

Staffing and Care Models in Long-Term Care Recommendations from a Canadian Perspective

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The COVID-19 Pandemic

- Exposed flaws in the health system:
 - Lack of early attention to all vulnerable populations.
 - In Canada, vulnerable populations have been hit hardest, especially those in long-term care (LTC).



COVID-19 Pandemic in Canadian LTC Homes

- In Canada, 840 outbreaks have been reported in LTC and retirement homes (CIHI, September 10, 2020).
- Accounts for more than 80% of all COVID-19 deaths in the country (CIHI, 2020).



Recommendations

- Recommendations to manage COVID-19 in Canada's LTC sector.
- Workforce recommendations to reform and redesign LTC in Canada.



Recommendations to manage COVID-19 in Canada's LTC sector

Reform and redesign will take time.

1. All LTC homes must have approved plan for responding to infectious outbreaks.
 - Residents and families should be consulted.
2. Inspections of homes should occur regularly to ensure plans are being put in place.
3. Provincial governments must ensure workers equipped with adequate personal protective equipment (PPE).
 - Proper education in infection prevention control and proper PPE should be enforced.

Recommendations to manage COVID-19 in Canada's LTC sector

4. LTC workers must have full time work with equitable pay and benefits.
 - Includes mental health support.
 - More than minimum wage for personal support workers, essential food, cleaning and laundry services as they are experts in LTC and the work they do is important.

Recommendations to manage COVID-19 in Canada's LTC sector

5. Continue one-site work policy.
6. LTC homes should have capability of isolating individual with COVID-19 or clustering COVID-19 positive residents in one area.
7. Use technology and other means to fully engage and connect residents to their family and friends.

Workforce Recommendations to Reform and Redesign LTC in Canada

If we do nothing else, that immediately and with urgency Canada directs sustained focus, effort and resources to redress the workforce crisis to the LTC sector.

Workforce Recommendations to Reform and Redesign LTC in Canada

1. Evidence-based national standards on staffing and staff mix must be met in all homes to delivery quality care.
 - Legislate minimum hours of care as a home average of four hours of nursing and personal care per resident per day.
 - Legislate minimum nursing and personal care staffing and skills mix standards in LTC, accompanied by the necessary funding to support these changes.



Workforce Recommendations to Reform and Redesign LTC in Canada

2. Establish and implement national standards to ensure proper training and resources for infectious disease control, use of PPE, and protocols for expanding staff and restricting visitors during outbreaks.
 - Proper onboarding training.



Workforce Recommendations to Reform and Redesign LTC in Canada

3. Immediately implement appropriate pay and benefits, especially for unregulated work force.
 - Sick leave and equitable pay across country.

Workforce Recommendations to Reform and Redesign LTC in Canada

4. Provincial governments to make full-time employment with benefits available to all regulated and unregulated staff.
 - “One workplace” policies.
 - Assess mechanisms of infection spread from multi-site work practices and implement tracking system.

Workforce Recommendations to Reform and Redesign LTC in Canada

5. Establish education standards:
- Education standards for unregulated direct care workforce.
 - Continuing education.
 - Proper training, onboarding, orientation.



Workforce Recommendations to Reform and Redesign LTC in Canada

6. Governments to support educational reform for specializations in LTC for all providers.



Workforce Recommendations to Reform and Redesign LTC in Canada

7. Provide mental health supports for all nursing home staff.
 - Stress among staff
stress among residents
delirium (Hirdes, 2020).



Workforce Recommendations to Reform and Redesign LTC in Canada

8. Mandatory data collection measures must be put in place using appropriate tools.
- Resident quality of care.
 - Resident quality of life.
 - Resident and family experience.
 - Quality of work and life for staff.



Workforce Recommendations to Reform and Redesign LTC in Canada

9. Data collection must be transparent and accessible.
 - Government must evaluate and use data to appropriately revisit regulation and accreditation of nursing homes.

Conclusions



- The COVID-19 pandemic has uncovered systematic issues in Canada.
- These recommendations are hoped to enhance human resource capacity in long-term care, and keep residents safe.

Thank You

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