

The Resident Quality Inspection (RQI)



Families and Family Council Education

RQI Presentation Outline

- RQI Overview
- Stage 1: Screening and Information Gathering
 - Family Interview
 - Family Council Interview
- Stage 2: In-depth Inspection
- Satisfaction Survey

May 2011

Resident Quality Inspection (RQI) Program

RQI is Ontario's new annual inspection program.



Why the Change in Ontario?

- The *Long-Term Care Homes Act, 2007* (the Act) is the foundation of the government's commitment to reforming the accountability of the long-term care home system
- The Act and its regulations came into force on July 1, 2010
- The goal of the transformed process is to:
 - Ensure that LTC home residents in Ontario continue to be protected and cared for, and their dignity and rights respected
 - Support the sector in its effort to deliver quality care
 - Enhance ability to identify and mitigate risks

The Right Inspection Process for Ontario

To create the right inspection process, the ministry

- Reviewed inspection approaches (*Canada, Australia, England and United States*) to identify the right process for adaptation.
- Reviewed the Inspection Criteria so that it:
 - Lines up with the Act and key risk areas
 - Is resident-centred
 - Is focused on the delivery of quality care
 - Is objective, consistent and fair
- Selected Quality Indicator Survey (QIS) – the American approach closely matches Ontario's *Long-Term Care Homes Act, 2007* (the Act) and Ontario inspection needs
- Adapted QIS methodology for Ontario – ***Resident Quality Inspection (RQI)***.

Characteristics and Benefits of QIS/RQI

- It has a resident-centred focus:
 - Residents, family members and staff are interviewed first, then resident's documentation is reviewed
 - Emphasis is placed on the residents' quality of care and quality of life
- Resident care outcomes guide the inspection requirements—"Are things going well for you in the home? Is your life satisfactory in the home?"
- It incorporates RAI-MDS data (the assessment tool used to track the progress of each long-term care resident in Ontario)

RQI – Two Stages

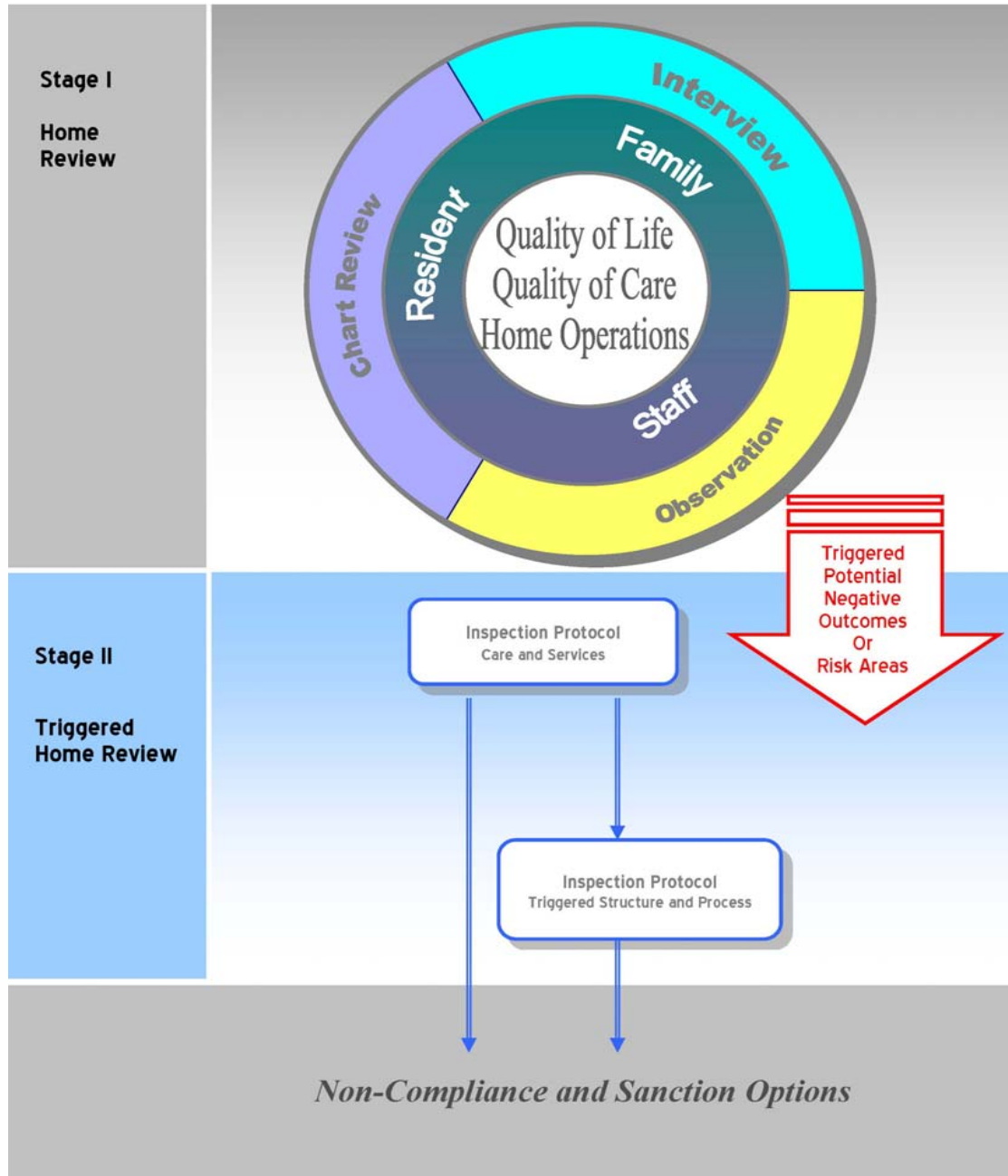
Stage 1:

