



Introducing the New National Long-Term Care Services Standard

Health Standards Organization (HSO)



Health Standards Organization

Health Standards Organization (HSO) develops standards, assessment programs, and other tools to improve the quality of health services in Canada and globally.



- ➔ HSO is recognized by the Standards Council of Canada (SCC) as a Standards Development Organization (SDO).
- ➔ The development of HSO standards is overseen by Standards Technical Committees. Standards also go through a public review process in which stakeholders and the public can provide feedback.
- ➔ Because COVID-19 pandemic highlighted the gaps and needs in Canada's long-term care system, HSO was approved by Standards Council of Canada to develop standard 2021-2023.
- ➔ CSA Group developed a complementary standard to address the design, operation, and infection prevention and control practices in LTC homes, which was released in December 2022.



KEY MILESTONES & TIMELINES



March 2021 to January 2023: 23 Months



Development of HSO's New National LTC Services Standard

The new national LTC Services standard was informed by:

1. The clinical and technical expertise and lived experience of our 32-member Technical Committee,
2. Input and feedback from over 18,800 Canadians, and
3. The best available evidence.



LTC Services Technical Committee

- HSO launched the call for applications for the Technical Committee in March 2021 and received more than 250 applications
- Final 32-member Technical Committee included 3 Nova Scotians



Elaine Connelly
LTC Recreation Specialist



Naomi Black
LTC Resident



Janice Keefe PhD
Professor & Director, NS Centre
on Aging , Mount St. Vincent U

The full list of Technical Committee members can be found here:

<https://longtermcarestandards.ca/technical-committee>



Public Engagement in the Development of the Standard



Findings from 18,800+ participants summarized in the *What We Heard Report #1*, *What We Heard Report #2*, and forthcoming *What We Heard Report #3*.

Plus 45 Evidence based information reports

Read the reports: <https://longtermcarestandards.ca/engage>



Public Engagement in the Development of the Standard

Activity	Timing	Engagement
National Inaugural Survey	March to July 2021	16,093 participants
Individual and Group Consultation Workbooks	August to December 2021	1,805 participants
Phase 1 Town Halls	September to December 2021	179 participants
Public Review	January to March 2022	3,600+ comments from 582 individuals and groups
Phase 2 Town Halls	March 2022	134 participants
Virtual Visits with LTC Residents	March to June 2022	63 participants



Overview of HSO's New National LTC Services Standard

The standard provides LTC home teams, leaders, and governing bodies with guidance on:

- Providing evidence-informed, resident-centred care that values compassion, respect, dignity, trust, and a meaningful quality of life;
- Working in a team-based way to deliver high-quality care that is culturally safe and trauma-informed to meet residents' goals, needs, and preferences;
- Enabling a healthy and competent LTC home workforce and healthy and safe working conditions; and
- Upholding strong governance practices and a culture that is outcome-focused and committed to continuous learning and quality improvement.



Health Standard Organization's LTC Services Standard

SECTION 1: Governing LTC Home's Strategies, Activities, and Outcomes

1.1 The governing body guides and oversees the LTC home to ensure it delivers high quality services that respond to the diverse needs of the residents and workforce.

15 criteria:

- Such as Strategic plan articulating LTC homes vision, mission and goals...
- Complies with legal, regulatory and contractual obligations..
- Other criteria – e.g. HR plan; EMO plan; Trauma-informed approach to care etc



Health Standard Organization's LTC Services Standard

SECTION 2 Upholding Resident-Centred Care

2.1 Respecting Residents' Rights and responsibilities (8 Criteria)

- Respecting, promoting, and protecting the rights of residents
- Ensuring policies and procedures are in place to report, address, and resolve violations of residents rights, including instances of abuse and neglect

2.2 Enable Resident-Centred care (8 Criteria)

- Promoting a culture of compassionate, culturally safe, and appropriate resident-centred team-based care
- Supporting residents in making their own care decisions
- Supporting and respecting residents' choices to engage others in their care

