
REPORT TITLE: **Multi-Sector and Long Term Care Home Service Accountability Agreements and Additional Funding for Seniors Services**

FROM: Nancy Polsinelli, Commissioner of Health Services

RECOMMENDATION

- 1. That the Regional Corporation's signing officers be authorized to execute the 2023-2024 Multi-Sector Service Accountability Agreement (MSAA) and Long Term Care Home Service Accountability Agreements (LSAAs), together with any amendments thereof, with Ontario Health in respect to the services provided under the purview of the Seniors Services Business area; and**
- 2. That the Director of Seniors Services Development be authorized to sign the Compliance Declarations required by the MSAA, provided that they are satisfied that the Compliance Declaration for each compliance period is appropriate; and**
- 3. That the Director of Long Term Care be authorized to sign the Compliance Declarations required by the LSAAs, provided that they are satisfied that the Compliance Declaration for each compliance period is appropriate; and**
- 4. That the Director of Seniors Services Development and the Director of Long Term Care be authorized to sign all reports to fulfill Peel Region's reporting obligations to Ontario Health under the MSAA and LSAAs as appropriate; and**
- 5. That the 2023 Community Support Services operating budget be amended to include an increase of \$181,000 in provincial base funding for an additional 1.5 Full Time Equivalent to support Adult Day Services expansion with no net impact to the budget; and**
- 6. That the 2023 Long Term Care operating budget be amended to include an increase of \$67,420 in provincial base funding for an additional 0.8 FTE to support the Long Term Care Behavioural Supports Ontario Mobile Team with no net impact to the budget.**

REPORT HIGHLIGHTS

- In 2019, the *Local Health System Integration Act, 2006* was repealed by the *Connecting Care Act, 2019*, which confers powers to plan, manage, integrate, coordinate, and fund health services to Ontario Health, a centralized agency for provincial health.
- The *Act* requires that Ontario Health enter into a Service Accountability Agreement (Agreement) with all Health Service Providers as a condition for receipt of Ontario Health funding.
- The new Multi-Sector Service Accountability Agreement (MSAA) and Long Term Care Home Service Accountability Agreements (LSAA) and accompanying schedules are in effect from April 1, 2023 to March 31, 2024. They establish the terms and conditions for Ontario Health funding for the Community Support Services (CSS) and Long Term Care services provided at the Peel Region's of Peel's five long term care centres.

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- Under the proposed 2023-2024 MSAA, Ontario Health's annual funding for Peel Region's CSS totals \$4.88M which covers base funding. This base funding includes an increase of \$181,000 for an additional 1.5 Full Time E to expand adult day services programs.
 - Base funding through Behavioural Supports Ontario (BSO) in the amount of \$67,420 was provided for 0.8 FTE at Peel Manor to support development of a Long Term Care BSO Mobile Team collaboratively between the BSO lead agency and the host long term care homes.
 - Funding from Ontario Health is dependent on signing the LSAA and MSAA Agreements. No problems arose during the previous terms, and Peel Region has maintained a positive and productive relationship with Ontario Health. Accordingly, staff recommend that Council authorize execution of the 2023-2024 Multi-Sector Service Accountability Agreement and the 2023-2024 Long Term Care Home Service Accountability Agreements for Seniors Services.
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DISCUSSION

1. Background

The Seniors Services' program area, which includes the Seniors Services Development division and the Long Term Care division, operates a range of CSS programs for seniors and residential long term care services. CSS programs are designed to support individuals to live in their own homes longer, reduce the number of emergency room visits and hospital admissions, and provide caregiver respite and support. Within each of the five long term care centres, adult day services programs are operated, as well as caregiver and crises intervention supports. Long term care services are in place to support individuals with complex care needs that are no longer able to live safely in the community and require around the clock care and services.

In 2019, the Provincial government announced the merging and structural transformation of several health agencies which led to the creation of Ontario Health as the governing body. Under the umbrella of the overarching agency, Ontario Health and Ontario Health Teams have been initiated to support with local care delivery and coordination. With these organizational changes, the *Local Health System Integration Act, 2006* was repealed by the *Connecting Care Act, 2019* (the Act). The new Act confers powers to plan, manage, integrate, coordinate, and fund health services under Ontario Health. The affected sectors include hospitals, long term care homes, community care providers, community health centres, mental health and addictions services, and CSS. As a municipal Health Service Provider, Peel Region is accountable to Ontario Health as the oversight agency and is required to sign Service Accountability Agreements for the different program areas.