In Stage 1 screening is done and information gathered about the home and residents to see what areas need to be looked at further in the Stage 2 inspection

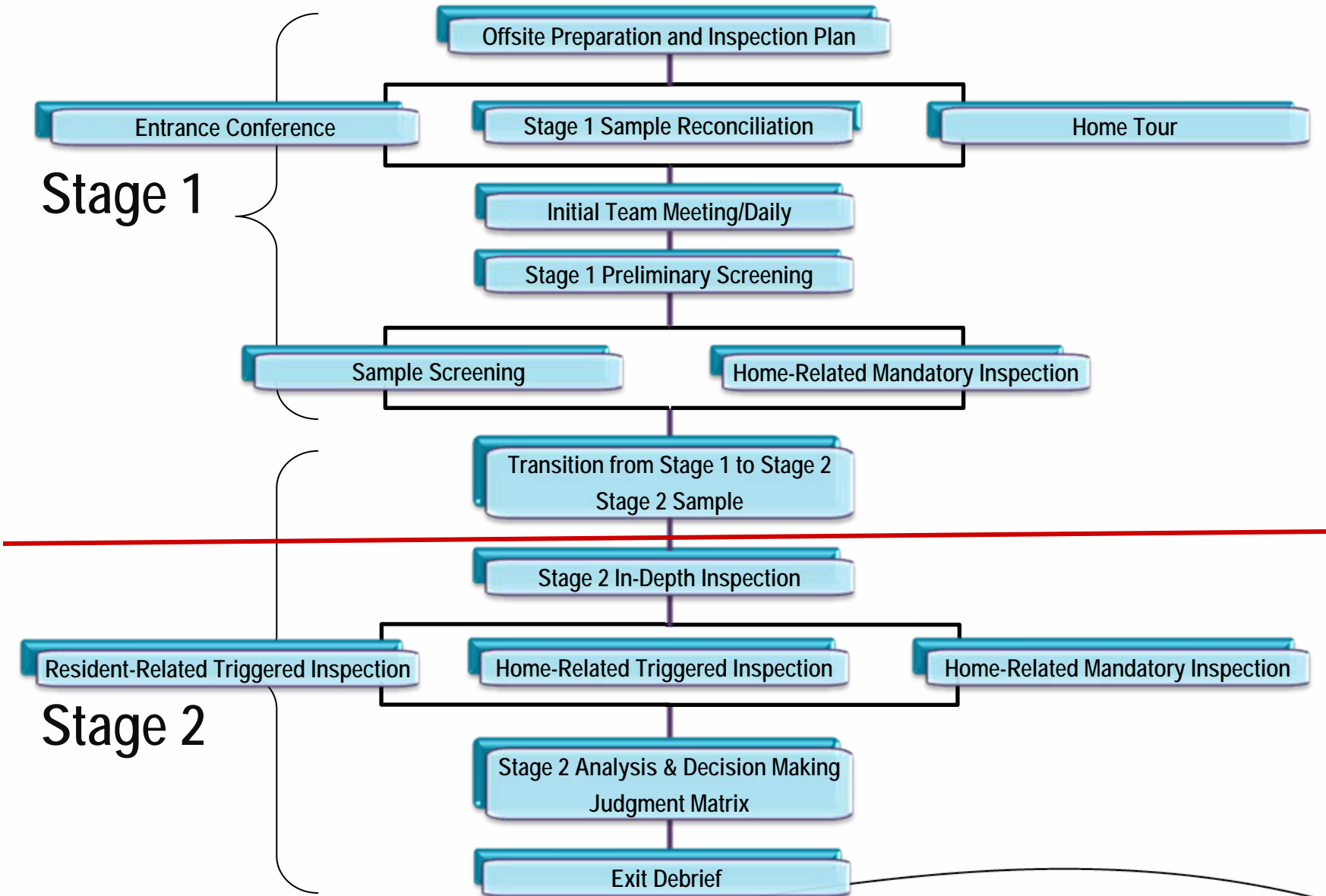
Stage 2:

