

RIVERSIDE GLEN

External Review Terms of Reference

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Background

The Village of Riverside Glen is one of twelve Schlegel Villages and is located in Guelph, Ontario. The village incorporates a continuum-of-care design featuring retirement living, assisted care, memory care and long-term care with a robust main street and town hall. The Village serves approximately 400 seniors in the residential programs. The organization has been awarded one of three Centres of Learning, Research and Innovation by the Ontario Ministry of Health and Long Term Care.

To facilitate the integration of primary health care with seniors care, Riverside Glen incorporated a private physicians practice (health centre) within the Village.

In February 2013, a number of concerned parties including family members of residents of Riverside Glen lodged complaints to the City of Guelph and to the Public Health Department of Guelph regarding the presence of the health centre in Riverside Glen. They expressed that by serving members of the public who were not residents of the Village, the health centre was in violation of zoning by law provisions outlined in (1995)-14864 section 4.23.1. They also expressed that the location of the Health Centre was an invasion of the privacy, dignity and rights of the residents, as well as a threat to their health and safety from an infection control perspective. These concerned parties elaborated that the health centre only served a limited number of residents in the Retirement Living Section of the Village and none of the residents of Long Term Care, thus offering limited value to the community being served by Riverside Glen.

Similar concerns were expressed regarding the presence of the on-site Conestoga College education programs. For a number of years Conestoga College has been using space in the basement of the Village as a living classroom for students in the practical nursing and personal support worker programs.

A review of the concerns was carried out by Village leadership, in collaboration with Public Health and City of Guelph. The Waterloo Wellington Local Health Integration Network was involved in the deliberation. Multiple inspection visits by the Ministry of Health and Long Term Care were prompted by the concerns lodged by the concerned parties. An external third party review by an infection control expert was solicited.

Third party expert consultation concluded that the health centre did not pose additional infection control risk to the long term care residents.

To address concerns raised Riverside Glen submitted an application for a zoning change to the city in order to build a separate entrance to the Health Centre, and is awaiting building permits. The plan provides for a separate elevator, an emergency exit strategy, an accessible washroom, and separate

ventilation system for the health centre. It is expected that such an entrance would be built 6 months following municipal approvals being provided Health care students will continue to have classes at Riverside Glen, they will be vaccinated for influenza, and they will follow prescribed guidelines when entering resident spaces. With these plans, Public Health has reported that it will withdraw its objections to the Village application.

Riverside Glen has expressed a need for an additional third party review to understand if Village community relations/quality assurance processes or communication mechanisms, related to the health centre and/or college programmatic development, could be improved into the future. In particular, the organization is interested in understanding if its approach to resolving resident/family relations is optimal, and to identify and address any shortcomings. In the spirit of just culture and learning, the organization wishes to surface lessons learned and cultivate action plans to optimize its ongoing relationship with its constituencies. Such a review would culminate with a meeting of stakeholders where results of the review would be shared and elements of proposed action plan outlined.

Objectives

This review will address the following objectives:

- Conduct a review of the resident/family relations process;
- Identify systematic issues with respect to resident/family relations against best practices/standards for residential care;
- Formulate recommendations for the leadership of Riverside Glen that will contribute to the resolution of any systematic issues identified;
- Identify elements of an action plan;
- Present findings of the review to a meeting of stakeholders.

Methods

The following methods will be used to address the objectives of the review:

Document Review

The following documents will be reviewed and analyzed:

- Resident Quality of Life satisfaction survey results and action plans

- CIHI MDS reports of quality improvement indicator trends (adjusted and unadjusted results) against provincial benchmarks
- Schlegel Villages Accreditation survey report
- Records of commendations, complaints, and action plans related to the Health Centre/College location
- Policies and procedures pertaining to resident/family issues management
- Resident and family council minutes
- Chronology of recent pertinent events including reports of reviews and inspections
- Other

Focus Groups

A number of focus groups will be held with residents, families and staff. The focus groups will be communicated clearly to invite open participation.

Type of meeting	Number of meetings	Number of attendees
Residents	1	
Families	1	
Team Members	1	
Leadership team	1	
Quality Council or equivalent	1	

Individual Interviews

Individual interviews will be conducted, including a specific focus on family members who have raised the recent concerns:

Type of meeting	Number of attendees	Comments
Residents		Including Chair of Resident Council

Families	Including Chair of Family Advisory Council
Team Members and leaders	Including General Manager and Assistant General Manager

An interview/focus group guide will be used to facilitate the discussion. Results of the discussions will be presented in aggregate and not associated with individual identity. Participants will be asked the following type of questions pertaining to quality of care:

What are you proud about?

What things impact positively on quality of life?

What keeps you awake at night?

What things impact negatively on quality of life?

How do you bring your concerns to someone's attention?

How well are your concerns addressed?

How do you escalate your concerns within the Village?

What is one recommendation that you would like to write or influence in the report?

Resident Relations

An analysis of the resident relations process will be conducted by probing the area in the focus groups and interviews. Policies to oversee the resident relations process will be reviewed. Records and/or logs to trend the issues and actions will be reviewed.

A tour of the Village will be conducted prior to the review.

Timeline:

The on-site component of the review will be completed over the course of 4 days. The dates for this will be March 13th & 14th and March 18th and 19th