



**OANHSS**

**LTCHA Implementation**  
MEMBER SUPPORT PROJECT

# **Overview of the New LTC Quality Inspection Program (LQIP)**

For Managers, Supervisors and Functional Leads

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**Ontario Association of Non-Profit Homes & Services for Seniors**

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# Presentation Objectives

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## At the completion of this presentation you will:

- Have an understanding of the new quality inspection and enforcement programs
- Have an understanding of how this impacts you, your team and the resident

# Focus of the Presentation

- The Compliance and enforcement program is being transformed
- The new program is referred to as Long-Term Care Quality Inspection Program (LQIP)
- There are various components of the LQIP including:
  - New Inspection Process
  - New Inspection Protocols
  - New tools (e.g. Annual inspection template)

# Compliance Transformation

- The new Long Term Care Homes Act (LTCHA) and Regulations came into effect July 1, 2010
- All Long Term Care Homes will have the first Annual Inspection review based on the new Act and Regulations done by December 31, 2011 using the new system
- Complaint, Critical Incident and Follow up Inspection process can occur at any time

# New LTCHA

## **This New Legislation is intended to...**

- Promote a positive resident experience
- Promote a high quality of life for all residents
- Support the provision of safe and effective care in LTC homes
- Build capacity and strengthen accountability in the LTC sector

# Compliance Transformation

- The Long -Term Care Quality Inspection Program (LQIP) is a MOHLTC “made in Ontario” version of a USA nursing home inspection program called the “Quality Indicator Survey”
- Inspection processes are supported by an electronic software program for consistent administration

# Compliance Transformation

## MOHLTC Inspection Process

Will be done by a MOHLTC team of Inspectors – they will arrive in the home unannounced

Two Stage Inspection Process:

- Stage One: evaluation of pre-defined quality indicators (combination of audits, observations + responses to questions – interviews with residents, family, staff)
- Stage Two: focused investigation which is triggered when a threshold in a care area is exceeded as identified from the “Stage One” process

# Compliance Transformation

## Categories of Inspection Protocols

Mandatory Inspection Protocols are always a part of annual inspections, these include:

- Home Related Mandatory
- Resident Related Mandatory (resident care/programs/services)

The stage two inspection protocols are used when a risk or care area is triggered, these include:

- Home Related Triggered
- Resident Related Triggered



# Compliance Transformation

## Inspection Protocols

- Inspection Protocols ('IP') are used by inspectors as a guide in what questions to ask and how to ask them.
- Inspectors gather information about programs and processes in a home at the time of an annual review or in follow up to a related critical incident or a complaint.
- Each Inspection Protocol contains statements to be used by the Inspector to gather information to determine whether the home is in compliance with the provisions of the LTCHA and regulations related to that risk area.

# Compliance Transformation

## Mandatory Protocols (Home Related)

- Training and Orientation
- Dining
- Admission Process
- Family Council Interview
- Infection Prevention and Control
- Medication Inspection
- Quality Improvement
- Resident Charges
- Resident Council Interview

