



Determinants of Quality in Ontario LTC Homes



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Context

Ontario LTC Homes are committed to continuous quality improvement (QI). Support for QI is critical to ensure the dignity and appropriate experience of our residents and staff. There are many components to QI that include Home leadership, organization and management practices, employee involvement and resident-directed care. Research to-date has not measured QI across Ontario LTC Homes. Understanding how LTC Homes focus on QI will shed light on what supports are needed to develop and sustain a QI focus in LTC Homes.

Objective

This study explored the quality improvement focus of Ontario LTC Homes as indicated by Home Administrators.

Methods

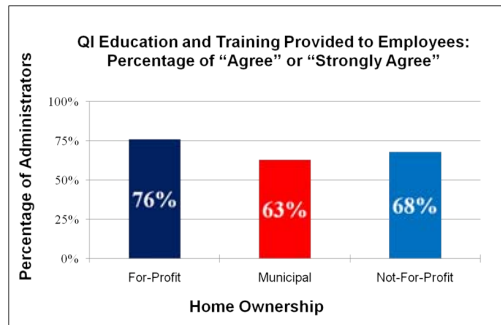
Data for this study came from Phase 1, of a 2 phase project examining the Determinants of Quality in Ontario LTC Homes. Phase 1 surveyed Administrators and Directors of Care (DoC) in 620 Ontario LTC homes.

• Administrators were sent an e-mail request to participate in an on-line survey. A modified Total Dillman approach was used that involved multiple follow-up e-mails and telephone calls. Data collection began in July 2008 and closed the end of October 2008. A 54% response rate was achieved that is representative of all LHINs and home ownership types (i.e. for-profit, municipal/charitable, not-for-profit).

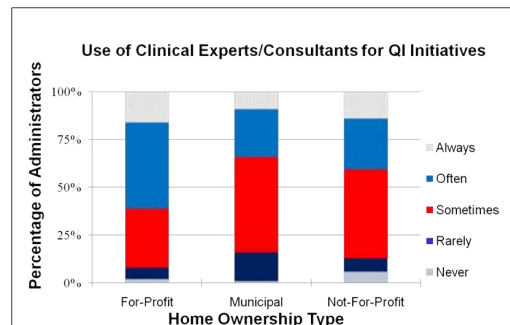
• The survey included information on home and management characteristics, quality improvement activities, human resource practices, and staffing. This study presents some summary results relating to Homes' QI focus. These include whether:

- QI education and training are provided to employees
- experts or consultants are used for QI initiatives
- there is staff dedicated to QI, if so, the amount of time they have allocated for QI

Quality Improvement Focus in LTC Homes



Based on 327 responses



Based on 322 responses

Percentage of Homes in each LHIN with Staff Dedicated to QI

LHIN	No Staff	1-74% of time	Full-time (>75%)
Champlain	28%	72%	0%
Mississauga Halton	23%	77%	0%
North Simcoe Muskoka	19%	81%	0%
South East	21%	79%	0%
South West	40%	57%	3%
North East	27%	69%	4%
Erie St. Clair	35%	60%	5%
HNHB	25%	68%	7%
Waterloo Wellington	14%	79%	7%
Central East	17%	75%	8%
Central	14%	76%	10%
North West	10%	80%	10%
Toronto Central	18%	70%	12%
Central West	31%	46%	23%

Key Findings

QI Education and Training Provided to Employees

- Overall, 71% of Home Administrators "agree" or "strongly agree" that QI education and training opportunities are provided for employees. This ranged from 53% to 85% across the LHIN's.

Use of Expert/Consultant for QI Initiatives

- Approximately 14% of Administrators report they "always" use a clinical expert/consultant for QI.
- Administrators from larger sized homes (140+ beds) report using an expert/consultant more often than smaller homes.

Staff Dedicated to QI

- Most Administrators (76%) report their Homes' have a staff member dedicated to QI. The most common amount of time allocated to QI is 25%-50% with 40% of Administrators indicating this.
- Across the LHINs, it was uncommon to find a staff member allocated to QI full-time (range 0 to 23%).

Conclusion

These results help us to understand how Ontario homes currently focus on QI. We can begin to identify priority areas to facilitate QI including resources and programs that support and sustain a QI focus.

Comments and Next Steps

• Phase 2 of the Determinants of Quality in LTC Homes project is now underway! In this study, we focus on employee perspectives about quality. Surveying has begun in over 75 LTC Homes across the province to understand what enables staff to provide quality care in LTC Homes.

• When combined with employee and resident perspectives (Phase 2), the survey data reported here will identify which home supports provide the greatest impact on staff and resident care.