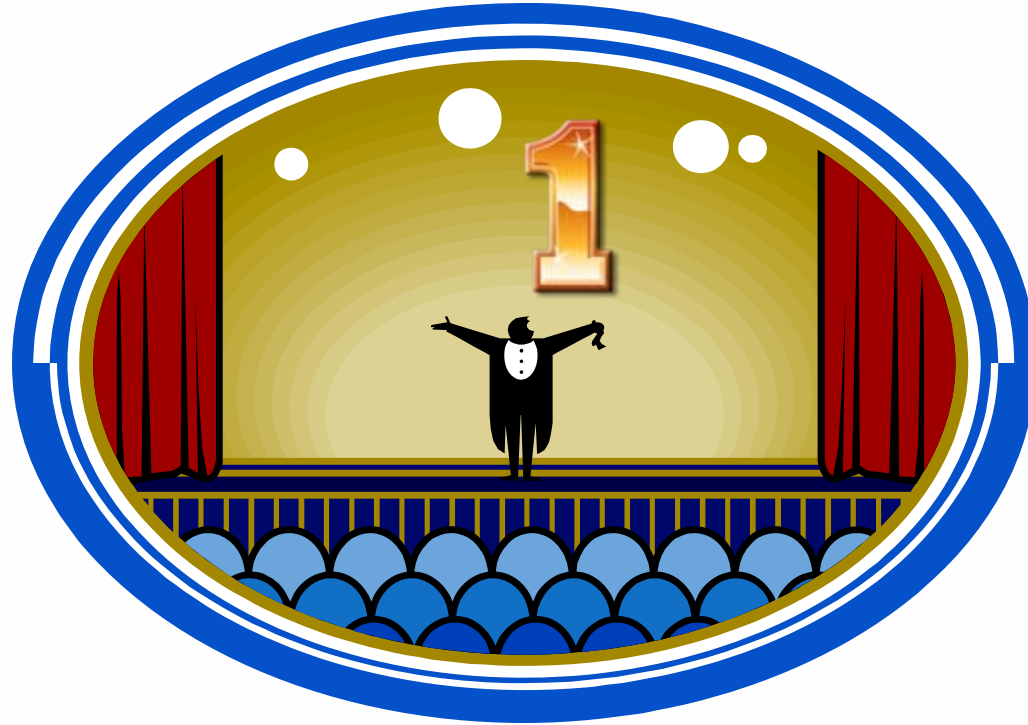
In this stage there is an in-depth inspection based on the Stage 1 results to determine compliance with the Act and Regulations