2.3 Promote the role and presence of essential care partners (5 Criteria)

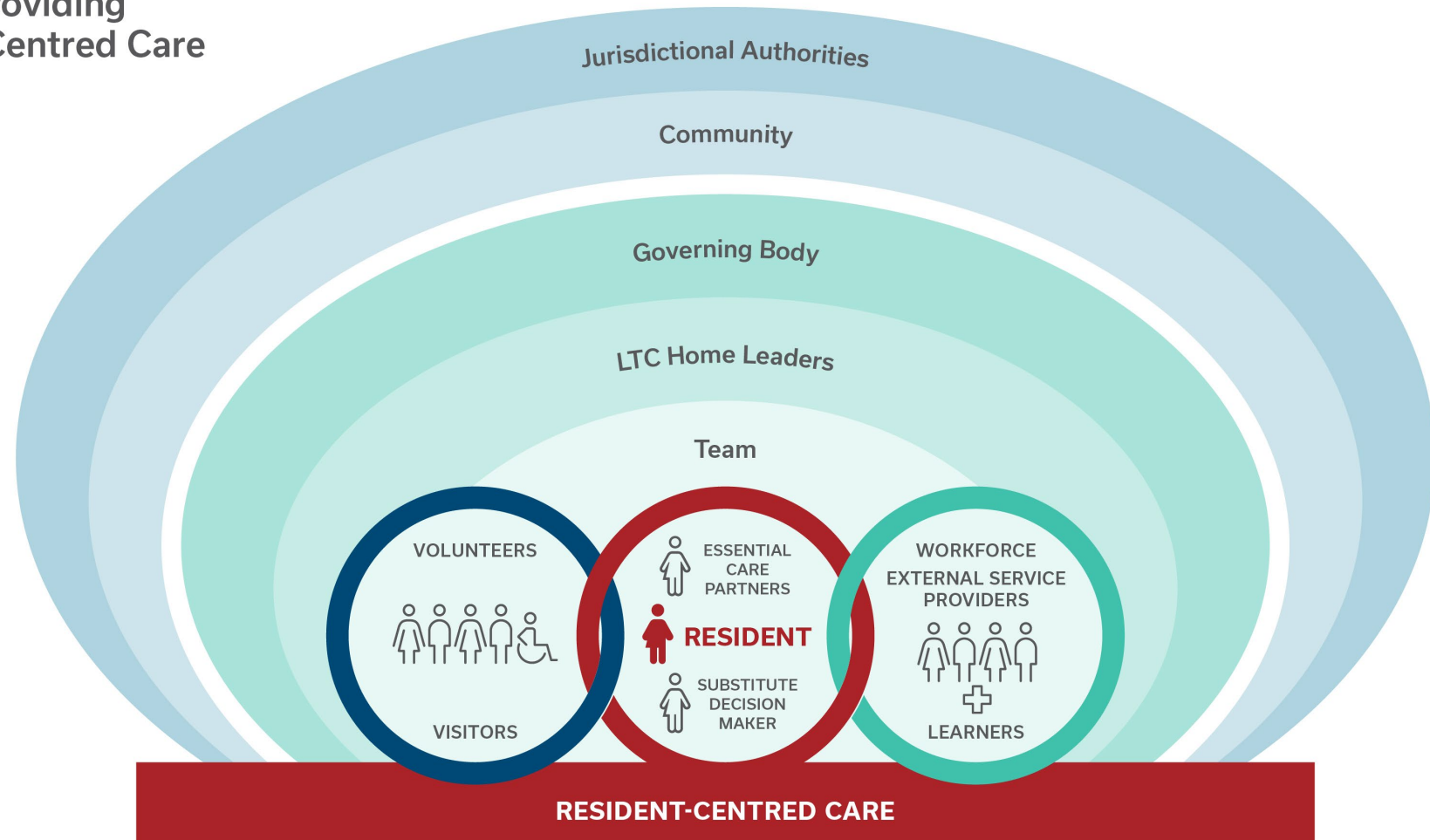
2.4 Actively communicate with residents (4 Criteria)

