

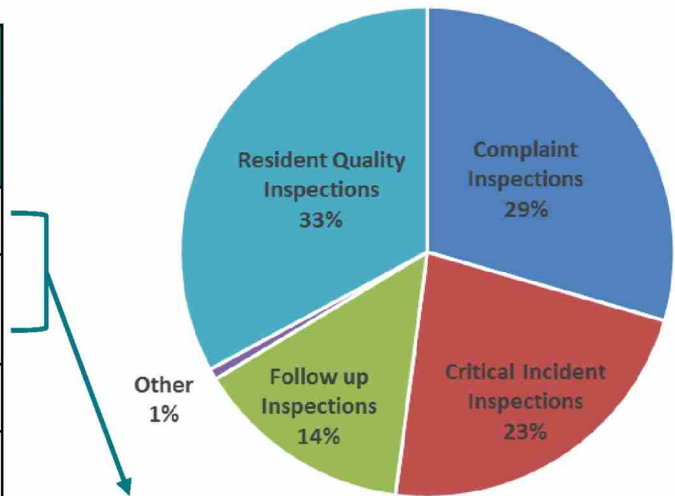
### ANNUAL PROVINCIAL DATA: 2017 RESIDENT QUALITY INSPECTIONS

Another year of Resident Quality Inspections is complete and we would like to share the resulting statistics. Once again, we have analyzed the COs and WNs from RQIs to generate top ten lists. While there has been some movement on these lists we find that the most commonly issued CO is still related to Duty to Protect (LTCH Act s. 19 (1) ) and the most commonly issued WN is still related to Plan of Care (LTCH Act s. 6).

We can celebrate the fact that every year since 2014 we have seen fewer Written Notifications and Compliance Orders issued, on average, during RQIs. We would like to recognize the great work that you do every day to serve those living in long-term care homes.

### PROVINCIAL INSPECTIONS: JANUARY 1, 2017 – JANUARY 31, 2018

Inspection Type	# of Inspections: Jan 1, 2017 - January 31, 2018
Complaint	562
Critical Incident	429
Follow-up	272
Other *	14
RQI **	627
<b>Total</b>	<b>1,904</b>



Intake Type	Inspection Intakes Completed	Inquiry Intakes Completed
CIS	2,045	3,554
Complaint	1,002	1,155
<b>Total</b>	<b>3,047</b>	<b>4,709</b>

\* Other inspections include: SAO-Initiated inspections, Post-occupancy, Special Inspection, etc.  
 \*\* RQIs are counted based on RQI Inspection Report Date (Jan 2017 – Jan 2018)  
 \*\*\* CCF inspections are counted based on the Inspection Report Date (Jan 2017 – Jan 2018)

## INSPECTION RESULTS – WRITTEN NOTIFICATIONS, COMPLIANCE ORDERS

Type of Non-Compliance	Average # during RQI			
	2014	2015	2016	2017
Written Notification	12	10	8	7
Compliance Order	2	1.03	0.85	0.73

- LTC Homes are steadily improving year-over-year; a positive trend when comparing RQIs!
- Compared to 2016, on average, LTC Homes are receiving **13%** less Written Notifications, and **14%** less Compliance Orders in 2017, during an RQI.

### WRITTEN NOTIFICATIONS, 2017 RQIs

Number of RQIs completed		627	
Number of Written Notifications		4,107	
WNs Per RQI	Minimum Number	0 WNs ("clean RQI")	In <b>38</b> LTC homes = 6 %
	Maximum Number	29 WNs	In <b>1</b> LTC home =0.2%
	Higher # of WNs	20 WNs and above	<b>18</b> LTC homes = 2.8 %
	<b>Average</b>	<b>7 WNs / RQI</b>	

- In 2017, 4,107 Written Notifications were served, that is **12%** less compared to 2016 (4,646).
- The number of homes in 2017 that received 0 Written Notifications per RQI, increased by **3%** compared to 2016 (37).
- In 2016 we had 1 home receive a max of 37 Written Notifications during their RQI, but only had 1 home in 2017 receive a max of 29 WNs (**22%** less).

## COMPLIANCE ORDERS, 2017 RQIs

<b>Number of RQIs completed</b>		<b>627</b>	
<b>Number of Compliance Orders Served</b>		<b>459</b>	
<b>COs per RQI</b>	Minimum Number	0 COs	In <b>408</b> LTC homes = <b>65%</b>
	Maximum Number	8 COs	In <b>1</b> LTC homes = <b>0.2%</b>
	Less than 3 COs	1 & 2	<b>156</b> LTC homes = <b>24.8%</b>
	<b>Average</b>	<b>0.73 COs / RQI</b>	

- In 2017, 459 Compliance orders were served, that is **13%** less compared to 2016 (530)
- The number of homes in 2017 that received 0 compliance orders per RQI, increased by 2% compared to 2016 (399)
- In 2016 we had 2 homes receive a max of 16 COs; compared to 2017; we only had 1 home receive a max of 8 COs

## TOP 10 WRITTEN NOTIFICATIONS (ALL 627 LTC HOMES, 2017 RQIs)

### Findings

- Top 10 WNs (Leg/Reg.) are 70% the same as 2016
- Some minor movement within rankings – for example:
  - ✓ ‘Skin and Wound care’ moved from 3<sup>rd</sup> (2016) to 4<sup>th</sup> (2017) rank
  - ✓ ‘Duty to Protect’ moved from 5<sup>th</sup> (2016) to 10<sup>th</sup> (2017) rank

