

Continuing Care Council Annual Business Assembly

May 28th, 2019

Welcome!



Continuing Care Council: Highlights of Recent Activities

May 28th, 2019

Josie Ryan, Chair



Continuing Care Council

Who We Are and What We Do

- A 15 person member group representing Long Term Care, Home Care (nursing and support services) and Adult Residential and Rehabilitation Services
 - 8 long-term care representatives
 - 5 home support representatives
 - 2 ARC/RRC (Diverse Abilities) representatives
- Our mission is ***to be a meaningful and influential vehicle for positive change in Nova Scotia's continuing care sector through collaborative action and knowledgeable leadership.***
 - We advance this mission through issue identification, sector representation, stakeholder engagement, and facilitating evidence-informed solutions.



Continuing Care Council

Members

- Josie Ryan (Chair) – Executive Director In Care Living, Northwood
- Joyce d’Entremont (Vice Chair) – CEO/Administrator, Mountain Lea Lodge/The Meadows Community
- Lisa Beckwith – Assistant Director of Care, Windsor Elms Village
- Millie Colbourne – CEO, Breton Ability Centre
- Sharon Crane – Agency Director, Cape Breton County Homemakers
- Jeff Densmore – Regional Executive Director, VON Canada – Nova Scotia
- Roberta Duchesne – Administrator/Health Services Manager, Harbourview Lodge
- Denise Halloran – Executive Director, Guysborough County Home Support Agency
- Tammy MacKenzie – General Manager or Resident Care Services, Macleod Group
- Dana Power – Regional Director Enhanced Care Operations, Shannex Healthcare Inc.
- Christa Quinn – Client Services Manager, Closing The Gap Healthcare
- Anthony Taylor – CEO/Administrator, Oakwood Terrace
- Janet Watt – Senior Manager, VON Colchester East Hants
- Carson Samson – CEO, Richmond Villa
- 2nd Diverse Abilities NS Position – New Position to be Filled



Provincial & National Stakeholder Engagement

Regular Communication/Discussion with DHW & NSHA

- We have well-established vehicles for bringing issues to key government decision makers and facilitating collaborative approaches to resolutions.
 - Regular attendance at Council meetings by senior staff with DHW and NSHA
- Through these vehicles, we are constantly advancing key issues such as HHR, model of care, finance and resource challenges, complexity and acuity of care, access and flow, policy development, etc.



Regular Engagement with Partners and other Key Stakeholders

- Chairs of Council, Continuing Care Association of Nova Scotia (CCANS), and Nursing Homes of Nova Scotia Association (NHNSA) meet on a bi-monthly basis
 - Share information and, as appropriate, share or collaborate in development of common strategies to address issues of mutual concern related to the LTC sector
- We build and maintain productive and positive relationships with organizations who have shared goals or whose mandate otherwise positively contributes to Council's response to identified issues on behalf of our members.
 - For example, AWARE-NS, Health Care Human Resource Sector Council (HCHRSC), WCB, MSVU Centre on Aging, NSCC, etc.

National Stakeholder Engagement

Membership in Canadian Association for LTC

- Canadian Association for Long Term Care's Strategic Priorities:
 - Address the seniors care labour shortage by updating governments health human resources strategy, with federal leadership.
 - Support innovation in health care and evidence-based decisions by mandating and funding a standardized data collection solution across Canada to provide a baseline of data which will improve the quality of services in long-term care.
 - Invest in seniors housing where care is provided by building new long-term care homes and modernizing old homes.



- HANS is a member of CALTC, the national voice for the long-term care sector
 - HANS brings the voice of our members to the national advocacy agenda
- CALTC developed a MP Engagement Toolkit which HANS modified for use in Nova Scotia
 - Overall objective is to introduce Nova Scotia MPs to the Council and to CALTC
- Council participated in CALTC's first annual #BecauseYouCare week which was held from February 10-16, 2019
 - National initiative to raise awareness about the challenges faced in LTC sector by urging MPs to visit at least 1 LTC facility in their riding.

Looking forward...

- How can Council/HANS become more actively involved with CALTC?
- How can we engage our members in that process?