- Communication strategies to engage all residents
- Address resident complaints in timely manner



Roles in Providing Resident-Centred Care

Roles in Providing Resident-Centred Care



Based on the philosophy of people-centred care, which is guided by the following principles:

Integrity and relevance

Communication and trust

Inclusion and preparation

Humility and learning

Health Standard Organization's LTC Services Standard

SECTION 3: Enabling A Meaningful Quality of Life for Residents

3.1 Enable resident's meaningful Quality of Life by Providing a Welcoming Home-Like Environment and Purposeful Daily Activities

11 Criteria such as:

- Physical environment that to meet residents needs to enhance QoL of all residents
- Procedures to ensure resident safety
- Meaningful activities that foster resident's sense of purpose
- Meaningful mealtime experiences: Flexible food and beverages outside meal time.
- Community activities; transportation volunteers



Health Standard Organization's LTC Services Standard

SECTION 4: Ensuring High Quality and Safe Care

4.1 Develop, implement, continuously update residents individualized care plans based on assessment of resident's needs -- 11 Criteria

- e.g. needs assessment of residents physical and social needs; engage with resident to develop care plan; continuous assessment;

4.2 Design, develop, and continuously evaluate the safety and effectiveness of care 19 Criteria:

- Care – nutrition; skin integrity; pain management reduction of falls; last restraint reviewing medication; infection control; reporting safety concerns etc

4.3 Ensure residents receive appropriate care and services when where and how they need it .11 Criteria:

- Access to health care professionals within and externally; non-medical services; communicate change in care



Health Standard Organization's LTC Services Standard

SECTION 5: Enabling a Healthy and Competent Workforce

- 5.1 Enable competent teams, provide supportive working conditions and ensuring the health of the LTC home workforce. 11 Criteria
- 5.2 Provides health equipment , information and communication technology to improve working conditions and support the provision of high-quality, resident-centred care: 4 Criteria
- 5.3 Ensure data on LTC home's workforce are collected, analyzed reported and used to understand workforce needs, create staffing plans and allocate resources: 4 Criteria

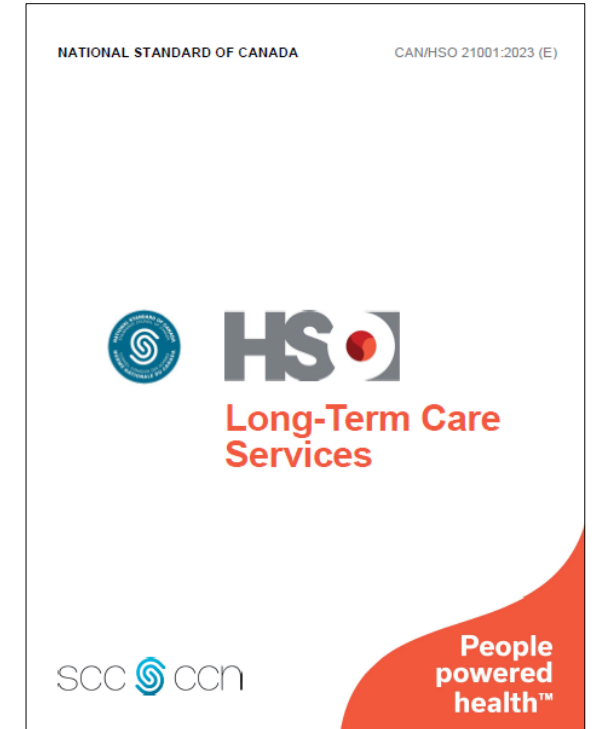
SECTION 6: Promoting Quality Improvement

- 6.1 Using quality improvement methods to continuously identify and act on targeted improvements (ongoing commitment to QI) 4 Criteria



