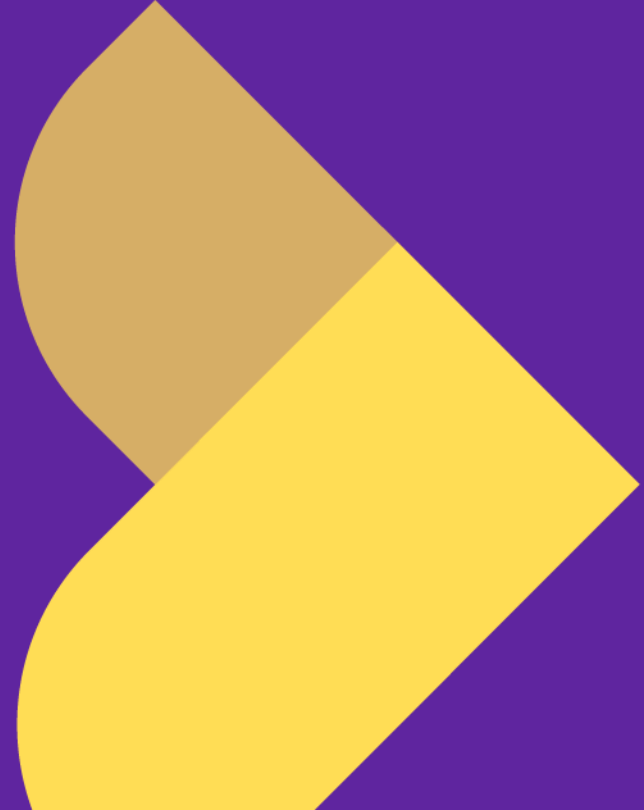


# Perley Health Hours of Care

Family and Friends Council

May, 2023



# Ministry of Long-Term Care Commitment to Increase Staffing Levels

Public targets committed to in the Staffing Plan for increased staffing levels

Current Levels (2018 data)	2021-22 (to be achieved by Q4) Average	2022-23 (to be achieved by Q4) Average	2023-24 (to be achieved by Q4) Average	2024-25 (to be achieved by Q4) Average
2 hours and 45 minutes	3 hrs	3 hrs 15 min	3 hrs 42 min	4 hrs
30 minutes	33 min	36 min	36 min	36 min

Nursing

Allied Health

# Important Details!

- The MLTC committed to a “sector wide average”
  - Hours are expected to vary between homes and between residents
- Funding is for direct care only
  - ✓ assessments, feeding, bathing, toileting, dressing, lifting, moving residents, medical/therapeutic treatments, and medication administration, etc.
  - ✗ not for recruitment, education, supplies, equipment, etc.

# Important Details!

- Direct care hours only include worked hours
  - Excludes vacation, sick time, education leave, etc.
- Calculated based on actual resident days
- Only specific roles are eligible for funding
  - Nursing: RNs, RPNs, PSWs
  - Allied Health
  - Cannot transfer funds between the nursing category and the allied health category

# What is Perley's Experience?

- Perley Health is exceeding the MLTC targets
  - Nursing: 3 hours and 47 min at March 31, 2022
    - target of 3 hours and 15 min by March 31, 2023
    - target of 3 hours and 42 min by March 31, 2024
    - Increased by > 30 min considering temporary bed closures
  - Allied health: 52 min at Dec 31, 2022
    - Target of 36 min

# Positions Added

- Nursing:
  - Additional PSW on each unit on the day and evening shifts
  - Skin and Wound RPN
  - Footcare RPN
  - Nurse Practitioner
  - BSO PSW
- Allied Health:
  - Resident Care Liaison
  - Recreation Therapist
  - Recreation Programmer
  - Occupational Therapist
  - IPAC Consultant

# Positions Added

- Nursing:
  - Additional PSW on each unit on the day and evening shifts
  - Skin and Wound RPN (partially funded by this initiative)
  - Footcare RPN
  - Nurse Practitioner
  - BSO PSW
- Allied Health:
  - Resident Care Liaison
  - Recreation Therapist
  - Recreation Programmer
  - Occupational Therapist
  - IPAC Consultant
- Unit Clerk role reinstated (not funded by this initiative)

# Future Plans

- Nursing:
  - Additional PSW on each unit on the night shift
  - Additional RAI RPNs
  - ? PSW workload increase
  - ? Additional Nurse practitioner
  - ? Additional Psychogeriatric Resource Nurse and/or Behavioural Support PSW



# Challenges

- Retention
  - During the pandemic, staff turnover increased from 15% to 27%. 62% of turnover was for employees with less than two years of service.
- Recruitment
  - National shortage of healthcare workers
  - 283 external hires in 2022!
- Increased absenteeism
  - Pre-pandemic = 8.2%
  - 2022 = 11.6%