

Long-Term Care Home Service Accountability Agreement (L-SAA)

External Communiqué August 2009

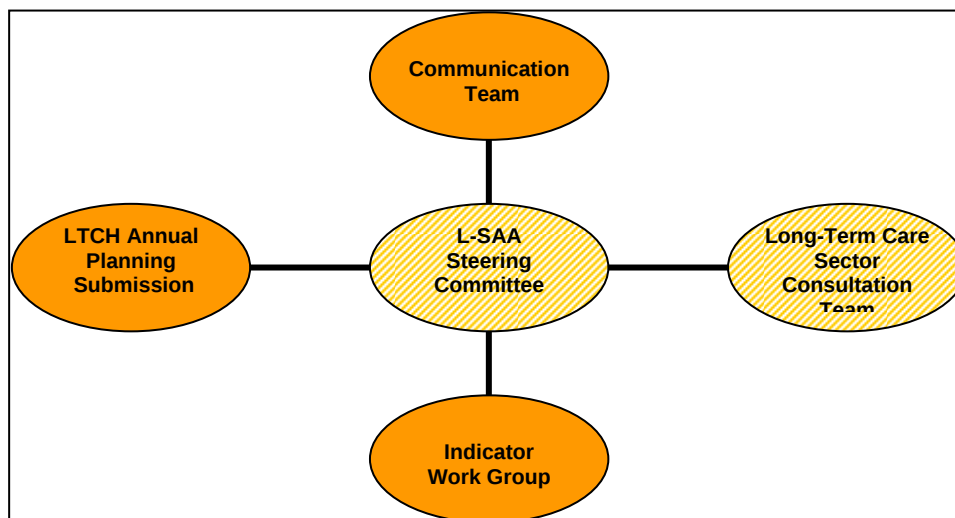
INTRODUCTION

This communiqué is the first in a series to be distributed to Ontario long-term care homes (LTCHs) regarding the development of the service accountability agreement (SAA) for the long-term care (LTC) sector.

Under regulations to the *Local Health System Integration Act, 2006*, the LHINs must enter into SAAs with LTCHs by March 31, 2010. The Long-Term Care Home Service Accountability Agreement (L-SAA) will focus on accountability and performance and will be an integral component to the ongoing effort to improve health system performance and provide high-quality, resident-centered care. The purpose of this document is to keep LTCHs informed of the issues being reviewed and discussed. The intention is to facilitate an understanding of the process and to support open, collaborative and timely discussions between LHINs and their respective LTCHs.

The LHINs recognize that significant change is already underway in LTC. For example, the proclamation of the new *Long-Term Care Homes Act* will have an impact on LTCHs in their efforts to ensure compliance with the *Act*. Other important changes affecting LTCHs include implementation of InterRAI/MDS, the piloting of OHRS/MIS, compliance transformation, as well as LTCH development projects.

In order to support the development of the L-SAA the following structure has been put in place



This process is being led by the L-SAA Steering Committee. This is a LHIN-Ministry committee that began meeting in April, 2009 to develop the template SAA for use with LTCHs. The steering committee is co-chaired by Deborah Hammons (LHIN Lead) and Leela Prasad (Ministry Lead), with members from a number of LHINs and Ministry areas. Membership on the L-SAA Steering Committee is included at the end of this communiqué.

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SECTOR CONSULTATION

Communiqués will be one way in which the LTC sector will be kept apprised and informed of the L-SAA process. Each individual LHIN will also be meeting with their respective LTCH community to discuss the process.

In addition, LHIN members of the L-SAA Steering Committee have begun sector engagement sessions with members of the LTC sector associations and their members. This group is the Long-Term Care Sector Consultation Team. LTC sector associations involved include the Association of Municipalities of Ontario (AMO), the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS), the Ontario Long Term Care Association (OLTCA) and the Ontario Hospital Association (OHA). A representative from the City of Toronto is also part of the group.

The first meeting took place July 28th, 2009. The focus of this meeting was a review and discussion of the process for development of the L-SAA. Attached is a copy of the presentation made to the team.

The team discussed principles to the process. Members of OANHSS and OLTCA submitted principles for the process adopted by their respective members. The LHINS received these principles and took them back to the L-SAA Steering Committee for discussion. The L-SAA Steering Committee agreed that these principles were in line with their own, and that they would be considered during development of the L-SAA.

