

**Summary Compliance Orders issued in all MOHLTC inspections during the 2016 Calendar Year
by Problem Category (see below for category definitions)**

Total # COs	Number of Orders by Problem Category					Provincial Total 2016	Rank 2016	Rank 2015	Rank 2014
	Hamilton 177	London 221	Ottawa 148	Sudbury 151	Toronto 157	854			
Nursing and Personal Care	31	48	8	16	11	114	3	3	4
Care Plans	18	10	6	25	14	73	6	2	5
Resident Rights	6	28	21	23	54	132	2	4	3
Restraint Use	3	2	2	9	1	17	10	8	9
Medication	9	10	14	3	3	39	8	9	10
Dietary	11	8	5	9	10	43	7	7	6
Safety/Hazards/ Security	52	31	40	19	32	174	1	1	1
Maintenance Issues	9	7	9	8	5	38	9	6	8
Facility Management	16	35	29	20	10	110	4	4	2
Quality Assurance	22	35	14	19	16	106	5	5	7
Resident/Family Councils	0	7	0	0	1	8	11	10	11

Comments: The problem category with the highest number of Compliance Orders (COs) continues to be **Safety Hazards**. This is a broad category that includes many areas of potential risk, which explains why it continues to be Number One. A significant number of the Orders in this category are a result of **bed rail** infractions. It may be more helpful to have a separate category for bed rail issues alone, so that we can better track this problem. It is worth noting that bed rail issues are tracked by the Ministry and in 2016 it was 2nd in their top 10.

This year **Resident Rights** came 2nd in number of COs issued, up slightly from previous years. This is a worrisome trend. It may be a reflection of the increasing intensity of residents' needs coupled with inadequate front-line staffing (in numbers & training).

Facility Management and Quality Assurance continue to rank highly as problem areas, an indication that the issues in long-term care homes are systematic. Administrators and supervisors need to improve their oversight and support for staff.

Care plans are always an issue. But it is one that the Ministry and the homes are well aware of and are now working to improve.

Medication issues have unfortunately increased this year.

However, it is encouraging to note that restraint issues continue to be among the lowest category, and Resident/Family Council issues are almost non-existent.

Conclusion—These numbers further demonstrate the need to continue to advocate for an increase in the ration of front-line staff to residents, and the importance of continuous training for staff, to improve the over-all quality of care in long-term care homes.

RQI Problem Category Definitions

Nursing and Personal Care includes general nursing care, assessment & reassessment of resident needs, wound care and weight care management,

Care Plans includes implementation of plan, accessibility to care staff, reviews and revisions as necessary, interdisciplinary care conferences which include resident and family, and complete, accurate documentation.

Resident Rights includes the right to dignity, privacy, respect, individuality, and freedom from all categories of abuse ; consent to treatment, appropriate resident activities and programming, and bathing/grooming provided as appropriate.

Restraint Use includes resident/family consent, doctor's order, repositioning, and required documentation.

Medication includes orders signed for by appropriate personnel, storing, documenting, dispensing, and evaluation of medication use.

Dietary includes all issues related to nutrition and meal service.

Safety/Hazards includes infection control and any practice that could contribute to risk or injury, such as bed rails, water temperature safety, poor disaster plans, unlocked doors.

Maintenance Issues includes maintenance, housekeeping issues and general cleanliness as well as unclean or inadequate linen and supplies.

Facility Management includes staffing issues, information provided to residents, and critical incident reporting.

Quality Assurance includes policy & program development, implementation and evaluation, including abuse policies.

Resident/Family Council includes timely, written response to concerns, supporting & consulting with councils as required.