

Personal Care Home

Standards Regulation and Standards

Review Process

Agenda

1. History and Development
2. Evaluation Tools
3. The Standards Review Process
4. Standards

History and Development

Manitoba's Personal Care Home (PCH) Program began in 1973:

- to provide a range of long term care services
- A Personal Care Home Manual provided guidelines for service provision prior to Standards development.

History and Development - Continued

- February 1997 a newly admitted resident attacked and seriously injured his 94 year old roommate who subsequently died.
- 1997 Ministry of Health investigation
 - recommended development of standards for Personal Care Homes.
- 1998 inquest
 - identified 14 recommendations resulting in many changes to the Long Term Care Program.
- 1999 draft Standards for Personal Care Homes
 - completed and prepared for a pilot project.

Pilot Phase

- Pilot project between 2000 and 2005
- Input from stakeholders
- Standards regulation enacted September 2005
 - *Health Services Insurance Act* (C.C.S.M. c. H35)
 - Personal Care Home Standards Regulation 30/2005

Standards and Evaluation Tools

- 26 standards in the PCH Standards Regulation.
- Five core standards are evaluated at each review.
- 21 other standards are divided into three different evaluation tools.
- Evaluation tools are administered in random order.

Tool Distribution

Tool 1	Tool 2	Tool 3
1. Bill of Rights	2. Resident Council	4. Information on Admission
3. Eligibility for Admission	5. Participation in Care Plans	6. Initial Care Plan
7. Integrated Care Plan	7. Integrated Care Plan	7. Integrated Care Plan
8. Freedom from Abuse	9. Use of Restraints	9. Use of Restraints
9. Use of Restraints	10. Physician Services	12. Pharmacy Services
11. General Nursing Requirements	12. Pharmacy Services	14. Dietary Services
12. Pharmacy Services	13. Health Records	16. Laundry Services
17. Recreation	15. Housekeeping Services	18. Spiritual and Religious Care
19. Safety & Security	19. Safety & Security	19. Safety & Security
20. Disaster Management	21. Infection Control Program	22. Person in Charge
24. Staff Education	24. Staff Education	23. Qualified Staff
26. Occurrence Reports	25. Complaints	24. Staff Education

Standards Review Plan

- Scheduled Standard Reviews:
 - Biannual site reviews
 - coordinated with each RHA
- Unannounced Reviews
 - conducted at approximately one third of facilities

The Standards Review Team

- The team consists of:
 - One or two Standards Consultants.
 - RHA representative appointed by the CEO of the RHA to take part in each site review within their region.

The Standards Review Process

- Schedule development
- Self-assessment
- Tool selection
- A list of resources is provided to guide facilities in evidence gathering.

Standards Review Day



Standards Review Day

- Selection of Resident charts.
- Tour of Facility with designated staff.
- Completion of the standards review document .
- Debrief

Standards

- 26 Standards
- Each standard contains numerous performance measures.
- Highlighted/bolded performance measures.

Standard 1- Bill of Rights

- Found in: Tool 1
- Total Performance Measures: 17
- Bolded Measures: 3
- Expected Outcome: The resident's right to privacy, dignity and confidentiality is recognized, respected and promoted.

Standard 2- Resident Council

- Found in: Tool 2
- Total Performance Measures: 5
- Bolded Measures: 1
- Expected Outcome: Residents have a forum to freely discuss their concerns and issues, and management of the home responds to this same forum.

Standard 3 - Eligibility for Admission

- Found in: Tool 1
- Total Performance Measures: 3
- Bolded Measures: 3
- Expected Outcome: Residents are assessed and placed in the most appropriate setting according to their needs.

Standard 4 – Information on Admission

- Found in: Tool 3
- Total Performance Measures: 9
- Bolded Measures: 1
- Expected Outcome: Residents and their representatives are provided with information on the operation of the home.

Standard 5 – Participation in Care Plans

- Found in: Tool 2
- Total Performance Measures: 3
- Bolded Measures: 3
- Expected Outcome: Residents receive care in accordance with their wishes.

Standard 6 – Initial Care Plan

- Found in: Tool 3
- Total Performance Measures: 4
- Bolded Measures: 0
- Expected Outcome: Beginning at admission, residents receive the care they require.

Standard 7 – Integrated Care Plan

- Found in: Tool 1, 2 and 3
- Total Performance Measures: 29
- Bolded Measures: 4
- Expected Outcome: Residents consistently receive care that meets their needs, recognizing that residents' care needs may change over time.

Standard 8 – Freedom from Abuse

- Found in: Tool 1
- Total Performance Measures: 7
- Bolded Measures: 1
- Expected Outcome: Residents will be safeguarded and free from abuse.

