

Update on Status of Recommendations
THE BEST OF CARE: GETTING IT RIGHT FOR SENIORS IN BRITISH COLUMBIA (PART 1)
 Public Report No. 46

Recommendation	Summary of Actions Taken	Current Assessment
<p>R1(a): The Ministry of Health Services and the Ministry of Healthy Living and Sport take the necessary steps to ensure that a commitment to care and the rights of seniors living in all residential care facilities are set out clearly in law by March 31, 2010.</p> <p style="text-align: center;">ACCEPTED November 24, 2009</p>	<p style="text-align: center;">December 2009</p> <p>A Residents' Bill of Rights was created through the <i>Health Statutes Amendment Act</i> and became law in December 2009. The <i>Residents' Bill of Rights</i> applies in residential care facilities regulated under the <i>Community Care and Assisted Living Act</i> and the <i>Hospital Act</i>.</p>	<p style="text-align: center;">FULLY IMPLEMENTED</p>
<p>R1(b): The Ministry of Health Services and the Ministry of Healthy Living and Sport require all residential care facility operators to post the commitment and the rights at the entrance to the facility where it is easily visible to residents and visitors.</p> <p style="text-align: center;">ACCEPTED November 24, 2009</p>	<p style="text-align: center;">September 16, 2011</p> <p>The <i>Residents' Bill of Rights</i> is required to be posted in a prominent location in a facility.</p>	<p style="text-align: center;">FULLY IMPLEMENTED</p>