Launch of HSO's New National Long-Term Care Services Standard

- 1,803 views of the standard to-date (1,658 in English, 145 in French)
- Over 77,000 impressions on social media from the launch
- Mentioned over 50 times in media (republished into 4,000+ media pieces) - estimated reach of 991 million people
- HSO's LTC Services Technical Committee received a Special Recognition Award from SCC for developing the standard
- Launch of the standard was welcomed in public statements by the Prime Minister, Minister of Health, Minister of Seniors, and many more



HSOs National Long-Term Care Services Standard: unprecedented media coverage

Feds welcome new voluntary 'resident-centred standards' for long-term care

7 days ago | News | 7:46

"The goal is to ensure that all facilities across the country are accredited with these national standards," Minister for Seniors Kamal Khera told Power & Politics Tuesday.

Health Canada and PHAC @GovCanHealth · Jan 31
 The Government of Canada welcomes the release of complementary, independent long-term care standards developed by CSA Group and @HSO_world to ensure quality care for seniors across Canada.
ow.ly/EXqu50MFEnS

AdvantAge Ontario @AdvantAgeOnt · Feb 1
 AdvantAge Ontario welcomes the new national #LTC standards released Monday. As with every advancement in health care, funding will pave the way forward. Read @LisaLevint's full statement in the picture below.
[#onpoli](#) [#cdnpoli](#) @LTCStandards

Saskatchewan
Sask. Opposition wants mandatory minimum standards in long-term care homes

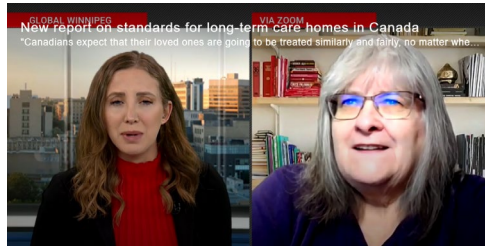


Federal government's new standards in light of pandemic still voluntary
 CBC News · Posted: Feb 01, 2023 7:00 AM EST | Last Updated: February 1



TORONTO STAR
 HOME GTA CANADA POLITICS WORLD OPINION LIFE SPORTS ENTERTAINMENT BUSINESS INVESTIGATIONS
 Ontario British Columbia Alberta Quebec Nova Scotia

'This is a true milestone': Newly written standards offer a road map for long-term care
 If mandatory and properly funded, the standards could help residents live with individual choice in activities, schedules and lifestyle, including sexual identity.
 By Meira Welsh Staff Reporter
 Tue., Jan. 31, 2023 | 8 min. read
 Article was updated 6 days ago



TORONTO STAR
 HOME GTA CANADA POLITICS WORLD OPINION LIFE SPORTS ENTERTAINMENT BUSINESS INVESTIGATIONS
 Star Columnists Editorials Contributors Letters To The Editor Editorial Cartoons

A welcome move to improve long-term care
 The standards are an excellent foundation to ensure that life in long-term-care homes is what we'd want for our loved ones and indeed for ourselves.
 By Star Editorial Board
 Fri., Feb. 3, 2023 | 3 min. read



"We welcome the release by the Health Standards Organization and the Canadian Standards Association, which is a good start for new standards. We provided \$4 billion to support the provinces and territories in their efforts to improve long-term care in their jurisdictions because, regardless of where they live, we will continue to ensure that seniors receive the quality of care they certainly deserve."

- Justin Trudeau



Canadian Association for Long Term Care + Follow
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CALTC offers our support for the overarching vision presented in today's National Standards for #LTC.