Compliance Transformation: Vision for the Inspection Process



What Happens in the Inspection Process





STAGE 1: SCREENING AND INFORMATION GATHERING

RQI Stage 1 Samples

- **Census sample:** The computer generates names of up to 40 randomly selected residents who are living in the home. The inspectors come to the home with a list of resident numbers. On arrival at the home, the inspectors match the numbers with the home's census to find out the names and to replace any residents who may no longer be living in the home. This is the step called "**Stage 1 Sample Reconciliation**" on Slide 9
- **Convalescent care sample:** For homes with convalescent care beds, the computer generates 30 resident names; some may no longer be living in the home

Census Sample Inspection

Inspection information comes from multiple sources. The inspector conducts the following for all 40 randomly selected residents:

- Resident observations
- Resident interview – when a resident is no longer capable of being interviewed, a family member may be interviewed (3 in total)
- Staff interview
- Record review

Resident Observations

Inspectors make multiple observations if needed

- They will observe various times of the day
- They make observations appropriate to the situation and the time of day for an occurrence

Family/Designate Interviews

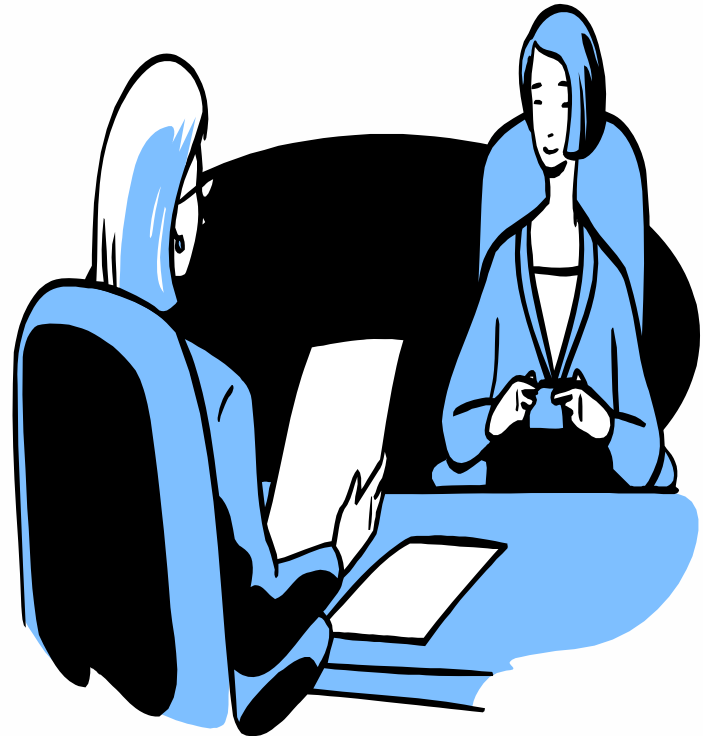
- Representatives are selected from various neighborhoods/locations throughout the home
- They are conducted in person or via phone
- Two attempts are made to reach the person
- A convenient time is scheduled in a private location

Family/Designate Interview Topics

- Choices
- Recreational & Social Activities
- Privacy
- Dignity
- Interaction with Others
- Sufficient Staff
- Activities of Daily Living (ADL) Assistance
- Oral Health
- Abuse
- Personal Property
- Building & Environment
- Exercise of Rights
- Costs & Personal Funds
- Notification of Change
- Participation in Care Plan

Family Interview Questions

- What questions will you be asked?