<p>R1(c): The Ministry of Health Services and the Ministry of Healthy Living and Sport develop a reliable and objective process to monitor and evaluate the degree to which residents' rights are respected.</p> <p>ACCEPTED November 24, 2009</p>	<p>March 13, 2015</p> <p>The ministry requires the health authority Patient Care Quality Offices to track complaints regarding the Bill of Rights in the Patient Safety Learning System. The ministry's <i>Patient Care Quality Provincial Reporting Procedure Manual for Data Collection and Reporting</i> establishes four categories of rights and provides a definition for each. The PCQOs code applicable complaints in one of these four categories and the health authorities report the resulting data to the ministry quarterly. Information about PCQO complaints is also reported to Patient Care Quality Review Boards quarterly.</p> <p>March 20, 2014</p> <p>The ministry is receiving quarterly reports on compliance with the Bill of Rights observed at the time of inspection. However, the ministry has not provided information about how these reports relate to the risk assessment approach and tool mentioned in the previous update or how it evaluates and responds to these quarterly reports.</p> <p>April 5, 2013</p> <p>Because the Residents' Bill of Rights is embedded in regulation under both the <i>Community Care and Assisted Living Act</i> and the <i>Hospital Act</i>, it is subject to the process of monitoring and inspection for compliance. In April 2012, the ministry implemented a new risk assessment approach and tool to assist licensing officers as they inspect licensed community care facilities to identify the level of risk to persons in care when they observe non-compliance with the Bill of Rights. Facility risk ratings will be publicly posted after the risk tool has been in use for a period of time and has been tested to make sure the tool provides an accurate measurement of risk. The ministry aims to post the ratings publicly by 2014.</p> <p>September 16, 2011</p> <p>The ministry plans to require community care licensing staff to monitor facility compliance with the Bill of Rights and report their findings to the Ministry on a regular basis, by March 31, 2010.</p>	<p>IMPLEMENTED IN PART</p>
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<p>R1(d): The Ministry of Health Services and the Ministry of Healthy Living and Sport publicly report the results of this monitoring and evaluation annually, commencing in 2011.</p> <p>ACCEPTED November 24, 2009</p>	<p>March 13, 2015 The ministry is still working with the health authorities on more regular reporting of data to the ministry, including on the Bill of Rights. The ministry has not reported any monitoring data publicly.</p> <p>March 20, 2014 No progress since last update.</p> <p>April 5, 2013 Because the Residents' Bill of Rights is embedded in regulation under both the <i>Community Care and Assisted Living Act</i> and the <i>Hospital Act</i>, it is subject to the process of monitoring and inspection for compliance. In April 2012, the ministry implemented a new risk assessment approach and tool to assist licensing officers as they inspect licensed community care facilities to identify the level of risk to persons in care when they observe non-compliance with the Bill of Rights. Facility risk ratings will be publicly posted after the risk tool has been in use for a period of time and has been tested to make sure the tool provides an accurate measurement of risk. The ministry aims to post the ratings publicly by 2014.</p> <p>April 3, 2012 The ministry is tracking compliance with the Residents' Bill of Rights and intends to report on compliance by posting a summary on the Community Care Facilities Licensing website in September 2012.</p> <p>September 16, 2011 The Ministry of Health advised that it expects to post a summary of its first year of monitoring (April 1, 2010 – March 31, 2011) at some point in the fall of 2011 using its Community Care Licensing website. As of February 24, 2012, the ministry's website had not been updated.</p>	<p>ONGOING</p>
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<p>R2(a): The Ministry of Health Services and the Ministry of Healthy Living and Sport develop a single provincial website for the public reporting of useful information about residential care facilities. The information should be updated regularly and organized in a way that makes it easy for seniors, their families and other members of the public to search for and compare facilities. The ministries have the website in operation by September 30, 2010. To the extent possible, this information should also be available in printed or other formats to make it accessible to all members of the public.</p> <p style="text-align: center;">ACCEPTED November 24, 2009</p>	<p style="text-align: center;">March 13, 2015</p> <p>The ministry did not provide an update on this recommendation but did advise no further action was planned to implement it.</p> <p style="text-align: center;">March 20, 2014</p> <p>Health authorities now post summary information regarding routine and follow up inspections of community care facilities, and summaries of substantiated complaints. However, IHA is the only health authority that has made inspection information readily available via links from its main webpage about “Residential Care Facilities”. Inspection information can also be accessed through the Ministry of Health’s SeniorsBC website but is not included on the ministry’s own webpage.</p> <p style="text-align: center;">April 5, 2013</p> <p>In September 2012 the ministry updated the SeniorsBC and Home and Community Care Websites to make them easier for people to navigate and find information of interest. The ministry has added more content to the Home and Community Care website to provide information about eligibility criteria, care options and costs, descriptions of each service type, and how to have complaints and concerns addressed.</p> <p>In February 2013 the ministry published a guide to help seniors select a residential care facility.</p> <p>The ministry released the 10th edition of the BC Seniors Guide on October 1, 2012.</p> <p style="text-align: center;">April 3, 2012</p> <p>The ministry plans to have updated the Seniors BC website by September 2012 to improve access and navigation and provide more online information including: care and support options, how to access health care services, eligibility criteria for publicly subsidized services, wait times, urgency criteria, patient charges and hardship waivers. The ministry plans to publish an updated BC Seniors’ Guide by December 2012.</p> <p style="text-align: center;">September 16, 2011</p>	<p style="text-align: center;">NO PROGRESS; NO FURTHER ACTION PLANNED</p>
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	<p>The ministry has taken the following steps:</p> <ul style="list-style-type: none"> o The five regional health authorities were directed by the ministry to enhance and standardize their residential care web pages and to include searchable information about the residential care facilities within their regions. o The provincial Seniors BC website provides information of interest to seniors and has links to each health authorities' web pages. o In 2011, the ministry posted its revised Home and Community Care Policy Manual on the ministry website to advance public availability of information. 	
<p>R2(b): The Ministry of Health Services and the Ministry of Healthy Living and Sport review the evaluation model and information reporting that is to be implemented in Ontario after one year of its operation to evaluate whether there are further improvements that can be made to the British Columbia public information system.</p> <p style="text-align: center;">ACCEPTED November 24, 2009</p>	<p style="text-align: center;">September 16, 2011</p> <p>The ministry reviewed the information website in Ontario as well as the California HealthCare Foundation website and held a teleconference with the latter organization. Following this review, a decision was made to continue to focus on improved consistency and public access to information. The ministry has completed a process to enhance and standardize information on health authority websites, which now offer information similar to the Ontario model.</p>	<p style="text-align: center;">FULLY IMPLEMENTED</p>
<p>R3(a): The Ministry of Health Services and the Ministry of Healthy Living and Sport take the necessary steps to entrench an expanded role for resident and family councils in legislation or regulation that applies to all residential care facilities in British Columbia. These changes should include a requirement to designate a liaison person at each facility and in each health authority to assist and respond to resident and family councils. These changes also</p>	<p style="text-align: center;">March 13, 2015</p> <p>The ministry did not provide an update on this recommendation but did advise no further action was planned to implement it.</p> <p style="text-align: center;">March 20, 2014</p> <p>No progress since last update.</p> <p style="text-align: center;">April 5, 2013</p> <p>The Guidelines for the Development of Resident or Family Councils (January 2011) are available on the Home and Community Care website at www.gov.bc.ca/hcc under "Family and Resident Councils", in the Accountability section. The direct link to that area is:</p>	<p style="text-align: center;">NO PROGRESS; NO FURTHER ACTION PLANNED</p>