2. Multi-Sector Service Accountability Agreement

Ontario Health shared the 2023-2024 MSAA and accompanying schedules with Peel Region on March 27, 2023 and requested that the licensee obtain signatures from those with the authority to execute the agreement by March 30, 2023. Since this requires Council's endorsement, staff requested that the deadline for the submission of the MSAA be extended until approval to execute the new MSAA was obtained from Regional Council, which has been granted by Ontario Health.

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a) Findings

The structure and content of the 2023-2024 Agreement is substantially similar to the previous Agreement. The following are key changes to the Agreement which do not impact the provision of services:

a) Amendment to the provision of services

Peel Region, as a Health Service Provider of Ontario Health, is permitted the withdrawal of services when there is a significant risk of physical harm to the individual providing services given that prior to discharge Peel Region uses reasonable efforts to make alternate arrangements for the patient, (ii) discharging the patient does not conflict with Peel Region's obligations under Applicable Law and (iii) when discharging the patient and terminating Services, Peel Region complies with its obligations under Applicable Law.

b) Communication of CEO changes

Peel Region will immediately notify Ontario Health if it becomes aware that the Peel Region's CEO will depart the organization.

c) Digital health to align with current system priorities

Peel Region will make its best efforts to align with, and participate in, Ontario Health's digital health planning, with the aim to improve data exchange and security, and use digital health to enable optimized patient experience, population health and wellbeing, and system sustainability.

No negative outcomes have been experienced during the last four terms of the Agreement. In addition, no new concerns with the content of the 2023-2024 Agreement have been identified by health and legal services staff. Effective collaboration has been established with Ontario Health and Ontario Health Teams within Peel Region to ensure service coordination and community planning.

b) Review of Agreement

The new Agreement and its accompanying schedules will be in effect from April 1, 2023 to March 31, 2024. It establishes Ontario Health's terms and conditions for the CSS programs provided at Peel Region's five long term care centres.

c) Performance Measurement Indicators and Reports

Ontario Health negotiates performance indicator targets with each Health Service Provider. The 2023-2024 Agreement requires that Peel Region report on specific core performance and explanatory indicators on a quarterly basis, as well as sector specific indicators. It is recommended that Council authorize the Director of Seniors Services Development to sign all reports required to fulfill Peel Region's reporting obligations.

d) Declaration of Compliance

The Agreement includes a requirement for signing officers to complete an annual Declaration of Compliance to Ontario Health declaring that the provider has complied with the terms of the Agreement. The annual Declaration must be signed by the individual(s) authorized by Regional Council, by resolution, to make the Declaration on Council's behalf. It is recommended that Regional Council authorize the Director of Seniors Services Development to sign if they are satisfied that the Declaration of Compliance for each compliance period is appropriate.

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e) Increased Community Support Services Funding

The waitlists for Peel Region's CSS programs continue to grow as the demand for adult day services (ADS) increases over time. In late 2022, Ontario Health granted Peel Region an additional \$181,000 of base funding to cover 1.5 FTE staff to support an additional 10 ADS units per week for 2023.

3. Long Term Care Home Service Accountability Agreement

Ontario Health shared the 2023-2024 LSAAs and accompanying schedules with Peel Region on March 17, 2023 and requested that the licensee obtain signatures from those with the authority to execute the agreement by March 30, 2023. Since this requires Council's endorsement, staff requested that the deadline for the submission of the LSAAs be extended until approval to execute the new LSAAs was obtained from Regional Council which has been granted by Ontario Health.

a) Findings

This agreement will set the terms and conditions for services at the five long term care (LTC) centres which are operated by Peel Region. Peel Region holds the Ministry license for four of the LTC centres (Malton Village, Peel Manor, Sheridan Villa, and Tall Pines) and was presented with a single agreement to sign which applies to the above stated centres. Some changes have been made to reflect the changes in governing bodies, updated laws, and policies.

Pursuant to the Ministry's direction and in accordance with Regional Council Resolution 2010-868, the long term care centre license for the Davis Centre is held by the Peel Housing Corporation (PHC). As a result, the PHC was presented with a separate agreement to sign with Ontario Health for the Davis Centre in accordance with PHC corporate by-laws under which the Peel Region continues to operate Davis Centre on behalf of the PHC. In addition, pursuant to Regional Council Resolution 2011-688, Regional Council will continue to serve as the Committee of Management for the centres established by the Regional Corporation and in similar capacity for the Davis Centre on behalf of Peel Housing Corporation.

b) Review of Agreement

As in previous Agreements, one standardized template with fixed terms and conditions was created to form the basis for all long term care providers across Ontario for 2023-2024. The structure and content of this 2023-2024 Agreement is very similar to previous versions.

c) Reporting Obligations and Performance Review Indicators

Significant reporting obligations are imposed on the Health Service Providers. The required reports come with their own deadlines that may be revised by Ontario Health and this would be communicated in advance of any changes. These reports are required to be signed on behalf of the provider by an authorized signing officer. As was the case with the previous Agreement, it is recommended that Regional Council authorize the Director of Long Term Care to sign all reports and other routine documents required to fulfill the Regional reporting obligations under the LSAAs.