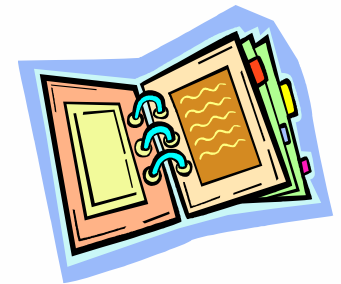
Choices

1. Does the home accommodate (resident's name)'s preferences and previous life routines, such as when to get up and go to sleep or when to take a bath?
2. Does the home accommodate (resident's name)'s preferences on what he/she eats or drinks?
3. Does the home accommodate (resident name)'s preferences on how he/she is dressed or groomed? (For example, choice of outfit, dress vs slacks, moustache, hairstyle, etc)?



Recreational and Social Activities

1. Does the staff encourage (resident's name) to attend activities and provide assistance to attend them?



Privacy

1. Can you meet privately with your relative/friend?
2. Is (resident's name) capable of conversing on the phone?
3. Can she/he do so without being overheard?
4. Does the staff speak privately (without being overheard about (resident name)'s health status, medical condition, or responsive behaviours



Dignity

1. Do you feel that staff treats (resident name) with respect and dignity? For example, does staff take the time to listen to him/her and are staff helpful when she/he requests assistance?



Interaction with Others

1. Have there been any concerns or problems with a roommate or any other resident?
2. Did you report the problem to staff?
3. Has the staff addressed the concern(s) to your satisfaction?



Sufficient Staff

1. Is there enough staff available in this home to make sure that residents get the care and assistance they need without having to wait a long time?



Activities of Daily Living (ADL) Assistance

1. Does (resident's name) receive the assistance with meals that she/he needs?
2. Does (resident's name) receive the assistance with dressing and grooming including teeth, dentures, and mouth cleaned (routine oral hygiene that she he needs?)
3. Does (resident's name) receive the assistance with toileting that she/he needs?

Oral Care/Hygiene

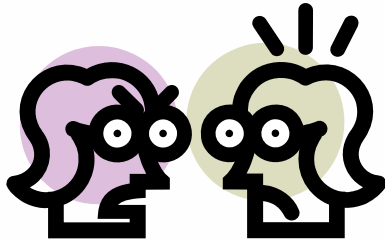


1. Does (resident's name) have any chewing or eating problems, or mouth pain?
2. Does (resident's name) have any tooth problems, gum problems, mouth sores or denture problems?



Abuse

1. Have you ever noticed any staff member being rough with, talking in a demeaning way or yelling at (resident's name) or any other resident?
2. Did you report it?
3. Did home staff act promptly to investigate and correct the situation?



Personal Property

1. Is (resident's name) able to have his/her belongings and/or furniture if he/she wishes?
2. Has (resident's name) had any belongings damaged or taken without permission?
3. Did you report (resident's name)'s item(s) as damaged or missing?
4. Did staff respond in a satisfactory manner?



Building & Environment

1. Is this a comfortable building in which to live?
(Comfortable includes appropriate temperature, lighting, and noise levels)
2. Is the home clean?



Exercise of Rights

1. Has (resident's name) been moved to a different room within the past several months?
2. Did you receive notice of explanation before the move?
3. Has (resident name) been discharged to a hospital within the past several months?
4. Were you notified of the home policy permitting her/him to return?



Costs & Personal Funds

1. Are you (resident name)'s representative for financial decisions?
2. Does the home manager (resident name)'s personal funds (funds for foot care, hairdressing, cosmetics, etc)?
3. Are you able to get money from (resident's name)'s account when you need it?
4. Does the home give you a statement of how much money is in (resident name)'s account?



Notification of Change

1. Are you the person who would be notified of a change in condition or an accident involving (resident name)?
2. Has there been a change in (resident's name)'s condition within the past several months?
3. Did the staff notify you promptly?
4. Are you notified when (resident's name)'s treatment is changed?

Participation in Care Decisions

Are you invited to participate in (resident's name)'s six-week and annual care planning conference?



