

Health Standards Organization (HSO)

National Long-Term Care Services Standard:

A Conversation with OARC

Presented by:

Emma Park, Project Lead, Health Standards Organization
Devora Greenspon, OARC REAL Group Co-Chair



Land Acknowledgement

Together, let us now pause as we acknowledge the Indigenous Peoples of all the lands that we are on today, from wherever we are virtually participating in today's meeting. Let us take a moment to acknowledge the importance of the land we each call home.

We do this to affirm our commitment and responsibility to improving relationships between nations, and to improving our own understanding of local Indigenous Peoples and their cultures.

We acknowledge the ancestral and unceded territory of all the Inuit, Métis, and First Nations people who call this nation home.

Let us now join in a moment of reflection to acknowledge the harms and mistakes of the past and to consider how each of us, in our own way, can move forward in a spirit of reconciliation and collaboration.

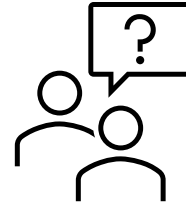
Webinar Housekeeping



Interpretation

French Interpretation

Live French language interpretation feature is available for this webinar.



Question Box

Type questions in the Q&A box. We will answer as many as possible during the presentation.



Recording

A recorded version of this webinar will be available on OARC's website.
www.ontarc.com



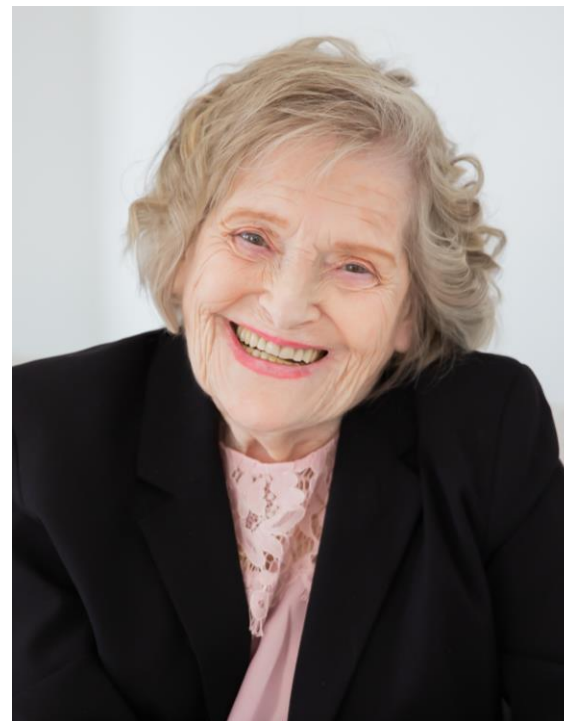
Evaluation

After the webinar, a pop-up screen asking you to complete a survey will appear. Your feedback and suggestions are appreciated.

Our Presenters



Emma Park
Project Lead, HSO



Devora Greenspon
REAL Group Co-Chair



Introducing the New National Long-Term Care Services Standard

Health Standards Organization (HSO)

April 5th, 2023



Agenda

- 1 Introducing HSO and the New National LTC Services Standard
- 2 Overview of the Development of HSO's New National LTC Services Standard
- 3 Overview of HSO's New National LTC Services Standard
- 4 Next Steps for HSO's New National LTC Services Standard
- 5 Question & Answer Session



Who is Health Standards Organization?

Health Standards Organization (HSO) develops standards, assessment programs, and other tools to improve the quality of health services in Canada and globally.



Standards exist in every aspect of Canadian life, they are the “invisible infrastructure” that allow us to live and work safely and thrive – and can become the basis of government legislation, policy, regulations, and accreditation standards.



The development of each HSO standard is overseen by a Technical Committee. Standards also go through a public review process in which stakeholders and the public can provide feedback.



Why Did HSO Develop a New National LTC Services Standard?

- ▶▶ The COVID-19 pandemic highlighted the gaps and needs in Canada's long-term care system.
- ▶▶ 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.
 - SCC accepted the proposal and agreed to fund the development of the new standard over 2021-2023.
 - CSA Group developed a complementary standard to address the design, operation, and infection prevention and control practices in LTC homes, which was released in December 2022.



Introducing HSO's New National Long-Term Care Services Standard

CAN/HSO 21001:2023 *Long-Term Care Services*

HSO's standard provides LTC home teams, leaders, and governing bodies with criteria and guidelines for delivering resident-centred, high-quality care enabled by a healthy and competent workforce.