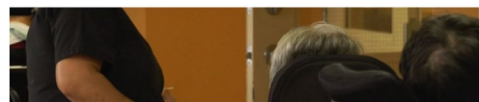
PEI
Adopt new long-term care standards, MLA urges



Voluntary standards come after reports of death, neglect during COVID-19 pandemic
 CBC News · Posted: Jan 31, 2023 6:56 PM EST | Last Updated: January 31

WINNIPEG NEWS
 NEWS VIDEO SHOWS ABOUT LOCAL
 ADVERTISEMENT

New proposed long-term care standards call for better staffing, more direct care



Next Steps for HSO's New National LTC Services Standard

- The standard was released on January 31st, 2023 and is available to the public at no fee for 5 years
- Accreditation Canada has begun the process of incorporating the new standard into their Qmentum accreditation program
 - Their program is currently being used on both a voluntary and mandated basis to accredit 68% of Canada's LTC homes
- There are other ways to implement the new standard and HSO looks forward to engaging with all relevant stakeholders to determine the best and most impactful ways to improve the health and well-being of LTC residents and workers across Canada



Where next ?.. Safe LTC Act ?

Recently

The screenshot shows the Toronto Star website. At the top, there is a blue navigation bar with the "TORONTO STAR" logo. To the right of the logo are buttons for "Subscribe Now" (As low as \$0.99/week) and "Sign I". Below the logo are links for "Newsletters", "Today's paper", and "NORTHE". A secondary navigation bar includes "HOME", "GTA", "CANADA", "POLITICS", "WORLD", "OPINION", "LIFE", "SPORTS", "ENTERTAINMENT", "BUSINESS", and "INVESTIGATIONS". Below this is a regional navigation bar with "Ontario", "British Columbia", "Alberta", "Quebec", and "Nova Scotia". A "First Up" section highlights a story: "Cop's sex assault conviction tossed over delays + what's known about the accused TTC killer". The main article is titled "Canadian health minister offers hints about Safe Long-Term Care Act" and is categorized under "CANADA". The article text begins: "Promised law is an enigma, but Duclos says it will be informed by opinions of Canadians whose insights were used in creating national nursing home standards." The author is identified as "By Moira Welsh Staff Reporter" with the date "Thu., March 2, 2023" and a "5 min. read" indicator. Below the author information are social media sharing icons for Facebook, Twitter, Email, LinkedIn, and a link icon.



PROVINCIAL Changes (examples)

- Alberta Transforming Continuing Care Act
<https://www.alberta.ca/transforming-continuing-care.aspx>

- Ontario: Fixing long term care act 2021

[Fixing Long-Term Care Act, 2021, S.O. 2021, c. 39, Sched. 1 \(ontario.ca\)](#)

In our region

PEI Panel on LTC – (Report due soon);

NB Review of Pandemic and LTC (Senior Advocate);

NL Review of LTC and Personal Care Home beginning on April 1 2023 (Chair) ;

Changes to legislation in Nova Scotia ???



What next for me?

Atlantic Canada – Staff Quality of Work Life in LTC

Project: *An Underrepresented, Undervalued Workforce: Understanding and Supporting Quality of Work Life in Long-Term Care* (2023 –2027)

- \$2,103,752 in CIHR funding, \$120,000 in partner contributions
 - \$700 000 shortfall – proposals to RNS and NBHRF

LEAD: Keefe, Co-leads: Estabrooks, Audas, Tomblin-Murphy

Co investigators: MacKenzie, Weeks, McArthur, Wilson, Norman, McCloskey

Collaborators: Govt/HA: NS Health, PEI Health, NL Health & Community Services, NL Eastern Health, NS Seniors & LTC and NS Dept of HW