Home-Related Mandatory Inspections

- They are completed on every Annual RQI anytime throughout Stage 1 and 2
- They focus on the following care delivery for all residents in the Home:
 - Admission process
 - Infection prevention and control
 - Family council interview
 - Medication
 - Quality improvement
 - Resident charge
 - Dining observation
 - Residents' council interview

Family Council Interview



Family Council Interview

- The Family Council interview must occur in every RQI in every home.
- The inspector will interview the Family Council President. If there is no President available, an active Council member is interviewed.
- The inspector will interview the President as early as possible in the inspection.
- The inspector will ask permission to review previous meeting minutes of past three (3) months.
- The inspector will meet with and interview the Council President/representative in a private, comfortable location.
- If there is no Council, the inspector will interview the Licensee

Family Council Interview

- Inspection Protocol includes 36 questions.
- Family Council established in home (7 questions)
- Licensee obligation if no Family Council (2 questions)
- Assistant Duties (3 questions)
- Family Council Rights (3 questions)
- May not be a member (6 questions)
- Family Council Powers (10 questions)
- Duty to Respond (3 questions)
- Satisfaction Survey (2 questions)

Family Council Interview

Responses given during the Family and Family Council interviews may lead the inspector to select and further inspect 'other' related care/services areas.

- Admission
- Critical Incident Response
- Dignity, Choice and Privacy
- Prevention of Abuse, Neglect and Retaliation
- Quality Improvement
- Reporting and Complaints
- Resident Council Interview
- Safe and Secure Home
- Training and Orientation



MINISTRY CONTINUOUS IMPROVEMENT (CQI) PROGRAM

Post Inspection Survey – How You Can Help Us

- The ministry would like to know about your experience with the new RQI process.
- At the end of the inspection, satisfaction survey will be given by the inspector to:
 - The interviewed families and,
 - The president/or member of the Family Council (a sample of the survey is on the next slide)
- Please return the survey in the stamped envelope as soon as possible - thank you for your feedback



Family Satisfaction Survey



Family Satisfaction Survey: Resident Quality Inspection

The purpose of this survey is to obtain feedback of your experience in the Resident Quality Inspection (RQI). Please complete this survey at your earliest convenience. Your valuable feedback will help us to further improve our inspection process.

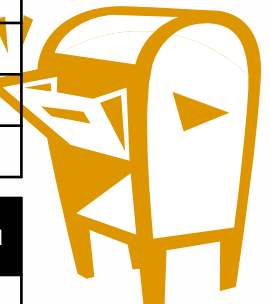
Please return the completed survey in a self-stamped sealed envelope. If you have any questions related to this survey, please contact Donna Corbett, our Education Coordinator at 905-954-4630. We thank you for your feedback in advance.

Please circle the most appropriate response to indicate your opinion. For any score that is less than three, please explain in the "comments" section below.

Home's Name:	Home Inspection Date:
I participated in the (please check) <input type="checkbox"/> Family Interview <input type="checkbox"/> Family's Council Interview	

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
The interview was conducted in an appropriate manner, i.e. in a private and quiet room, free from distraction and noise, sitting down and interacting at eye level.	5	4	3	2	1
There was sufficient time allotted for questions and/or clarification.	5	4	3	2	1
The length of the interview was appropriate, not too long and not too short.	5	4	3	2	1
The interview questions were easy to understand and meaningful to me.	5	4	3	2	1
The inspector was well prepared and organized.	5	4	3	2	1
The inspector responded well to questions and provided clear responses.	5	4	3	2	1
The inspector conducted the interview in a professional and respectful manner.	5	4	3	2	1
The interview met my expectations.	5	4	3	2	1
Additional Comments:					

	5 Very Satisfied	4 Somewhat Satisfied	3 Neutral	2 Somewhat Dissatisfied	1 Very Dissatisfied
Overall, I would rate my experience with this new inspection process as: <i>Circle one response</i>	5	4	3	2	1



THANK
YOU
Merci