Member/Sector Representation

Access and Flow Discussions with NSHA

- Tim Guest (VP Health Services and Chief Nursing Executive), Susan Stevens (Sr. Director Continuing Care), and other NSHA senior staff attended May 9th Council meeting to discuss access and flow issues and solutions
- Goal was to provide an opportunity to build awareness of the realities faced across the system, promote a shared understanding of the process issues that are contributing to the pressures on emergency departments, and arrive at joint solutions to improve access and transition to services across the continuum
- Council members stressed the importance of the continuing care sector being at the table to ensure a collaborative approach in addressing these challenges
 - Resulted in appointment of LTC and HC representatives to the NSHA Access and Flow- Ambulance Offload Project Steering Committee.



Presented to Long-Term Care Expert Advisory Panel

- Council, NHNSA, and CCANS jointly presented to the Long-Term Care Expert Panel on November 5th, 2018
- Council developed and submitted a response to the LTC Expert Advisory Panel Report & Recommendations
- Council is monitoring plans for implementation/funding of the recommendations
- Council representatives were invited to a meeting with DHW, NSHA and the LTC Expert Panel May 23rd, 2019



Management Compression/Inversion

- Council sent a letter to DHW in March 2019 requesting a meeting to discuss current management compression/inversion issues
- HANS Compensation Analysis staff conducted a survey with members to gather current management salary data and presented the high level findings and proposed solution was presented during a meeting with DHW in May 2019
- DHW committed to come back with a response and next steps in the coming weeks



LTC Wait List Data

- Council sent a letter to DHW in March 2019 expressing concerns with information on average wait time data being reported for nursing home placement on the Nova Scotia Wait Times website
 - Numbers appear to be inconsistent with the individual facility data being reported and it is unclear what methodology is being used to arrive at these average wait times; members felt this can be misleading to clients, families, and the public
- Meeting was arranged with DHW in May 6, 2019 to discuss the concerns
- HANS is currently working with the DHW Continuing Care Branch to address the issue



Participated on Wound Care Consultation Team

- Council sent a letter to DHW in June 2018, outlining concerns with the new wound care reporting requirements that were being implemented
- HANS President/CEO echoed Council's concerns during a meeting with DHW senior leadership in June 2018
- As a result, Council's Chair and Vice Chair were invited to participate on the wound care consultation team
- The consultation team developed an action plan, including mitigating barriers to obtaining wound care products and equipment, provision of training and policy development



Licensing and DHW Policy Requirement Discrepancies

- Council raised concerns to NSHA and DHW at the January meeting regarding the challenges with the lack of communications between licensing/DHW/NSHA
- A meeting with providers, NSHA, DHW, service delivery and auditing/licensing was held on May 23rd to discuss issues and possible resolutions

Ensuring Members have a Voice at the Table

- Disability Support Program - Transformation Steering Committee
- Workplace Safety Action Plan Advisory Committee
- LTC Expert Panel, Implementation Planning



Other Representation

- Provincial Nursing Network
- Workplace Safety Action Plan for Health and Community Services
- Long Term Care Placement Policy
- PNN Committee for RN/LPN Leadership Program
- Project Advisory Group Representation Nursing Leadership
- RN Prescribing Strategy
- Academic Health Council



Policy Work

Formed Positive Attendance Steering Committee

- Used the Collective Impact Framework as the foundation for the work of the Steering Committee
 - Goal is to look at the root causes of, and holistic approaches to, employee absenteeism
- Formed and populated to include representatives from the Long-Term Care, Home Care, and ARC/RRC sectors
- Also includes representation from DHW, DCS, NSHA, and WCB NS
- The Chair of this Committee will provide a more detailed update later today



Policy Work

Formed LTC Strategic Financial Planning Working Group – Reporting and Data Collection Subgroup

- Purpose is to develop methods that enable more relevant & consistent financial reporting across the LTC sector
- Identify relevant statistical & financial indicators so that reliable data is available to inform decision making by both the sector & DHW, and develop a reference handbook for use by finance directors
- A review of the work to date will be provided by Eric Doucette, chair of the working group.



Partnered with HANS Clinical Engineering Staff to Develop Specifications for LTC Beds

- Council and Diverse Abilities NS are supporting the development of safety specifications for long term care beds
- A working group was developed and led by HANS Clinical Engineering Team
- Work is close to completion and an update will be shared with the sector in the near future



More Exciting Work On The Horizon...

- Council is in the process of restructuring to best represent and serve our LTC members



Thank You!