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Memo to the Sector

MOHLTC
Long-Term Care Homes Division

LTC Inspections Branch
Licensing and Policy Branch

Important updates and reminders from the MOHLTC LTC Inspections Branch

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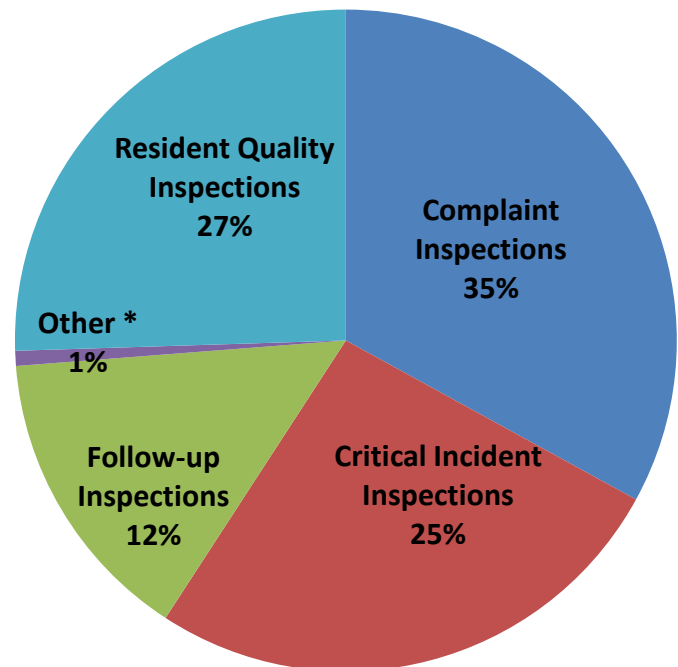
ANNUAL PROVINCIAL DATA: 2016 RESIDENT QUALITY INSPECTIONS

This memo highlights the results of RQIs conducted across the province in 2016. The data is intended to give homes a better sense of the broader compliance status and trends in the sector.

Below you will find an overall accounting of how many compliance orders and written notifications were served, as well as a top ten section showing which section of the legislation is cited most often in 2016, with a comparison to 2015, and 2014.

PROVINCIAL INSPECTIONS: JANUARY 1, 2016 – JANUARY 31, 2017

Inspection Type	# of Inspections: Jan 1, 2016 - Jan 31, 2017
Complaint	801
Critical Incident	580
Follow-up	278
Other *	20
RQI **	627
Total	2,306



* Other inspections include: SAO-Initiated inspections, Post-occupancy, Special Inspection, etc.

** RQIs are counted based on RQI Last Onsite Date

CCF inspections are counted based on the date the report is locked and synched with the IQS Server

Type of Non-Compliance	Average # during RQI		
	2014	2015	2016
Written Notification	12	10	8
Compliance Order	2	1.03	0.85

Number of RQIs completed		627	
Number of Compliance Orders Served		530	
Compliance Orders per RQI	Minimum Number	0	In 399 LTC homes = 64%
	Maximum Number	16	In 2 LTC homes = 0.3%
	Less than 3 COs	1 to 2	164 LTC homes = 26%
	Average	0.85 COs / RQI	

Number of RQIs completed		627	
Number of Written Notifications		4646	
Written Notifications per RQI	Minimum Number	0 (i.e. "clean RQI")	In 37 LTC homes = 6 % **
	Maximum Number	37	In 1 LTC home
	Higher # of WNs	20 and above	29 LTC homes = 5 %
	Average	7.43 WNs / RQI	

** 37 LTC homes with 0 WNs (i.e. no non-compliances or Compliance Orders)

Top 10 Issued @ RQIs: All Non-Compliances (WNs)
January 1, 2016 – January 31, 2017 (2016 RQIs only)

2016			Non-Compliance	Description	2015		2014	
Rank	# of LTCHs in which issued	% of LTCHs in which issued			Rank	% of LTCHs in which issued	Rank	% of LTCHs in which issued
1	443	71%	s. 6 .	Plan of care	1	76%	1	81%
2	286	46%	r. 8.	Policies, etc., to be followed, and records	2	51 %	3	55%
3	169	27%	r. 50.	Skin and wound care	7	33%	9	33%
4	148	24%	r. 229.	Infection prevention and control program	3	38 %	2	67%
5	136	22%	s. 19.	Duty to protect	-	-	-	-
6	134	21%	r. 129.	Safe storage of drugs	6	33%	7	37%
7	129	21%	r. 20.	Hot weather related illness prevention	-	-	-	-
8-9	116	19%	s. 3.	Residents' Bill of Rights	5	35%	5	48%
8-9	116	19%	r. 51.	Continence care and bowel management	-	-	-	-
10	110	18%	r. 15.	Bed rails	10	24%	-	-

Top 10 Issued @ RQIs: Compliance Orders
January 1, 2016 – January 31, 2017 (2016 RQIs only)

2016			Non-Compliance	Description	2015		2014	
Rank	# of LTCHs in which issued	% of LTCHs in which issued			Rank	% of LTCHs in which issued	Rank	% of LTCHs in which issued
1	79	13%	s. 19 (1)	Duty to protect	-	-	-	-
2	44	7%	r. 15 (1)	Bed rails	1	7%	1	9%
3	34	5%	s. 6. (7)	Plan of care	3	6%	3	4%
4	27	4%	r. 8. (1)	Policies, etc., to be followed, and records	4	5%	4	4%
5	16	3%	r. 36.	Transferring and positioning technique	-	-	-	-
6-7-8	15	2%	r. 50. (2)	Skin and wound care	10	3%	-	-
6-7-8	15	2%	s. 6. (10)	Plan of care	-	-	-	-
6-7-8	15	2%	s. 8. (3)	Nursing and personal support services	8	3%	-	-
9-10	14	2%	s. 15. (2)	Accommodation services-	5	4%	7	4%
9-10	14	2%	s. 24. (1)	Reporting certain matters to Director	-	-	-	-