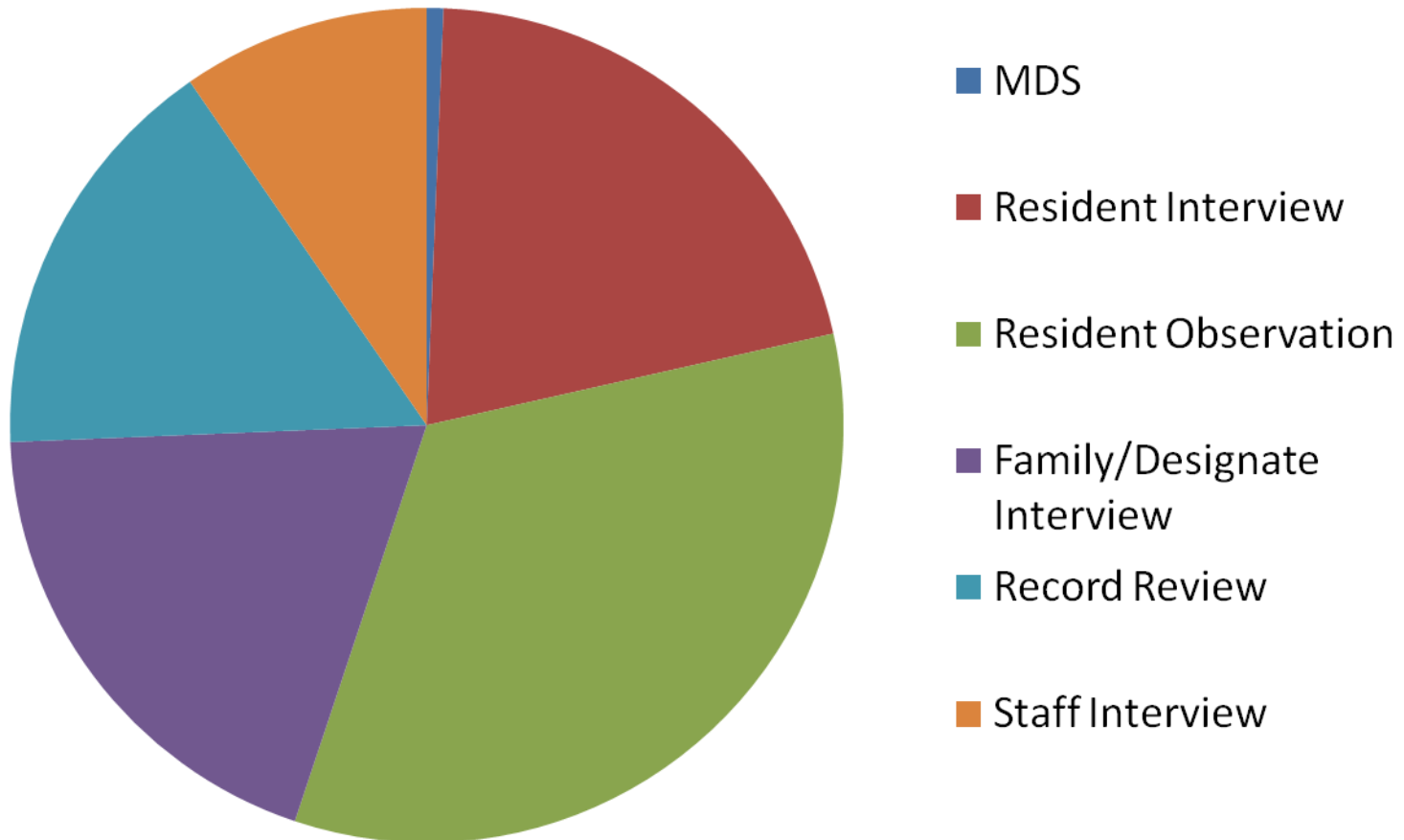
# Compliance Transformation

## Stage One:

- Typically takes 1.5 - 2.0 days (depends on the number of inspectors)
- 40 residents will be interviewed by inspectors
- 136 questions for residents requiring a “yes/no” response
- Inspectors interview residents, families and staff
- Mandatory observation of residents and the environment (e.g. meal services, cleanliness, building upkeep)
- Record reviews (audits) as needed
- Data gathered is recorded electronically
- Established thresholds are used to determine if inspection proceeds to the second stage

# Compliance Transformation

## Assessment Source



# Compliance Transformation

## Interviews

### Sample Compliance Questions for Residents:

- Are you able to participate in making decisions regarding food choices/preferences? (YES, NO)
- Do you participate in choosing your bedtime? (YES, NO) Is this acceptable to you?

# Compliance Transformation

## Observations

### Sample of resident related observations:

- a) Unpleasant body odour (other than signs of incontinence)
- b) Skin is unclean (i.e., food on face & hands)
- c) Eyes are matted
- d) Mouth contains debris, or teeth/dentures not brushed, or mouth odour, or dentures not in place
- e) Teeth broken/loose, or inflamed/bleeding gums, or problems with dentures
- f) Hair is uncombed and not clean
- g) Facial hair not removed or unshaven
- h) Fingernails are unclean and untrimmed
- i) Clothing and/or linens are soiled (other than signs of incontinence)

# Compliance Transformation

## Stage Two

- MOHLTC computer program selects “Stage Two” sample for all triggered items where potential non-compliance is identified (in Stage One)
- Minimum of 3 residents reviewed for each triggered area (potential non-compliance)
- Once again integrates information from multiple sources

# Compliance Transformation

## **Types of Resident Related IPs - Triggered**

- Minimizing of restraints
- Pain management
- Personal Support Services – resident dissatisfaction
- Skin and wound care management

## **Types of Home Related IPs - Triggered**

- Housekeeping
- Laundry
- Reporting and complaints
- Snack observation



# Compliance Transformation

## How is our home preparing? (fill in for your home)

- *Program Development*
- *Policy and Procedures: revised and new*
- *Measuring Outcomes*
- *Training Topics*

# Compliance Transformation

## How can you prepare?

- Be aware of and embrace changes (attend in services, review policies etc.) and incorporate them into your practice
- Be a role model for the team
- Understand the implications of non-compliance
- Conduct mock staff interviews, or ask staff practice questions “on the job” using IP statements
- Focus on quality improvement goals, outcomes
- Review the Quality Indicator Survey (QIS) manual and MOHLTC Inspection Protocols (on [www.ltchomes.net](http://www.ltchomes.net))

# NEXT STEPS ON THE GROUND VIEWS

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- Fill in what your home will be working on next to prepare for the new Long Term Care Quality Inspection Program (LQIP)