

Summary

NE LTC Sector Submission to the NE LHIN's Integrated Health Services Plan (June 2006)

The Administrators of LTC Homes located throughout the North East were invited to meet with the leadership of the NE LHIN on May 12, 2006 to learn about the LHIN Community Engagement Strategy and Integrated Health Services Plan (IHSP). They were asked to provide feedback on these processes.

In response, a group of Administrators met on June 2, 2006 and collectively tried to answer the following questions:

- Within the context of the LHIN's vision for an Integrated Health Services Plan, what are the priorities for LTC Homes in the North East?
- What integration and coordination strategies are needed to implement these priorities?

LTC sector Priorities

- Chronic Disease Management
 - LTC Issues / Analysis highlights
 - An aging population brings about an increase in the volume and acuity of health services required, as seniors use more health services than any other demographic group
 - Communication issues also become more predominant
 - Declining population → many seniors are left without families to care for them in their advancing years.
 - Chronic conditions place a high burden on the health care system and reduce the quality of life of those who suffer from the condition.
 - A broader range of housing options would also alleviate the pressures on acute care hospitals as a result of patients waiting placement elsewhere.
 - Not every community in the North East has a volunteer transportation program. The result is that residents must rely on public ambulances for transportation.
 - LTC Homes increasingly cater to a younger clientele target groups¹
 - Lack of in-home respite care services
 - Sector Recommendation
 - LTC Homes need to commit to continued improvements in interagency communication and service coordination. In particular, good communication between LTC Homes and hospitals, CCACs and other long-term care providers is essential to ensure that patient needs are known and services are in place upon discharge from hospital.
- Health Human Resources
 - LTC Issues / Analysis highlights
 - LTC Homes find it difficult to recruit and retain personnel due to inequities in remuneration and unstable working conditions as compared to other sectors.

¹ Target groups such as developmentally disabled adults, physically disabled adults, clients with Acquired Brain Injury (ABI) and those suffering from other diseases such as Huntington's and Parkinson's.

- Hospitals are starting to employ Personal Support Workers and competing with LTC Homes for qualified candidates to work in chronic care wards and to care for patients in interim long-term care beds.
 - There is a need to increase the complement of registered health professionals in LTC Homes, particularly in nursing, as the acuity of residents has been on the rise.
 - LTC Homes lack psycho-geriatric resources to manage behavioural issues of residents
 - Sector Recommendation
 - LTC Homes would like to work with secondary and post-secondary educational providers in a concerted effort to market professions in the LTC sector.
- Coordinated ICT Systems
 - LTC Issues / Analysis highlights
 - Few LTC Homes have been able to invest in Information and Communication (ICT) systems.
 - Need to focus on communication and work around the challenges to access services and distances through ICT.
 - Sector Recommendation
 - LTC Homes should actively participate in this work.
- Linkages with other provider groups
 - LTC Issues / Analysis highlights
 - A unified voice is lacking to advocate for the needs of the LTC sector.
 - Sector Recommendation
 - The leadership of OANHSS, OLTCA and OCSA are examining a framework that proposes a single cross-sectoral long-term care/community support services network. This framework would allow the providers to speak with a unified voice. It is a work in progress that will match the evolution of the NE LHIN.