

2018 Fall Forum Update

Continuing Care
Department of Health and Wellness

Agenda

- Home Care updates
 - Program Investments
 - Home Support Contracts
 - Home Care Budget Update
- Long-Term Care updates
 - LTC Labour Relations and Budget Updates
 - LTC Expert Advisory Panel
 - Pressure Injury work update
 - inteRAI LTCF update
 - Capital funding summary
 - Placement Policy update
- Licensing Update and Public Reporting
- Workplace Safety Action Plan

Home Care Updates



Program Investments – ABI Support

- Over the next four years initiatives to support Nova Scotians living with an acquired brain injury include:
 - expand the IWK Home First program for children with ABI
 - funding for the Brain Injury Association of Nova Scotia
 - improve access to Continuing Care programs for ABI survivors in their communities by expanding eligibility criteria
 - enhance support for caregivers of individuals living with an ABI
 - enhance home adaptation and equipment loan programs
 - expand supports to First Nations communities and enhanced training for nurses and staff



Program Investments – Community Equipment Programs

- Red Cross Community Bed Loan Program
 - This program provides hospital beds for home use to eligible Nova Scotians
 - Funding will address increased demand and eliminate wait list
 - Replace and repair current inventory as appropriate
- Home Lifts Program
 - This program will provide eligible Nova Scotians access to a mechanical lift which will allow those with mobility challenges to be safely transferred within their own home.
 - Early stages of exploring the development of a Home Lifts Program



Program Investments – Federal Funding

- Home Adaptation (DCS program)
- Caregiver Benefit Program expansion
- Caregivers Nova Scotia
- LTC Respite Booking technology
- EHS – Enhanced Paramedics Program expansion
- Autism crisis response
- Mental Health and Addictions investments
- Indigenous Health investments



Home Support – Performance and Accountability

- Focus on performance and accountability reflects the strategic direction of DHW.
- Understanding where we are allows us to determine how and where we can improve.
- Data collected:
 - is used to monitor each agency's performance on KPIs.
 - is used to monitor program usage and identify areas where efficiencies and increased service quality can be achieved.
 - will assist government and NSHA for Performance Monitoring, Evaluation, & Health System Planning.

Home Support – KPIs

KPI	Category	Average	Average YTD
		2017/2018 Prov.	2018/2019 Prov.
Wait Time From Service Plan Authorization to Initial Service - New Clients (Standard: 100%, Target: 100%)	Urgent (24 Hrs)	81%	71%
	Semi Urgent (5 Days)	83%	80%
	Non Urgent (15 Days)	90%	90%
Wait Time From Revised Service Plan to Service Plan Change - Existing Clients (Standard: 100%, Target: 100%)	Urgent (24 Hrs)	82%	77%
	Semi Urgent (5 Days)	87%	84%
	Non Urgent (15 Days)	94%	90%

Home Support – KPIs

KPI	Category	Average	Average YTD
		2017/2018 Prov.	2018/2019 Prov.
Time to Respond To Service Requests (Standard: 98%, Target: 100%)	Urgent (2 Hours)	92%	91%
	Semi Urgent (12 Hours)	93%	93%
	Non Urgent (24 Hours)	96%	97%
Delivered Hours (Standard: 90%, Target: 98%)		91%	93%
Missed Visits (Standard: 2%, Target: 1.5%)		4.6%	5.8%

Home Support Contracts

- NSHA and DHW continue to connect with providers to understand and revise KPI approach in preparation for new contracts.
- Implementation of the triparty performance-based contracts for all HS providers is behind schedule.
- Prior to the implementation of tri-party agreements, DHW and the NSHA continue to work with individual providers to determine whether they are appropriately funded.
- Utilize learning from HS contracts and implementation to begin work towards performance-based contracts for LTC providers.



Home Care Budget Update

- Home Support budgets were released in June.
- Primarily based off of 2017-18 actuals, with adjustments for stat holidays, travel and non-union wage increases.

Questions can be directed to Leslie MacLeod,
Senior Financial Analyst: (902)424-0998,
Leslie.E.MacLeod@novascotia.ca



Long-Term Care Updates



LTC Budget Updates

- 2018-19 November Budgets
 - To be released mid-November
 - Changes include:
 - 1.5% Economic Adjustment - Management and Non-Union Administrative and Front Line Positions
 - Economic Adjustments – NSNU (2016-2018)
 - Pension Reconciliation
 - CPI for Service Agreement Facilities
 - Capital Project Adjustments

Questions can be directed to Jeanne Thorne (Farrell), Lead Financial Advisor: (902)424-2825, Jeanne.Thorne@novascotia.ca



