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# Service Level Review

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Long Term Care  
September 23, 2004

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## Objectives

- To provide an overview of current services and service levels
  - To provide a status on program goals
  - To present program issues
  - To identify actions to support goals over the next 2 – 3 years
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## Long Term Care Tax Rate Adjustment

2004 Budget (Net \$000s)	2005 Non-Discretionary	2005 Base Budget	Base Tax Rate Adjustment %
15,837	3,346	19,183	0.60

2005 Base Budget	2005 Service Level Enhancements	SLE Tax Rate Adjustment %	Total Program Tax Rate Adjustment %
19,183	0	0	0.60

Note: impact of assessment growth is not incorporated into the tax rate adjustments.

## Long Term Care Goals

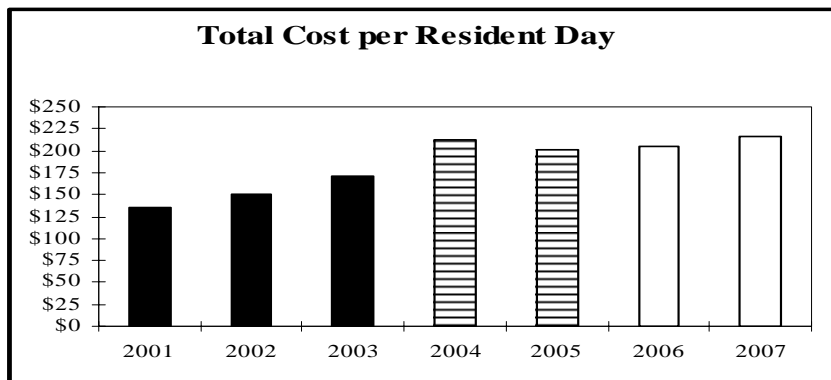
- To identify and develop strategies to meet the needs of future clients.
- To provide client-focused care to all long term care residents, adult day program and respite clients.
- To create a supportive environment in which employees and volunteers can do their best work.

## Long Term Care Goals

- To promote two-way communication between all staff, volunteers, residents, families, internal and community partners.
- To continue to develop an effective and efficient operational model to support five long term care centres, adult day and respite programs.

## Long Term Care Total Cost Per Resident Day

- 2004 – 2007 Total Cost Per Resident Day remains stable due to efficiencies gained as TP & MV move to full occupancy



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## Long Term Care

### Overview of Current Services and Levels

- **Residential Long Term Care Centres**

- Five centres: Davis Centre in Caledon, Malton Village in Mississauga, Peel Manor in Brampton, Sheridan Villa in Mississauga and Tall Pines in Brampton.
  - 797 residents and their families.
  - Nursing, nutrition, personal care, recreational and therapeutic programs.
  - Residents' finances, reception, security, maintenance, laundry, linen and housekeeping.
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## Long Term Care

### Overview of Current Services and Levels

- **Adult Day Programs (ADP)**

- Monday to Saturday in four of the five long term care centres.
- Supervised setting for older adults to participate in a variety of recreational and therapeutic activities, as well as support and relief for caregivers.

- **Respite Care**

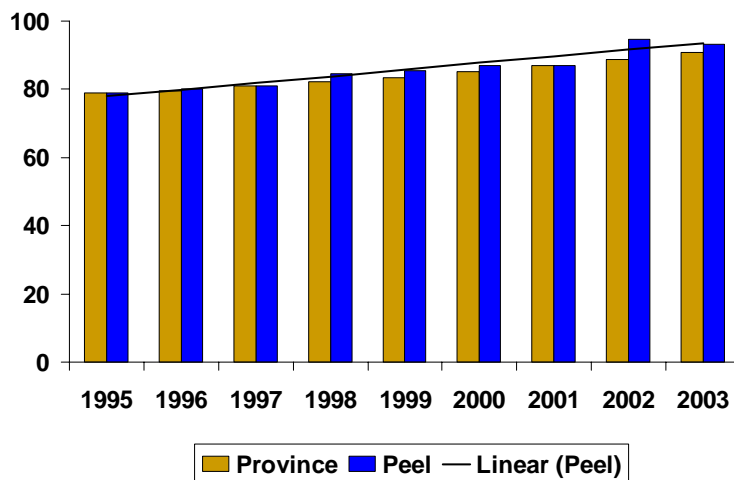
- Davis Centre and Tall Pines operate a short stay/respice bed for community residents who require short-term residential care. Additional short-stay beds have been requested from the Ministry of Health and Long-Term Care.
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## Long Term Care Overview of Current Services and Levels

### ■ Meals on Wheels

- Food is prepared on a fee-for-service basis for the Meals on Wheels programs at Peel Manor (Brampton) and The Davis Centre (Caledon).

## Case Mix Measure Level of Care



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## Long Term Care Accomplishments

- Tall Pines and Malton Village Long Term Care Centres opened
  - Davis Centre dining room expansion
  - Annual client satisfaction surveys
  - Recruitment and retention strategy implemented including skills development
  - Family Councils and/or Family Nights
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## Long Term Care Accomplishments

- Developed a partnership with Development Services to implement a pilot project between the two sectors for placement in long term care
  - Marketing strategy
  - B.E.S.T. initiative to improve staff satisfaction and commitment
  - Emergency response to Severe Acute Respiratory Syndrome (SARS), blackout, outbreaks, fires.
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## Long Term Care Issues

- Upgrade aging infrastructure to remain competitive
  - Changing client and family expectations and diverse needs
  - Support staff to adopt and implement a client-focussed philosophy of care
  - Recruiting and retaining staff and volunteers
  - Changing needs and expectations of staff e.g. workplace wellness programs
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## Long Term Care Issues

- Building new linkages to ensure LTC fits into the health care system
  - Implementing and evaluating the LTC marketing strategy to educate community and ensure occupancy
  - Ensuring timely and effective communications to and from staff, volunteers, residents, families and partners
  - Responding to outbreaks and emerging infectious diseases
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## Long Term Care

### Actions/Implications for Next 2 -3 Years

- Implement key improvements identified in 2004 Accreditation
  - Develop and implement strategies to achieve full occupancy
  - Update aging infrastructure
    - Sheridan Villa redevelopment
    - Peel Manor capital plan
  - Enhance the integration of services with community
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## Service Level Review

### Questions?

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