The team also discussed the Long-Term Care Homes Accountability Planning Submission (LAPS). The LAPS is a three-year planning document that will be completed by each LTCH in order to support discussions between the LHINS and LTCHs on L-SAA.

Guidelines are being developed in order to assist LTCHs in preparing their LAPS. Central themes of the LAPS are service planning, measurement and evaluation of health services, and organizational performance.

The LAPS together with the L-SAA form the basis of a funding and planning framework. This framework supports the province's efforts to enhance accountability to ensure a sustainable health system.

The LAPS Guidelines were reviewed in detail by the Sector Consultation Team on August 13th, 2009. In order to get broader feedback from the sector, the associations then engaged homes from their membership to review and provide input on the guidelines. Homes were asked to answer a series of standardized questions. Answers were collated and submitted back to the LAPS Working Group by August 21st, 2009 and will be reviewed by the Sector Consultation Team at its meeting August 26th, 2009.

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NEXT STEPS

The schedule of sector consultation meetings between the LHINs and the LTCH associations is as follows:

August 26th, 2009
September 16th, 2009
September 24th, 2009.

The next L-SAA Steering Committee meeting will be held September 9th, 2009.

For further information please contact:

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Table #1: L-SAA Steering Committee Membership

Area	Main Member (s)	Title
LHINs	Deborah Hammons	Chief Executive Officer, Central East LHIN (Co-Lead)
	Sandra Hanmer	Chief Executive Officer, Waterloo Wellington LHIN
	Mimi Lowi-Young	Chief Executive Officer, Central West LHIN
	John Lohrenz	Team Lead, Business and Performance, Central East LHIN
	Jill Tettmann	Senior Director, Performance, Contracts and Allocation, North Simcoe Muskoka LHIN
	Nancy Sears	Senior Director, Planning, Integration and Community Engagement, South East LHIN
	Eric Partington	Senior Consultant, Performance and Contracts, Champlain LHIN
LHIN Collaborative (LHINC)	Jan Walker	Communications Support
LHIN Shared Services Office	Eileen Clarke	Legal Counsel
Financial Management Branch	Pier Falotico	Director
Health Analytics Branch	Sten Ardal	Director
Health Data Branch	Christina Hoy	Director
Investment Planning and Management Branch	Cristina Perez	Director, Investment Planning and Management Branch
Legal Services Branch	Paula Kashul	Counsel, Legal Services Branch
LHIN Liaison Branch	Leela Prasaud	Acting Director, LLB (Co-Lead)
	Sue Lung	Team Lead, Performance and Accountability
Long Term Care Homes Act Project	Colleen Sonnenberg	Manager, Long-Term Care Homes Act Project
Performance Improvement and Compliance Branch	Tim Burns	Director
Health Program Policy & Standards Branch	Debra Bell	Manager, Long-Term Care and Community Care

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Table #2: LTCH Sector Consultation Team

Area	Main Member (s)	Title
LHINs	Deborah Hammons Sandra Hanmer Mimi Lowi-Young	Chief Executive Officer, Central East LHIN (Chair) Chief Executive Officer, Waterloo Wellington LHIN Chief Executive Officer, Central West LHIN
LHIN Collaborative (LHINC)	Jan Walker	Communications Support
Association of Municipalities of Ontario (AMO)	Petra Wolfbeiss Brian Rosborough	Senior Policy Advisor Director of Policy
City of Toronto	Reg Paul	Director, Administration and Support Services
Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS)	Donna Rubin Sheldon Wolfson Greg Fougère Carolyn Clubine, Marianne Walker	OANHSS CEO OANHSS Past Board Chair Executive Director, Perley & Rideau Veterans' Health Centre, OANHSS Past Board Chair Director of Peel Long Term Care, Region of Peel CEO and President, St. Joseph's Health Centre, Guelph
Ontario Hospital Association (OHA)	Elizabeth Carlton Melissa Radolli Lou Reidel	Director, Policy Legislative & Legal Affairs Legislative Advisor Director, Health Finance & Research
Ontario Long Term Care Association (OLTCA)	Christina Bisanz Pat Morden David Cutler Pat McCarthy Lois Cormack	OLTCA CEO CEO Shalom Village (OLTCA Board Member) CEO Leisureworld (OLTCA Board) President and CEO, OMNI Health Care Ltd. (L-SAA Work Group) President Specialty Care Inc. (OLTCA Board)

***Note: some members attend as alternates