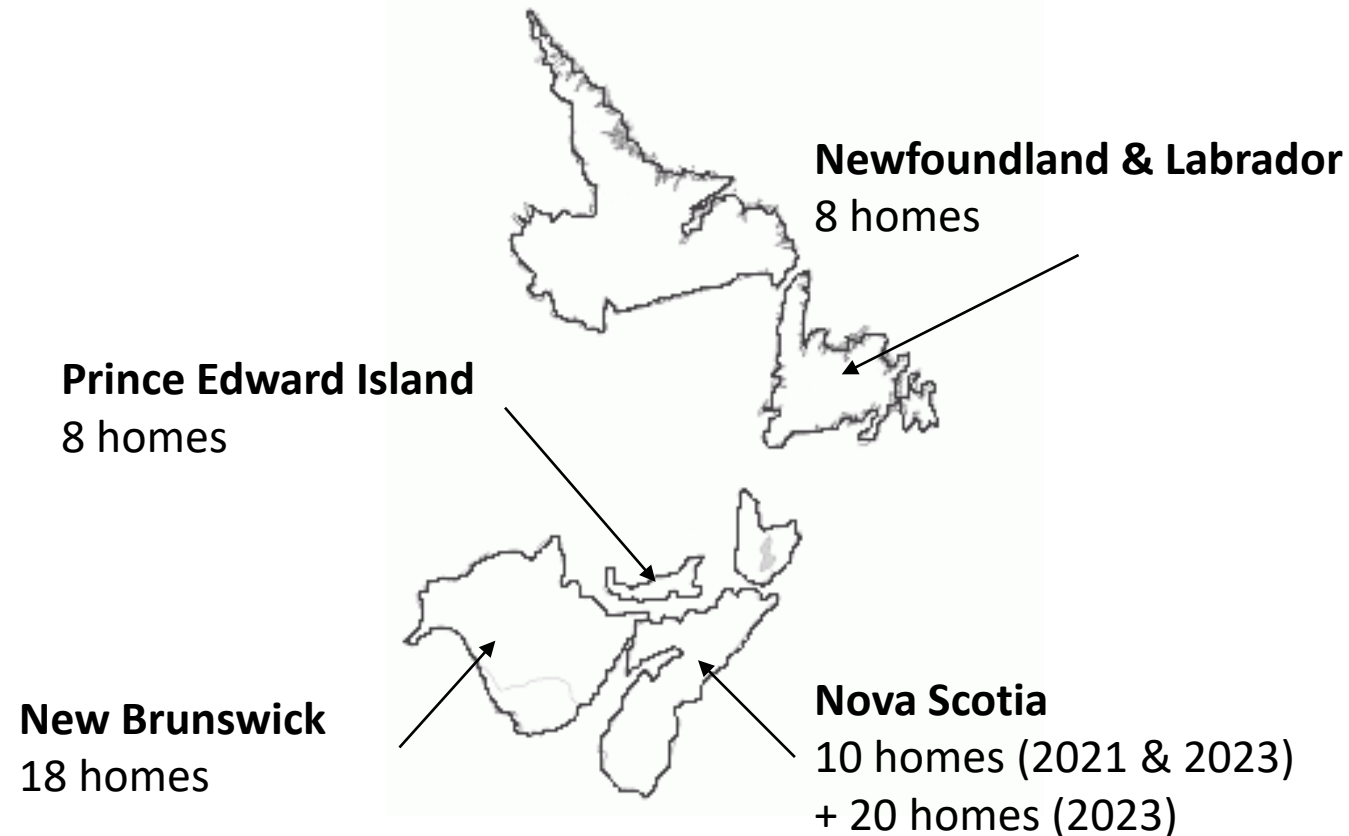
Sector: LTC Assoc. NHNSA, NBNHA, PEI LTC: + Shannex, Macleod Group

Objectives:

- To administer the survey in LTC homes in NS, NB, PEI and NL
- To examine the effects of work environment on quality of work life (survey)
- To link the survey data to resident outcomes (interRAI-LTCF)
- To build capacity for research in LTC

Sample Representation

- Eligibility: stand-alone facility, 90% or more residents aged 65 or older
- Sample: 25% of eligible homes for each province, with oversampling for PEI & NL
- Sample selection stratified by health region, bed size, and ownership model
- Time Frame: Beginning in Fall 2023



Follow our Research

Web: www.msvu.ca/nsca



Contact Information

For more information, please contact:

Janice Keefe

**Professor/Chair, Department of Family
Studies and Gerontology**

Director, Nova Scotia Centre on Aging

Lena Isabel Jodrey Chair in Gerontology

Email: Janice.Keefe@msvu.ca

Tele: 902-457-6466



