

Webinar Recap for August 16th, 2021

LTC+ Acting on Pandemic Learning Together

TOPIC

Developing New National Long-Term Care (LTC) Standards in Canada

KEY AREA(S)

Plan for COVID-19 and non-COVID-19 care

SPEAKER(S)

- Dr. Samir Sinha, Director of Geriatrics at Sinai Health and UHN and Chair of HSO's National Long-Term Care Services Standard Technical Committee
- Prof. Alex Mihailidis, Professor at the University of Toronto, Scientific Director of AGE-WELL Network of Centres of Excellence, Chair of CSA Group's National Standard for Operation and IPAC of Long-Term Care Homes Technical Subcommittee

OBJECTIVES

- To discuss why HSO and CSA Group are developing new national long-term care standards and how these new standards will be developed
- To highlight the preliminary findings from HSO's Inaugural National Survey
- To identify how the public can get involved in the development of the new national long-term care standards

SUMMARY

- There are three key organizations involved in developing the new national LTC standards in Canada. See the table below for an overview of these organizations.

Health Standards Organization (HSO)	Canadian Standards Association (CSA Group)	The Standards Council of Canada (SCC)
<p>Develops standards, assessment programs, and other tools to improve the quality of health services in Canada and globally.</p> <p>HSO standards are overseen by the standards technical committee and go through a public review process.</p>	<p>Not-for-profit, member based, standards development organization that develops and maintains codes and standards in several areas that meet the needs of a broad array of industries and stakeholders.</p>	<p>A federal Crown corporation that leads and facilitates the development and use of national and international standards and accreditation services in Canada.</p> <p>HSO and CSA Group are both recognized by SCC.</p>

In response to gaps and needs in the LTC system that were highlighted by the COVID-19 pandemic, HSO and CSA Group proposed developing new LTC standards to SCC. SCC approved these proposals and has agreed to fund the development of two new national LTC standards over 2021-2022. HSO and CSA Group will work collaboratively because they bring different strengths to the development of these standards.

HSO Standards Focus	CSA Group Standards Focus
<ul style="list-style-type: none"> • People living in LTC and family-centred care practices • Safe, reliable, and high-quality care • A healthy and competent workforce • An organizational culture that is outcome-focused and strives towards the safety and well-being of all Canadians 	<ul style="list-style-type: none"> • Safe operating practices • Infection prevention and control practices • Design <p>Topics including cleaning and disinfecting processes, waste removal, HVAC, plumbing, medical gas systems, and use of technology will be referenced or inform the standard</p>

- Development of new LTC standards is a 21-month process. The goal is for the new standards to be published by the end of 2022. Standard drafting is currently underway.



HSO Inaugural National Survey Preliminary Findings

- The survey was available from March 31 to July 31 and open to anyone in Canada to complete. Over 16,000 people across Canada responded to the survey.
- Four main questions were asked:
 - Are you aware that existing LTC standards are currently being used by LTC homes in Canada?
 - In your opinion, are LTC homes in Canada providing safe, reliable, and high-quality care?
 - In your opinion, do you think LTC homes should be required to meet standards in LTC?
 - Reflecting on your responses to the survey, what is the most important issue the national LTC services standards ought to address?
- Half of respondents reported being aware of existing LTC standards currently being used by LTC homes in Canada. The other 50% were not aware or did not respond.
- Approximately 50% of people did not respond to the question about LTC homes in Canada providing safe, reliable, and high-quality care. The majority of those who did respond indicated that they disagreed with this statement.
- 60% agreed that LTC homes should be required to meet standards in LTC and 40% disagreed.
- 61% agreed that LTC homes should be required to meet standards in LTC and 39% did not respond to this question.
- High-quality care, safety, workforce, funding, and ownership were identified as the most important issues to be addressed by the national LTC standards. Examples of the most important issues in LTC and the category they fall under are shown in the table below.

People Living in LTC and Family-Centered Care Practices	Safe, Reliable, and High-Quality Care
<ul style="list-style-type: none"> • Respect, dignity, trust, and quality of life are all important • Caring, compassionate, & competent interprofessional care teams • Prioritizing rights, needs, & satisfaction of people living in LTC • Embody the qualities of the home 	<ul style="list-style-type: none"> • Safety, reliability, and high-quality care are a bare minimum • Equitable care across all jurisdictions • Culture of care over profit • Responsible national guidance & support • Organizational accountability & transparency • Appropriate Funding
Health and Competent Workforce	Environment, Operations, and Maintenance
<ul style="list-style-type: none"> • Job security • Affirming, positive & supportive work environments • Prioritize workplace health & safety • Education & competency standards 	<ul style="list-style-type: none"> • Focus on enhancing people living in LTC quality of life • Ensuring safety & security • Striving for highest standards of cleanliness & maintenance

Get Involved in the Development of the New National LTC Standards

- HSO engagement opportunities include individual and group consultation workbooks.
- CSA Group has enhanced engagement opportunities in the form of surveys, CSA Group consultations, and CSA Group Network hosted consultations.
- See [Resources Shared](#) for the most current information about how to get involved through HSO and CSA Group opportunities.

RESOURCES SHARED

Listed below are the resources mentioned during the webinar:

- [Reimagining Care for Older Adults](#)
- [HSO National Long-Term Care Services Standard Consultation Workbook](#)
- [CSA Group Long-Term Care Homes](#)

WEBINAR RECORDING

[Watch the full webinar here!](#)

Healthcare Excellence Canada is an independent, not-for-profit charity funded primarily by Health Canada. The views expressed herein do not necessarily represent the views of Health Canada.