Standard 9 – Use of Restraints

- Found in: Tool 1, 2 and 3
- Total Performance Measures: 20
- Bolded Measures: 1
- Expected Outcome: Residents are restrained only to prevent harm to self or others. When a restraint is necessary it is correctly applied and the resident in restraint is checked on a regular basis.

Standard 10 – Physician Services

- Found in: Tool 2
- Total Performance Measures: 4
- Bolded Measures: 1
- Expected Outcome: Residents receive medical care in accordance with their needs and in a manner that enhances their quality of life.

Standard 11 – General Nursing Services

- Found in: Tool 1
- Total Performance Measures: 13
- Bolded Measures: 0
- Expected Outcome: Residents receive nursing care that meets their needs and in a manner that enhances their quality of life.

Standard 12 – Pharmacy Services

- Found in: Tool 1, 2 and 3
- Total Performance Measures: 26
- Bolded Measures: 8
- Expected Outcome: Residents receive prescribed treatments and medications in accordance with their needs and their treatments/medications are correctly administered and documented.

Standard 13 – Health Records

- Found in: Tool 2
- Total Performance Measures: 21
- Bolded Measures: 0
- Expected Outcome: Residents health records provide a full, complete and accurate picture of residents and of their care from the time of admission.

Standard 14 – Dietary Services

- Found in: Tool 3
- Total Performance Measures: 25
- Bolded Measures: 2
- Expected Outcome: Residents nutritional needs are met in a manner that enhances their quality of life.

Standard 15 – Housekeeping Services

- Found in: Tool 2
- Total Performance Measures: 6
- Bolded Measures: 0
- Expected Outcome: The residents' environment is safe, clean and comfortable and is consistent with resident care needs.

Standard 16 – Laundry Services

- Found in: Tool 3
- Total Performance Measures: 20
- Bolded Measures: 0
- Expected Outcome: Residents have a supply of clean clothing and linens to meet their care and comfort needs.

Standard 17 - Recreation

- Found in: Tool 1
- Total Performance Measures: 7
- Bolded Measures: 0
- Expected Outcome: Residents participate in activities that enhance their quality of life.

Standard 18 – Spiritual and Religious Care

- Found in: Tool 3
- Total Performance Measures: 3
- Bolded Measures: 0
- Expected Outcome: Residents are free to practice their individual spiritual and religious customs and residents' spiritual needs are met in a way that enhances their quality of life.

Standard 19 – Safety and Security

- Found in: Tool 1, 2 and 3
- Total Performance Measures: 20
- Bolded Measures: 0
- Expected Outcome: Residents are provided a safe, secure, and comfortable environment, consistent with their care needs.

Standard 20 – Disaster Management

- Found in: Tool 1
- Total Performance Measures: 19
- Bolded Measures: 0
- Expected Outcome: Residents are provided with a safe environment. Threats/risks that threaten the safety of the environment are proactively identified, hazards minimized and steps taken to respond when disasters occur.

Standard 21 – Infection Control Program

- Found in: Tool 2
- Total Performance Measures: 10
- Bolded Measures: 1
- Expected Outcome: Residents are protected from the spread of infection by an infection control program.

Standard 22 – Person in Charge

- Found in: Tool 3
- Total Performance Measures: 11
- Bolded Measures: 1
- Expected Outcome: The personal care home is operated in an effective and efficient manner.

Standard 23 – Qualified Staff

- Found in: Tool 3
- Total Performance Measures: 2
- Bolded Measures: 1
- Expected Outcome: Staff are qualified to provide care to the residents.

Standard 24 – Staff Education

- Found in: Tool 1, 2 and 3
- Total Performance Measures: 28
- Bolded Measures: 2
- Expected Outcome: The appropriate knowledge, skills and abilities for each position in the personal care home have been identified, documented and training is available to staff to enable them to perform their roles effectively.

Standard 25 - Complaints

- Found in: Tool 2
- Total Performance Measures: 9
- Bolded Measures: 1
- Expected Outcome: A complaint process is available to residents and their representatives to address concerns.

Standard 26 – Reports about Occurrences

- Found in: Tool 1
- Total Performance Measures: 5
- Bolded Measures: 0
- Expected Outcome: Critical occurrences and critical clinical occurrences are reported in accordance with the requirements set out by the minister.

Follow up Process

- Standards Review report
- Action Plans
- Status Updates
- Further follow up

Standards Review Document Revisions

- Revisions to performance measures to ensure clarity and consistency
- Collaborative process with RHAs and various Stakeholders, including Long Term & Continuing Care Association of Manitoba
- Orientation to the new document will be provided
- Implementation is planned for January 2014.



Questions?