

The Regional Municipality of York

Committee of the Whole
Community and Health Services
September 12, 2019

Report of the Commissioner of Community and Health Services

2018 Long-Term Care and Seniors Services Annual Performance Updates

1. Recommendation

Council receive this report for information, and with regard to the 2018 Long-Term Care Performance Update (Attachment 1), to ensure 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 as part of its obligations as the Committee of Management under the *Long-Term Care Homes Act, 2007* (Attachment 1). To provide a more complete picture of the Region's performance with respect to supporting seniors, this year's report includes an update on the Seniors Strategy (Attachment 2), and for the first time, an update on Seniors Community Programs -- Adult Day Programs and the Psychogeriatric Resource Program (Attachment 3).

Key Points:

- Implementation of the Region's Seniors Strategy is well underway
- The Homes continue to provide high-quality care to residents, and have made several improvements under a new revitalization plan launched in 2018
- Seniors Community Programs continue to enable seniors to age in place by providing needed supports and caregiver relief
- Staff are working with key health care stakeholders and community agencies to understand the ongoing changes to Ontario's health care system and plan for any changes in governance and funding for the Region's Seniors Programs

3. Background

The Region's seniors population is growing faster than any other age group

York Region's senior population is growing and living longer. According to the [2016 Census](#), the senior population grew by 33.9 % between 2011 and 2016, with seniors representing 14.6 % of the total population in 2016. Centenarians were the fastest growing age group in York Region with approximately 200 seniors who were 100 years of age and older. It is

projected by 2026, there will be more seniors than children in York Region — the first time this will happen — and that by 2031, one in five of the Region’s residents will be over the age of 65, representing 21.8% of the total population.

Council approved the Region’s Seniors Strategy in November 2016

Pressures created by the changing and increasingly complex needs of the growing seniors’ population required the Region to rethink how it could best serve seniors. The Region researched and consulted on seniors needs to develop the York Region Seniors Strategy, approved by Council in [November 2016](#). The Strategy defines the Region’s role in serving seniors and sets the course for action to best support the aging population over the next 10 to 20 years. The Strategy guides collaborative planning across the corporation and with external stakeholders, including other levels of government and community partners.

In [April 2018](#) Council received a 2017 progress update on the Strategy’s implementation. At that time, Council directed staff to report back with options for potential built form adaptations to create more senior-friendly housing. Staff developed a discussion paper [Shaping the Future: Building Complete Communities in York Region](#) to educate the public on the benefits of complete communities and encourage feedback through the [Municipal Comprehensive Review](#). The discussion paper includes an [education document](#) with information on creating senior-friendly housing. Key findings from the Municipal Comprehensive Review consultation process will be shared with Council in October 2019.

Council is the Committee of Management for the Region’s 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. When this legislation came into effect, York Region was operating its 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 for 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 Homes but for all long-term care homes in York Region and community support agencies funded by the Ministry of Health and Long-Term Care.

4. Analysis

Seniors are benefitting from the Region's Seniors Strategy

Implementation of the Region's Seniors Strategy is underway, and the Region's seniors are benefitting from initiatives carried out to date, including:

- Keeping seniors healthier longer: Piloted seven Nature's Classroom programs with 121 seniors to provide social networking opportunities, awareness of Regional programs and services for seniors, and increased physical activity
- Connecting seniors and their caregivers to the right programs and services at the right times: Developed and distributed 10,000 Personal Medical Information kits for seniors and caregivers to organize their healthcare information and post on their refrigerators for first responders in case of medical emergencies
- Supporting age-friendly complete communities: Conducted a needs assessment to identify potential programs and services to be offered through the Unionville Seniors Hub project and received 456 responses
- Balancing seniors needs with the needs of all residents: Established income and asset limits for subsidized housing to ensure that the Region's limited supply of affordable rental housing is accessible to those most in need

See Attachment 2 for the 2018 Seniors Strategy performance update.

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

In 2018, the Region served 532 residents through three programs (192 long stay long-term care beds, 6 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.

See Attachment 1 for the 2018 Long-Term Care Homes performance update.

Enhancing care in the Region's Homes through a revitalization plan

A major accomplishment in 2018 was implementing a revitalization plan to enhance the care provided to residents and improve operations. Examples of initiatives undertaken include:

- Restructuring nursing leadership
- Aligning the registered and non-registered staffing resources with resident care needs and to reflect the full scope of professional practice

- Introducing new technologies for providing care and expanding online learning opportunities for staff.

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

In 2018, 210 adults were served across five Adult Day Programs, receiving needed supports, benefitting from social inclusion and providing their caregivers with respite. Currently, 90 individuals are on the waitlist for these programs.

The Psychogeriatric Resource Consultants provide the Behaviour Supports Resource Team nurses, in the Region's Homes, with training on effective techniques for dealing with residents with dementia and providing other staff from other long-term care homes with ongoing individualized education, case consultation and mentorship to build their capacity. In 2018, this program accomplished the following:

- Provided over 900 visits to long-term care homes and community service agencies to deliver 1800 hours of direct service and provide staff with knowledge and skills to engage effectively with adults and persons living with dementia or cognitive diagnoses
- Educated 5917 front line staff

See Attachment 3 for the 2018 Seniors Community Programs performance update.

Seniors Community Programs previously delivered the Integrated Psychogeriatric Outreach Program until it was transferred to another provider in 2019

The Region had a service agreement with the Central LHIN and Ontario Shores Centre for Mental Health Sciences to deliver the Integrated Psychogeriatric Outreach Program. The program provided clinical psychogeriatric services for adults with dementia, responsive behaviours and/or other mental health concerns living in the community and their families by providing clinical assessments, treatments and care planning. Due to staffing challenges with our provider, and constraints of the LHIN funding model, service delivery targets were not met and the Region and the Central LHIN mutually agreed to transfer the program to another provider as of March 31, 2019.