Standard template Schedules have also been created for all LSAAs. The performance schedule of the LSAAs includes the same three types of indicators as the previous

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Agreements: performance, explanatory, and monitoring indicators. Performance indicators have an associated target or benchmark. Monitoring indicators are home-specific measures with no set targets but may be monitored against provincial results. Explanatory indicators are connected to and help explain performance or monitoring indicators.

Quality and resident safety is one of the three subsets of the indicator slate that is applicable to municipal long term care centres. These monitoring indicators include percentage of residents who fell in the last 30 days; percentage of residents whose pressure ulcer worsened; percentage of residents on antipsychotics without a diagnosis of psychosis; percentage of residents in daily physical restraints; percentage of residents who experienced worsened pain; and percentage of residents who experienced worsened mood. The results of these indicators are reported annually to Council through the Annual Seniors Services report.

d) Declaration of Compliance

The 2023-2024 Agreement includes a requirement for Regional Council to issue a Compliance Declaration at the end of the Agreement term to declare that Peel Region has fulfilled its obligations. The Compliance Declaration must be signed by the individual(s) authorized by Regional Council, by resolution, to make the Declaration on Council's behalf. As has been the case with the previous Agreements, staff are recommending that Council authorize the Director of Long Term Care to sign the Compliance Declarations, provided that they have been satisfied that the Declaration of Compliance is appropriate.

4. Proposed Direction

Currently, funding from Ontario Health is dependent on signing the LSAA and MSAA Agreements. No problems arose during the previous terms, and Peel Region has maintained a positive and productive relationship with Ontario Health. Accordingly, staff recommend that Council authorize execution of the 2023-2024 Multi-Sector Service Accountability Agreement and the 2023-2024 Long Term Care Home Service Accountability Agreements for Seniors Services provided at the Davis Centre, Malton Village, Peel Manor, Sheridan Villa, and Tall Pines centres.

5. Additional Base Funding

Under the proposed 2023-2024 MSAA, Ontario Health's annual funding for Peel Region's Community Support Services totals \$4.88M which includes an additional \$181,000 in base funding from Ontario Health. Staff are requesting Regional Council's endorsement to utilize the new funding to hire 1.5 FTE for the CSS program.

The Ministry of Long-Term Care is providing a 2.4 percent increase in level-of-care base funding in the 2023-2024 year for long term care homes across Ontario. This funding will flow through the already established level-of-care funding channels. Additionally, base funding was provided for Behavioural Supports Ontario (BSO) in the amount of \$67,420 for incremental staffing at Peel Manor. Staff are requesting Regional Council's endorsement to utilize the new funding to hire 0.8 FTE to support development of a LTC BSO Mobile Team in collaboration with BSO Lead agency in legacy Central West region (Home & Community Care Support Services Central West) through a Memorandum of Understanding, to be developed collaboratively between the BSO lead agency and the host long term care homes.

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RISK CONSIDERATIONS

Peel Region's Community Support Services and five long term care centres are impacted given the existing funding agreements with Ontario Health. No problems arose over the past three terms, and Peel Region has maintained a positive and productive relationship with Ontario Health.

FINANCIAL IMPLICATIONS

Funding from Ontario Health for Community Support Services Programs and for Long Term Care is dependent on signing the Agreements.

Under the 2023-2024 MSAA, the requested staffing costs for 1.5 FTE are fully covered by the increase in base funding of \$181,000 in 2023 and, therefore, has no net financial impact to the 2023 budget. In future years, there is a risk that annual inflation of the staffing costs could create a net tax levy impact if the provincial funding is not indexed.

Under the 2023-2024 LSAA's, the requested staffing costs for 0.8 FTE are fully covered by the increase in base funding of \$67,420 in 2023 and, therefore, has no net financial impact to the 2023 budget. In future years, there is a risk that annual inflation of the staffing costs could create a net tax levy impact if the provincial funding is not indexed.

CONCLUSION

Staff recommend that Regional Council authorize the execution of the 2023-2024 MSAA and LSAA's with Ontario Health.

Ontario Health's new base funding supports the continued provision of enhanced and expanded services for clients with higher and more complex care needs. This will enable them to "age in place" as well as allow us to continue our support of caregivers.

The Ministry of Long Term Care's increase to the level of care and behaviour supports funding in long term care supports the provision of continued quality care and services for residents with rising clinical acuity and complexity.



Nancy Polsinelli, Commissioner of Health Services

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