LTC Labour Relations Updates

- NSNU

- Agreement to extend existing collective agreements until 2020 reached across the sector
 - **Wage Increases:** 7% over 6 years
 - **Shift/Weekend Premium Increases:** \$0.50 over 6 years
 - **Early Retirement Allowance Payout option**
- For more information, contact:
 - Mandy Proulx, Labour Relations Consultant 902-424-0066



LTC Expert Advisory Panel

- Mandate of the expert advisory panel is to focus on issues that impact quality of care in long-term care.
- DHW has provided information to the panel, but their work is independent of government.
- The three-member panel includes:
 - Dr. Janice Keefe, Director of MSVU Nova Scotia Centre on Aging;
 - Dr. Greg Archibald, GP, head of Dalhousie University's Department of Family Medicine; and
 - Cheryl Smith, NP and educator focusing on dementia care.
- Recommendations are expected by November 30.



inteRAI-LTCF

- Government will fund roll out of inteRAI LTCF across NS LTC sector.
- RFP to acquire project team released on October 19, 2018.
- Hoping to formally begin project in November.
- There will be sector consultations around requirements.
- Implementation target is end of 2020/21 fiscal year.



Pressure Injury Work Updates

Work to date:

- Current state analysis (Sector survey)
 - 100% response rate from nursing homes
 - 152 stage three, four and above pressure injuries reported
- Site Visits:
 - Wound Care Consultants visited # facilities from July 4, 2018 to August 30, 2018
 - 104 residents seen in 42 nursing homes
- Critical Incident Reporting:
 - Stage 3 & 4 pressure injuries currently being reported through the critical incident process.
 - Critical incident reporting mechanism is being reviewed
- Formulary:
 - New products have been added, including heel booties, slider sheets, positioning wedges.



Pressure Injury Work Updates

Upcoming work:

- Review of site visits:
 - Summary report of site visit findings submitted to DHW by the NSHA
 - Report is being reviewed by DHW and has been shared with the LTC Expert Advisory Panel.
- Wound Care Education:
 - Northwood has partnered with DHW to deliver wound care education sessions across the province. Sessions are currently underway.
 - DHW is supporting nursing homes to be able to send staff to these sessions.
 - Target is approximately 1000 long-term care staff to receive education by year end.
 - **Pressure Injury Resource & Reference Toolkit** developed based on best-practices and is being provided to all LTC facilities



Pressure Injury Work Updates

- Access to Equipment:
 - DHW working with system partners to find efficiencies in the process.
 - Decision Tool for NSHA Care Coordinators
 - Specialized Equipment Program Guidelines – update in progress
 - The Working Group supported a proposal to have in-house specialty mattresses available for clients when the assessed need is identified, while waiting for a mattress from Red Cross.
- Provincial Policy:
 - DHW is working on the development of a provincial wound care policy that will set policy directives for long-term care providers regarding wound management for residents.
 - Goal is to ensure the best possible health outcomes for residents.



LTC Capital Funding

- The purpose is to address future needs and maintain/upgrade infrastructure and equipment, which support both the DHW and facility's objectives.
- All requests are reviewed and classified and projects are approved based on overall ranking and available budget.
- DHW continues to receive project requests that are incomplete or lacking sufficient information to understand the importance of the project to your facility.
- We encourage you to be thorough in your submissions to ensure the information is clear and provides details regarding scope, cost and risk.
- Each section of the request form is scored.
 - ✓ Safety
 - ✓ Efficiency
 - ✓ Enforcement
 - ✓ Resident Care Impact
 - ✓ Utilization

For assistance in preparing your submissions, email: CapitalRequestLTC@nocascotia.ca



LTC Placement Policy Update

- The new long-term care placement policy, continues to experience delays.
- Recommendations from the LTC Expert Advisory Panel may influence the direction we take for LTC placement.
- Current policy remains in effect.

Public Reporting

- DHW has committed to begin public reporting related to licensing and *Protection for Persons in Care*.
- Working with the privacy office to ensure the appropriate balance of transparency and privacy.
- Target date for public reporting is unknown at this time. |



Licensing Update

Electronic Licensing Inspection Tool:

- June 2017 – DHW launched the development of an electronic information management system for licensing.
- AMANDA (Unysis)
- Standard for Business Licensing and Permits in NS Government
- AMANDA is a Licensing Management Solution that automates business processes such as license renewals, complaint intakes and inspection reports
- Used in approximately 30 program areas in NS government

Target date for implementation: November 2018



Workplace Safety Action Plan

- Formal report released in June 2018
- Multiple partners worked together to deliver the report:
 - Government (DHW,DCS,LAE), AWARE-NS, Labour, NSHA, IWK , HANS, WCB
- Program team (lead by DHW) is working to build the strategy to deliver the balance over the next 4+ years



Liaison and Service Support Team Updates

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