

# The Determinants of QUALITY in Ontario LONG-TERM CARE Homes

Walter Wodchis (PI)  
Whitney Berta  
Kevin Walker



Ben Chan (Co-PI)  
Tim Burns (Co-PI)



Karen Slater



Kathy McGilton



Dan Buchanan



Paula Neves



Larry Chambers



Donna Fairley



Phyllis Hymmen

## What is being done to improve quality in Ontario LTC Homes?

Ontario is active in both regulatory and Quality Improvement (QI) approaches to improving quality of LTC.

- The provincial government enacted the *Long-Term Care Homes Act, 2007* that came into full force July 1, 2010.
- Health Quality Ontario (HQO) has initiated a QI initiative called *Residents First*. They have also started *Public Reporting* of LTC quality outcomes.

## Will these new initiatives improve quality in Ontario LTC Homes?

It is predicted that Homes will make changes in response to these three initiatives, an impact first felt by staff and resulting in improved resident outcomes. A research partnership, among the Seniors Health Research Transfer Network (SHRTN), the Ontario Association for Non-Profit Homes and Services for Seniors (OANHSS), the Ontario Long Term Care Association (OLTCA), the Ontario Association of Residents' Councils (OARC), Concerned Friends of Ontario Citizens in Care Facilities, HQO and researchers at the University of Toronto, will embark on a province-wide research project to explore the impacts of these new initiatives. Our study will measure changes in LTC Home leadership, support to staff and staff involvement in quality improvement and then evaluate the impact on resident clinical outcomes.

## What does the research project involve?

The project is called "*The Determinants of Quality in Ontario LTC Homes*". All homes will be asked to outline how they are dealing with the new initiatives. Data collection will take place between November 2011 and February 2012.

- Staff surveys will be used to measure leadership practices, supervisory support, involvement in QI initiatives and the staff work experience. Surveys will be distributed to a sample of 450 LTC Homes across the province.
- Administrators and Directors of Care from all of Ontario's LTC Homes will be asked to contribute by responding to a brief online survey about their Home's QI activities, the availability of supports for QI activities and their need for additional supports. We will also be interviewing LTC Home leaders to understand how they are changing the way that they operate Homes.

## Why is this study important?

- This project will provide new information on the impact of regulation and QI affecting over 80,000 residents in Ontario LTC. Decision makers in Ontario will use this new information for public reporting and program evaluation purposes.
- Participating homes will receive their scores (for both administrator/DoC and staff surveys) compared to provincial and market benchmarks along with an interpretive commentary.

## For more information

If you have any questions or require additional information, or are willing to participate in our study, please contact our research team at: [ltcsurvey@utoronto.ca](mailto:ltcsurvey@utoronto.ca). You may also wish to visit our website [www.ltcsurvey.ca](http://www.ltcsurvey.ca).

## Research Funders

Canadian Institutes for Health Research (CIHR) and Health Quality Ontario (HQO)

