey. This year due to the pandemic they will be conducted virtually in November 2020.

5. Financial

The Long-Term Care Homes' operating costs and funding sources are presented in Table 1.

Table 1
Long-Term Care 2019 Costs and Revenues

Costs and Revenues	\$ (million)	% of total
Long-term care operating costs	33.1	87.8%
Allocated corporate support costs*	4.6	12.2%
Gross Operating Costs	37.7	100%
Fees and Services**	5.3	14.1%
Provincial Subsidy	14.8	39.2%
York Region Net Tax Levy	17.6	46.7%
Total Revenues	37.7	100.0%

*Allocated corporate support costs include administrative and departmental resources (e.g., Finance) allocated to the long-term care budget.

**Fees and services include resident contributions and other sources of revenues (e.g., donations)

***Net Tax Levy represents 46.7% of gross operating costs

During the Fall of 2019 to July 2020, the Ministry of Long-Term Care announced changes to provincial funding for Long-Term Care Homes

In late 2019, the Ministry postponed its planned discontinuation of two previously announced long-standing funding streams – the High Wage Transition Fund, and the Structural Compliance Premium Program. The High Wage Transition Fund (which helps to maintain equitable service levels by supporting staffing and care levels for residents) was extended to December 31, 2020, and the Structural Compliance Premium Program (which helps with the cost of capital repairs, maintenance and upgrades) was extended to March 31, 2020.

In June 2020, the Ministry of Long-Term Care announced that the Structural Compliance Premium program would be replaced by a new Minor Capital Fund. The change started April 2020, and will be phased in over the next three years. Funding across the sector has not increased, but the number of homes eligible for a share has increased. As a result, staff anticipate the Region's funding will decrease from \$109,500 in 2019-2020 to \$51,830 by 2023-2024.

In July 2020, the Ministry of Long-Term Care announced a 1.5% increase to the level of care funding across the sector, effective April 1, 2020, and announced the 2020 to 2021 funded Case Mix Index for each of the Region's Homes. The Case Mix Index, an overall assessment of "resident acuity level", measures the severity of a residents' health status and complexity of care required. Positive or negative movement to a Home's Case Mix Index impacts the

provincial funding provided; an increased Case Mix Index can lead to increased funding, and a lowered Case Mix Index can lead to decreased funding.

An increase in acuity means residents require more complex interventions, and therefore additional staff and other resources are needed. The Ministry measures acuity and adjusts funding annually for all long-term care to maintain the necessary care and service levels. In 2018, the Homes' combined unadjusted case mix index was 103.2; this increased to 106.3 in 2019. Both the Region's Homes' level of resident acuity and complexity continues to rise, providing for the increased funded Case Mix Index in both Homes, and increasing the Region's overall share of the announced level of care funding across the long-term care sector.

Also announced by the Ministry of Long-Term Care in July 2020, is an investment of \$1.75 billion in long-term care homes over the next five years to accelerate the construction of urgently needed long-term care projects, new and redeveloped beds, and updated design standards. While the Region's Homes do not currently qualify, staff continue to explore all capital and operational opportunities, and take actions to ensure ongoing delivery of quality care and services to residents in safe, well maintained facilities.

Seniors Community Programs are funded by the Central Local Health Integration Network, tax levy and service fees

The Seniors Community Programs costs and funding sources are presented in Table 2.

Table 2
Seniors Community Programs Costs and Funding
Sources, Fiscal Year April 2019 to March 2020

Program	Total Costs (\$)	Funding Sources (\$)		
		Net* LHIN Funding	Service Fees**	Tax Levy
		(% of total costs)	(% of total costs)	(% of total costs)
Adult Day Program	1,433,377	1,173,408 (82%)	259,969 (18%)	0
Psychogeriatric Resource Consultants	366,510	356,805 (97%)	9,705 (3%)	0
Total Costs	1,799,886***	1,530,213 (85%)	269,674 (15%)	0

*Net LHIN funding is direct cash flow from LHIN, adjusted for services fees.

**Service fees include fees paid by clients and other miscellaneous sources of revenue as

recognized by the Province.

***These are direct program costs only as reported to the Central Local Health Integration Network. Allocated corporate support costs are not included.

The Adult Day Programs were closed temporarily due to COVID-19 effective March 23rd, 2020 with the exception of the Aphasia and Communication Disabilities Adult Day Program as noted in Attachment 2. The 2020 to 2021 program funding levels have been frozen at pre-COVID-19 targeted client levels; therefore the Region continues to receive funding for these programs. During the temporary closure, program staff have been redeployed within the Region's Homes, however continue to be funded through the Ministry for Seniors and Accessibility. The full impact of the temporary closure of the programs is still to be determined.

6. Local Impact

Seniors have different evolving needs at different stages in their lives. Addressing the needs of the Region's long-term care residents and seniors community program clients involves coordination and collaboration to effectively serve and support residents. Seniors Services continues to find ways to work efficiently with and leverage resources through community, and federal and provincial partners.

7. Conclusion

York Region continues to deliver a variety of high-quality person-centred services to meet the needs of seniors and adults living with physical or cognitive impairments.

The aging demographic, together with the increasing acuity and complex care needs of residents applying for admission to the Region's Home, continued to impact demand for specialized services in 2020.

Continuous quality improvements are ongoing, informed by satisfaction survey results in Long-Term Care and Seniors Community Programs and other feedback and information received as discussed in the attached performance updates.

In 2020, Long-Term Care and Seniors Community Programs will continue to prepare for accreditation and continue to respond to the COVID-19 pandemic and recovery planning in a way that maintains the safety, health and well-being of seniors and adults with care needs.

For more information on this report, please contact Lisa Gonsalves, General Manager at 1-877-464-9675 ext. 72090. Accessible formats or communication supports are available upon request.

Recommended by: **Katherine Chislett**
Commissioner of Community and Health Services

Approved for Submission: **Bruce Macgregor**
Chief Administrative Officer

September 17, 2020
Attachments (2)
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