KEY MILESTONES & TIMELINES



March 2021 to January 2023: 23 Months



Development of HSO's New National LTC Services Standard

The new national LTC Services standard was informed by:

1. The clinical and technical expertise and lived experience of our 32-member Technical Committee,
2. Input and feedback from over 18,800 Canadians, and
3. The best available evidence.

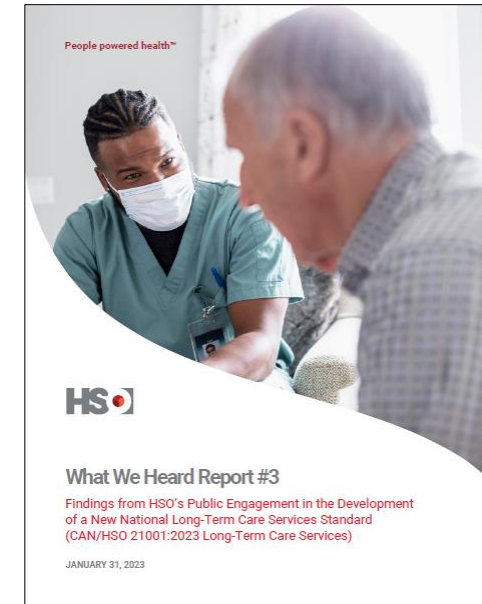


LTC Services Technical Committee

- HSO launched the call for applications for the Technical Committee in March 2021 and received more than 250 applications
- Final 32-member Technical Committee included:
 - Representation from 11 provinces and territories
 - Representation from residents and essential care partners, the LTC workforce, leadership, policymakers, and researchers
- The clinical and technical expertise and lived experience of the Technical Committee was instrumental in the development of the new national LTC Services standard



Public Engagement in the Development of the Standard



Findings from 18,800+ participants summarized in the *What We Heard Report #1*, *What We Heard Report #2*, and *What We Heard Report #3*.

Read the reports: <https://longtermcarestandards.ca/engage>



Public Engagement in the Development of the Standard

Activity	Timing	Engagement
National Inaugural Survey	March to July 2021	16,093 participants
Individual and Group Consultation Workbooks	August to December 2021	1,805 participants
Phase 1 Town Halls	September to December 2021	179 participants
Public Review	January to March 2022	3,600+ comments from 582 individuals and groups
Phase 2 Town Halls	March 2022	134 participants
Virtual Visits with LTC Residents	March to June 2022	63 participants



Evidence Reviews

- HSO completed a preliminary literature review in 2021 to inform the drafting of the standard
- In February 2022, HSO commissioned 45 additional evidence reviews by the National Institute on Ageing to ensure the new national LTC Services standard was based on the best available evidence
- Topics included staffing levels, occupational health and safety, safety practices, emergency and disaster preparedness, data collection, quality improvement, and many more
- Findings from the evidence reviews were instrumental in the development of the standard, particularly the guidelines that provide additional information to enable meeting each criterion



Overview of HSO's New National LTC Services Standard

The standard provides LTC home teams, leaders, and governing bodies with guidance on:

- Providing evidence-informed, resident-centred care that values 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 trauma-informed to meet residents' goals, needs, and preferences;
- Enabling a healthy and competent LTC home workforce and healthy and safe working conditions; and
- Upholding strong governance practices and a culture that is outcome-focused and committed to continuous learning and quality improvement.



Overview of HSO's New National LTC Services Standard

The standard is structured into the following sections:

- 1) Governing LTC Home's Strategies, Activities, and Outcomes
- 2) Upholding Resident-Centred Care
- 3) Enabling a Meaningful Quality of Life for Residents
- 4) Ensuring High-Quality and Safe Care
- 5) Enabling a Healthy and Competent Workforce
- 6) Promoting Quality Improvement



Next Steps for HSO's New National LTC Services Standard

- The standard was released on January 31st, 2023 and is available to the public at no fee for 5 years
- The standard will be included in Accreditation Canada's Qmentum accreditation program which is currently being used on both a voluntary and mandated basis to accredit 68% of Canada's LTC homes
- There are other ways to implement the new standard and HSO looks forward to engaging with all relevant stakeholders to determine the best and most impactful ways to improve the health and well-being of LTC residents and workers across Canada



Poll Question



Is your LTC home accredited by Accreditation Canada?

- Yes
- No
- Not sure



Question & Answer Session



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Ontario Association of Residents' Councils

Thank you!



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