### New to Top 10:

- ✓ ‘Medication Incidents and adverse drug reactions’ – rank 2<sup>nd</sup>
- ✓ ‘Administration of Drugs’ – rank 5<sup>th</sup>
- ✓ ‘Reporting and Complaints’ – rank 6<sup>th</sup>

### Dropped off Top 10:

- ✓ ‘Residents Bill of Rights’ – rank 8<sup>th</sup> (2016)
- ✓ ‘Continence care and bowel management’ – 9<sup>th</sup> (2016)
- ✓ ‘Bed Rails’ – 10<sup>th</sup> (2016)

## TOP 10 COMPLIANCE ORDERS (ALL 627 LTC HOMES, 2017 RQIs)

### Findings:

- Top 10 COs (Leg/Reg) are 90% the same as 2016
- Some minor movement within rankings – for example:
  - ✓ ‘Transferring and positioning techniques’ moved from 5<sup>th</sup> (2016) to 4<sup>th</sup> (2017) rank
  - ✓ ‘24/7 RN Coverage’ moved from 8<sup>th</sup> (2016) to 6<sup>th</sup> (2017) rank

### New to Top 10:

- ✓ ‘Plan of Care ~ ensure a written plan of care for each resident’ – rank 10<sup>th</sup>

### Dropped off Top 10:

- ✓ ‘Accommodation Services’ – rank 10<sup>th</sup> (2016)

Average COs per RQI		
2015	2016	2017
1.03	0.85	0.73

## Top 10 Written Notifications: 2017 RQIs

January 1, 2017 – January 31, 2018

2017			Description	2016		2015	
Rank	# of LTCHs in which issued	% of LTCHs in which issued		Rank	% of LTCHs in which issued	Rank	% of LTCHs in which issued
● 1	405	66 %	<b>Plan of Care</b> , LTCH Act s. 6	1	71%	1	76%
★ 2	262	42 %	<b>Medication Incidents and adverse drug reactions</b> , O Reg 79/10 r. 135	-	-	-	-
↓ 3	231	37 %	<b>Policies</b> ~ in compliance with the LTCHA <b>Policies</b> ~ home to comply with own policies, O Reg 79/10 r. 8	2	46%	2	51%
↓ 4	148	24 %	<b>Skin and Wound Care</b> (required programs), O Reg 79/10 r. 50	3	27%	7	33%
★ 5	130	21 %	<b>Administration of Drugs</b> O Reg 79/10 r. 131	-	-	-	-
★ 6	115	18 %	<b>Reporting and Complaints</b> ~ Reporting certain matters to the director, LTCH Act s. 24	-	-	-	-
↓ 7	115	18 %	<b>Infection Prevention and Control Program</b> , O Reg 79/10 s. 229	4	24%	3	38%
↓ 8	114	18 %	<b>Prevention of abuse and neglect</b> ~ Policy to promote zero tolerance, LTCH Act s. 20	7	21%	-	-
↓ 9	110	18 %	<b>Safe Storage of Drugs</b> , O Reg 79/10 r. 129	6	21%	6	33%
↓ 10	97	15 %	<b>Prevention of abuse and neglect</b> ~ Duty To Protect, LTCH Act s. 19	5	22%	-	-

Legend: ● No Change   ★ New to 2017   ↓ Lower Rank   ↑ Higher Rank

## Top 10 Compliance Orders, 2017 RQIs

January 1, 2017 – January 31, 2018

2017			Description	2016		2015	
Rank	# of LTCHs in which issued	% of LTCHs in which issued		Rank	% of LTCHs in which issued	Rank	% of LTCHs in which issued
● 1	51	8 %	<b>Duty to protect</b> ~ ensure residents protection from abuse and neglect. LTCH Act s. 19 (1)	1	13%	-	-
● 2	32	5 %	<b>Plan of Care</b> ~ duty of licensee to comply with the plan of care. LTCH Act s. 6 (7)	2	5%	3	6%
● 3	27	4 %	<b>Safety issues related to use of bed rails.</b> O Reg 79/10 r. 15 (1)	3	7%	1	7%
↑ 4	19	3 %	<b>Transferring and positioning techniques</b> O Reg 79/10 r. 36	5	3%	-	-
↓ 5	18	3 %	<b>Policies and Records</b> ~ procedure, strategy, and or system O Reg 79/10 r. 8 (1)	4	4%	4	5%
↑ 6	17	3 %	<b>24/7 RN Coverage,</b> LTCH Act s. 8 (3)	8	3%	8	3%
↓ 7	15	2 %	<b>Skin and Wound Care</b> (Required Programs), O Reg 79/10 s. 50 (2)	6	2%	1 0	3%
↓ 8	13	2 %	<b>Plan of Care</b> ~ When reassessment, revision is required, LTCH Act s. 6 (10)	7	2%	-	-
↑ 9	12	2 %	<b>Reporting certain matters to Director,</b> LTCH Act s. 24 (1)	1 0	2%	-	-
★ 10	10	1 %	<b>Plan of Care</b> ~ ensure a written plan of care for each resident, LTCH Act s. 6 (1)	--	--		

Legend: ● No Change   ★ New to 2017   ↓ Lower Rank   ↑ Higher Rank