<p>should include timeframes for responding to resident and family councils. The ministries take these steps by March 31, 2010.</p> <p>ACCEPTED November 24, 2009</p>	<p>http://www2.gov.bc.ca/gov/topic.page?id=96139325762343BB9F289A0C0F73D868.</p> <p>April 3, 2012 All health authorities are working with representatives and operators to support and encourage resident and family councils. The ministry has established a process for resolving concerns and complaints in its Guidelines for the Development of Resident or Family Council.</p> <p>September 16, 2011 The ministry has taken the following steps: o The ministry’s revised Home and Community Care Policy 6.H (effective April 1, 2011) states that the health authorities are responsible for ensuring that resident and family councils are encouraged and supported. While the need to ensure a staff liaison is set out in policy, the expected timeframes to respond to resident and family councils are not. o The revised provincial policy manual is available on the ministry website.</p> <p>September 13, 2010 Home and Community Care, Ministry of Health Services has developed draft policy providing direction to health authorities in support of the existing Residential Care Regulations. Policy 6.G describes the ways in which health authorities are required to support the development of resident and family councils.</p>	
<p>R3(b): The Ministry of Health Services and the Ministry of Healthy Living and Sport provide guidelines for operators of all residential care facilities on the types of support they should offer resident and family councils. The ministries complete this by March 31, 2010.</p> <p>ACCEPTED November 24, 2009</p>	<p>September 16, 2011 The Ministry of Health revised the guidelines based on input from the Ombudsperson, and provided them to the health authorities on January 27, 2011. The guidelines were posted on the ministry’s website in April 2011.</p> <p>September 13, 2010 The Ministry of Health Services and the Ministry of Healthy Living and Sport developed draft guidelines for the development of resident and family councils, dated March 2010.</p>	<p>FULLY IMPLEMENTED</p>

<p>R3(c): The Ministry of Health Services and the Ministry of Healthy Living and Sport establish an ongoing position to promote and help develop resident and family councils, and to report publicly on those activities every year. This action to be taken by June 30, 2010.</p> <p style="text-align: center;">ACCEPTED November 24, 2009</p>	<p style="text-align: center;">March 13, 2015</p> <p>The ministry did not provide an update on this recommendation but did advise no further action was planned to implement it.</p> <p style="text-align: center;">March 20, 2014</p> <p>No progress since last update.</p> <p style="text-align: center;">April 5, 2013</p> <p>The ministry confirmed that a position has not been created. As noted in the 2012 update, health authorities report twice annually, in March and September, on the status of active resident and family councils in each facility in each region as part of the Provincial Residential Care Bed Inventory reporting. This information is used by ministry staff as part of ongoing monitoring of a range of home and community care activities.</p> <p style="text-align: center;">April 3, 2012</p> <p>Under the <i>Provincial Performance Management Framework for Residential Care Facilities</i>, the Ministry now requires health authorities to report twice annually on the status of active resident and family councils in each facility in each region.</p> <p style="text-align: center;">September 16, 2011</p> <p>The ministry's revised Home and Community Care Policy 6.H (effective April 1, 2011) states that the health authorities are responsible for ensuring that resident and family councils are encouraged and supported. The policy manual is available on the ministry's website.</p>	<p style="text-align: center;">NO PROGRESS; NO FURTHER ACTION PLANNED</p>
<p>R3(d): The Ministry of Health Services and the Ministry of Healthy Living and Sport support the establishment and development of regional family council organizations.</p> <p style="text-align: center;">ACCEPTED November 24, 2009</p>	<p style="text-align: center;">March 13, 2015</p> <p>The ministry did not provide an update on this recommendation but did advise no further action was planned to implement it.</p> <p style="text-align: center;">March 20, 2014</p> <p>No progress since last update.</p> <p style="text-align: center;">April 5, 2013</p> <p>The Guidelines for the Development of Resident or Family Councils are available on the Home and Community Care website at www.gov.bc.ca/hcc under "Family and Resident</p>	<p style="text-align: center;">NO PROGRESS; NO FURTHER ACTION PLANNED</p>

	<p>Councils”, in the Accountability section. The direct link to the guidelines is: http://www2.gov.bc.ca/gov/topic.page?id=96139325762343BB9F289A0C0F73D868.</p> <p style="text-align: center;">April 3, 2012</p> <p>The ministry’s policy requires health authorities to assume responsibility for encouraging and providing opportunities for resident and family councils to participate in regional education and networking opportunities.</p> <p style="text-align: center;">September 16, 2011</p> <p>The ministry’s revised Home and Community Care Policy 6.H (effective April 1, 2011) lists several ways in which health authorities are required to support the development of family councils. The policy manual is available on the ministry’s website. As of September 16, 2011, the ministry was reviewing a draft document developed by the BC Care Providers Association that is intended to provide a guide for operators about family councils. Health authorities are also employing a number of approaches to improve levels of patient engagement, including surveys and public forums.</p>	
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