

Webinar Recap for January 17th, 2022

LTC+: Acting on Pandemic Learning Together

TOPIC

HSO Update on the Development of the New National Long-Term Care Services Standard

KEY AREA(S)

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

SPEAKER(S)

- **Dr. Samir Sinha** - Director of Geriatrics, Sinai Health System and Chair of the HSO's National LTC Services Standard Technical Committee

OBJECTIVES

- To introduce Health Standards Organization (HSO) and the new National Long-Term Care Services Standards
- To provide an overview of Public Engagement in the development of HSO's new National LTC Services Standard
- To share findings from HSO's Town Halls and Consultation Workbooks
- To provide an overview of the draft new National LTC Services Standard

SUMMARY

- In response to the gaps and needs in Canada's long-term care system highlighted by the COVID-19 pandemic, HSO is developing a new National LTC Services Standard. HSO submitted a proposal to the Standards Council of Canada (SCC) to develop a new national long-term care services standard to address the delivery of safe, reliable, and high-quality long-term care services.
- HSO's new National Long-Term Care Services Standard will focus on providing resident-centred care, delivering high-quality care, enabling a healthy and competent workforce, and upholding strong governance practices and operations.
- The development of the new LTC standards is a 21-months process. Public review is currently underway, which will be followed by Standard drafting/publication to be completed by December 2022.

Public Engagement in the Development of the Standard

- To date, 18,000 participants were involved in public engagement through National Survey, Consultation Workbooks, and Town Halls.
- Upcoming Public Engagement in the Development of the Standard:
 - The draft Standard will be released for a 60-Day Public Review period in late January 2022, by which the public will have the opportunity to provide feedback.
 - The What We Heard Report #2 will be released late January 2022 with results from Consultation Workbooks and Town Halls alongside the Public Review launch.
 - The second phase of Town Halls will be held in Winter/Spring 2022 during Public Review period.
 - On-Site visits to LTC homes will be conducted in Winter/Spring 2022 to gather additional input/feedback on the standards directly from residents across the country.

Findings from HSO Town Halls & Consultation Workbooks:

- Nearly 400 consultation workbooks were submitted with an involvement of over 1,800 individuals. Additionally, 9 virtual Town Halls were held with a total of 179 individuals engaged.
- Safety, reliability and compassion were identified as all equal elements towards providing high-quality care. Contributing factors that lead to high-quality care differ depending on relationship to LTC.
- LTC was identified as a balancing act between several dualities. Balancing the duality of the environment (home and workplace), balancing rights and safety (individual and collective), balancing approaches to care provision (individualization and standardization).
- A couple ways forward were identified: enabling factors for immediate system change (evidence-based practices, staffing, funding, accountability) and suggestions for System Transformation (addressing the stigmas associated with LTC, building collaborative networks of care between all care sectors, and acting on criteria included in HSO's National LTC Services standard)

Overview of Draft LTC Services Standard

- The standard provides LTC home residents, teams/workforces, organizational leaders, and governing bodies with guidance on:
 - Providing evidence-informed resident-centred care practices that value 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 appropriate to the diverse needs of residents, the workforce, and the broader team involved in the life of a LTC home.
 - Enabling a healthy, competent, and resilient workforce and healthy working conditions.
 - Upholding strong governance practices and operations and a culture that is outcomes-focused and committed to continuous learning and quality improvement.

RESOURCES SHARED

- [Reimagining Care for Older Adults Report](#)
- [Promising Practices for Supporting Long-Term Care Provider Resilience](#)
- [Practices of Interest to Support In-Person Family Presence and Communication with Families](#)
- [What We Heard Report #1: Findings from HSO's Inaugural National Survey on Long-Term Care](#)

WEBINAR RECORDING

- [Watch the full webinar here!](#)

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