Accreditation preparations have begun for 2020

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 and preparations are underway.

Preparing for changes to Ontario's health care system

In [February 2019](#) the Province announced changes to Ontario's health care system including consolidating 20 health agencies into a new agency called [Ontario Health](#), which will provide oversight for care delivered through new local Ontario Health Teams. These teams will: (1) provide a new delivery model comprised of primary care, secondary care, acute care, home care, community support services, mental health and addictions, health promotion and disease prevention, and other social and community services, and (2) act as a community of providers that guide patients at every age and stage of their health care journey.

Ontario Health Team applicants in the Region have identified seniors as a target population for focused care. The Region's Seniors Strategy is well positioned to align with Ontario Health Team model related to the promotion of holistic healthcare approach.

Work is underway to understand governance and funding impacts of the proposed Ontario Health Team models to the Region's Homes and Seniors Programs. While details are limited, the Province has reiterated its commitment to build 5,000 new long-term care beds by 2022 and 30,000 new long-term care beds over 10 years. Staff will keep Council informed as new impacts to long-term care and seniors' community programs become known.

Staff welcome the Long-Term Care Homes Public Inquiry Report findings

On July 31, 2019, the Honourable Eileen E. Gillese released the much-awaited [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 would require specific actions to be taken by Long-Term Care Homes, the Ministry of Health and Long-Term Care, the College of Nurses, the LHINs, the Office of the Chief Coroner and the Ontario Forensic Pathology Service. Staff welcome the report's recommendations to improve care and provide a safe environment for residents, families, volunteers and staff. Staff are reviewing the report's recommendations for prevention, awareness, deterrence and detection and evaluating them against our own practices. Preliminary results are provided in Attachment 1.

5. Financial

SENIORS STRATEGY

Costs to manage and implement the Seniors Strategy are managed within the existing department budget.

LONG-TERM CARE

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

Table 1
Long-Term Care 2018 Costs and Revenues

Costs and Revenues	\$ (million)	% of total
Long-term care operating costs	32.4	89.3%
Allocated corporate support costs*	3.9	10.7%
Gross Operating Costs	36.3	100%
Fees and Services**	5.3	14.6%
Provincial Subsidy	14.6	40.2%
York Region Net Tax Levy	16.4	45.2%
Revenues	36.3	100.0%

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

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

In May 2019, the Ministry announced significant changes to the provincial funding model for Long-Term Care Homes

Although the Ministry is investing 1.7% more into the Long-Term Care sector for 2019-2020, this is below the level of care funding anticipated by the sector, and a number of nuances to the detailed funding model are of particular concern. Two long-standing funding streams have been proposed for discontinuation effective October 2019 – namely the High Wage Transition Fund, and the Structural Compliance Premium Program. As well, the 1% increase to level of care funding is being categorized in a new global adjustment funding envelope which is not adjusted for resident acuity/complexity. Certain fixed funding streams are also being converted to per diem funding bases, some of which have resulted in reduced funding levels. A number of funding flexibilities have also been introduced by the Ministry.

Staff continue to review the impact of these provincial funding changes on operating and capital budgets, and take actions to ensure the ongoing delivery of quality care and services to our residents in safe, well maintained facilities.

SENIORS COMMUNITY PROGRAMS

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

Table 2
Costs and Funding Sources, Fiscal Year April 2018 to March 2019

Program	Total Costs (\$)	Funding Sources (\$)		
		Net* LHIN Funding (% of total costs)	Service Fees** (% of total costs)	Tax Levy (% of total costs)
Adult Day Program	1,476,687	1,062,534 (72%)	250,341 (17%)	163,812 (11%)
Psychogeriatric Resource Consultants	346,378	322,529 (93%)	5,592 (1.6%)	18,257 (5.3%)
Integrated Psychogeriatric Resource Consultant Program (IPOP)	378,419***	378,419 (100%)	0 (0%)	0 (0%)
Total Costs	\$2,201,484	\$1,763,482 (80.1%)	\$255,933 (11.6%)	\$182,069 (8.3%)

*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.

*** IPOP actual costs were \$378,419 with a total net LHIN funding of \$627,288. The funding surplus was allocated to other Seniors Community Programs.

Note: Percentages may not add up to 100% due to rounding.

6. Local Impact

Meeting the needs of the Region's aging population requires alignment, collaboration and partnerships to effectively serve and support residents. This includes working with provincial, local municipal and community partners, and leveraging resources through the local Ontario Health Team model as information and opportunities become available.

Through the Seniors Strategy, staff are providing support to the City of Vaughan, Older Adult Task Force and continue to work with the local municipalities on areas of alignment.

7. Conclusion

York Region delivers a variety of high-quality services to meet the needs of seniors and adults living with physical or cognitive impairments in a person-centred way. Continuous quality improvements are ongoing, informed by satisfaction survey results in Seniors Programs and other feedback and information received as discussed in the attached performance updates.

Staff will continue to monitor provincial changes to long-term care delivery and seniors programs and services as the province moves forward to build a modern and integrated health care system to end "hallway medicine". In 2019, Long-Term Care and Seniors Community Programs will continue to prepare for accreditation and work with community partners to understand the impact of the creation of Ontario Health Teams. Additionally, a review of the York Region Seniors Strategy is planned to make any necessary adjustments to ensure the direction is current, and to understand how to best align with changing provincial direction to meet the needs of the Region's seniors.

For more information on this report, please contact Lisa Gonsalves, General Manager, Paramedic and Senior Services 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

August 29, 2019
Attachments (3)
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