

October 14, 2016

Ms. Mary McFayden
Ombudsman Saskatchewan
150 – 2401 Saskatchewan Drive
Regina, Saskatchewan S4P 4H8

Dear Ms. McFayden

We are pleased to provide an update on the Regina Qu'Appelle Health Region's response to your May 2015 Report, "Taking Care: an Ombudsman investigation into the care provided to Margaret Warholm while a resident of the Santa Maria Senior Citizens Home".

In the report one recommendation was directed to the Regina Qu'Appelle Health Region (RQHR):

"That the Regina Qu'Appelle Health Region:

- a) Develop and implement policies and procedures to operationalize the standards of care in the *Program Guidelines for Special Care Homes*.
- b) Identify, track and report on specific and measurable outcomes that ensure the standards of care in the *Program Guidelines for Special Care Homes* are met consistently for each long-term care resident.
- c) Include these specific and measurable outcomes as performance requirements in its agreement with long-term care facilities."

The above recommendation was also made to the Ministry of Health with regard to all Health Regions in the province. Since the issuance of the report RQHR has worked closely with the Ministry of Health and all RHAs in the province to respond as effectively as we can to this recommendation. Specifically:

- We have clarified to all of long-term care facility managers, including affiliates, that the *Program Guidelines* are in fact clear expectations that all facilities are required to meet;
- We have reviewed all of the Guidelines to ensure that there is a corresponding Region policy and procedure for each Guideline, and we have committed to, and are on-track to, having all policies and procedures in place by December 31, 2016;
- We have worked with the Ministry of Health and other RHAs to develop a series of training DVDs that are aimed at all long-term care facility staff;

- We have established the requirement that all staff will review the DVDs, with the option of participating in additional facilitated discussion where necessary;
- We participate in statistical tracking of all staff who have viewed the DVDs, and have reported these results to the Ministry, with the expectation that all LTC care staff will have viewed them by March 31, 2017; and all support staff have viewed the DVDs by March 31, 2018.
- We continue to report quarterly quality improvement metrics to the Ministry of Health, for all 23 long-term care facilities in RQHR, and develop corrective action plans for those facilities that do not meet provincial targets. The provincially-established target is that 100% of long-term care facilities will meet provincial targets by March 31, 2017.
- We continue to participate in resident and family surveys, both as part of a provincial process, and in the case of some affiliates, their own separate survey process. We have also undertaken surveys specific to our implementation of Relaxed Dining Initiative; and affiliates have undertaken surveys specific to their accreditation processes.

What we've learned from the surveys, from our quality improvement data, from the Ombudsman's report(s), and from our daily interactions with residents, families and staff, is that we continue to have room to improve – and we will strive to do so.

We are appreciative of the Ombudsman's recommendations, and welcome further feedback.

Sincerely,



Michael Redenbach
Vice President, Integrated Health Services

cc. Keith Dewar, President/CEO, RQHR
Gretta Lynn Ell, Executive Director, RQHR
Dan Kohl, Executive Director, RQHR
Debbie Sinnott, Executive Director, RQHR