

Update: Provincial Implementation Plan for the Stevenson Report*

(*Maples Personal Care Home Covid-19 Outbreak:
External Review Final Report, January 2021)

Respectfully Submitted to the Minister of Health and Seniors Care (MHSC)

November 2021

INTRODUCTION

The Stevenson Report (*entitled Maples Personal Care Home (PCH) COVID-19 Outbreak: External Review Final Report*) was released in January 2021. [Public interim updates](#) were released in March, May and August. The final public report will be released at the time of the project's closure in January 2022. This is an interim update.

Included are updates on the thirteen work groups' progress towards provincial implementation of the seventeen recommendations outlined in the External Review Final Report. (Please refer to previous public reports for the structure of the work groups and the expected outcomes for each of the recommendations.)

Eight of the recommendations and a portion of another were completed by the end of June 2021 and outlined in the August public progress report, including work led the Winnipeg Regional Health Authority and Shared Health on site-specific recommendations for the Maples Long Term Care Home. In the following three months, the goal has been to advance work provincially on the remaining recommendations, with some ending in December 2021 and others continuing to advance in 2022.

At the time of this update, work is complete on a portion of recommendation eight (8B) and all actions related to recommendation nine (9).

PROVINCE-WIDE PROGRESS UPDATE

The following table summarizes the progress in addressing each recommendation, using a provincial lens, with focus on recommendations and phases of implementation with December timelines. For further details on progress prior to August, refer to the [public progress report](#) released in August 2021.

| Recommendations (as per external review final report) | Lead Organization | Working Group Deliverable | November 2021 Update | Status |
|---|---|---|---|----------|
| 1-6 | Manitoba Health and Seniors Care/ Shared Health | <ul style="list-style-type: none"> • Create a Provincial Long-Term Care/ Personal Care Home Pandemic Plan with working group 7. • Develop Pandemic/Outbreak Task Sheets for personal care homes. | Completed June 2021. A Provincial Long Term Care (LTC) Pandemic Plan has been developed and implemented across all service delivery organizations (SDOs) and Manitoba personal care homes (PCH). It can be found at https://sharedhealthmb.ca/files/provincial-ltc-pandemic-plan.pdf . | Complete |
| 7 | Shared Health | <ul style="list-style-type: none"> • Create a Provincial Long-Term Care/ Personal Care Home Pandemic Plan with working groups 1 to 6. • Complete an environmental scan and gap analysis of all service delivery organizations (RHAs) and PCH sites. | Completed June 2021. A Provincial LTC Pandemic Plan has been developed and implemented across all SDOs and Manitoba personal care homes. It can be found at https://sharedhealthmb.ca/files/provincial-ltc-pandemic-plan.pdf . The environmental scan and gap analysis are complete and will be used to inform the work in Working Group 11. | Complete |
| 8: Part A | Manitoba Health and Seniors Care | <ul style="list-style-type: none"> • Ensure adherence to the December 7, 2019 standardized provincial service purchase agreement (SPA) template by all service delivery organizations (SDO) and personal care homes. • Phase One – Begin a sector-wide consultation process regarding Schedule A inventory of service deliverables to include infection prevention and control and medical oversight. • Phase Two – Complete development of a standardized Schedule A Service Agreement. | SPAs were modernized, standardized and implemented across all applicable PCHs early in 2021 as part of overall health system transformation. Work is continuing on phase one to modernize Schedule A of the SPA, with input from SDOs and operators, to further standardize service delivery expectations for PCHs. Phase two work is to be completed early in 2022, and will involve implementing the service schedule across applicable PCHs. | On Track |

PROVINCE-WIDE PROGRESS UPDATE: CONT'D

| Recommendations (as per external review final report) | Lead Organization | Working Group Deliverable | November 2021 Update | Status |
|---|----------------------|---|--|----------|
| 8: Part B | Shared Health | <ul style="list-style-type: none"> • Develop the medical advisor role. • Develop pandemic physician daily visits. • Revise medical bylaw rules. | <p>Roles and responsibilities for medical advisor and physician visit protocols are finalized and have been forwarded to Physician Workforce Planning for implementation planning.</p> <p>A physician guide for roles and responsibilities during a pandemic has been developed and will become part of the Provincial LTC Pandemic Plan once approved and updated.</p> <p>The medical bylaws have been revised and the approval process is underway for SDO board adoption.</p> | Complete |
| 9 | Shared Health | <ul style="list-style-type: none"> • Update the Health Incident Command's structure and roles. • Strengthen communication between Health Incident Command and service delivery organizations and personal care home sites. • Conduct an evaluation with stakeholders on proposed revisions to the Health Incident Command structure. | <p>Following analysis of results from the stakeholder engagement, the Health Incident Command structure, roles and communication processes have been revised for use during a pandemic and will become part of the Provincial LTC Pandemic Plan once approved and updated.</p> | Complete |
| 10 | Shared Health | <ul style="list-style-type: none"> • Reorganize the Provincial LTC Pandemic Website (COVID-19) to improve access to COVID-19 information specific to long-term care/personal care homes. | <p>Completed June 2021. Revised processes of communication for PCH/LTC during a pandemic have been developed and implemented for use by operators and PCHs via Shared Health.</p> | Complete |
| 11 | Shared Health | <ul style="list-style-type: none"> • Develop standardized provincial approaches to implement and support the provincial long-term care/personal care home pandemic plan. | <p>Building on the findings of the environmental scan and gap analysis completed through Recommendation 7, work is nearing completion to ensure the necessary supports, training and resources for SDOs and long term care/personal care home sites to improve their on-site emergency continuity management and pandemic preparedness.</p> | On Track |

PROVINCE-WIDE PROGRESS UPDATE: CONT'D

| Recommendations (as per external review final report) | Lead Organization | Working Group Deliverable | November 2021 Update | Status |
|---|---|---|--|----------|
| 12 | Shared Health | <ul style="list-style-type: none"> • Develop a long-term care and personal care home provincial report with a focus on ensuring that personal care homes are an integral part of the continuum of care in the health care system. | <p>Work is nearing completion in the review and revision of LTC policy. As well the working group has identified existing planning and integration points where additional supports and processes will be developed to ensure PCHs are consistently and comprehensively included as an integral part of the health care system. Currently a provincial scan regarding integration points is underway and being collated to inform this body of work.</p> | On Track |
| 13 | Winnipeg Regional Health Authority | <p>Develop:</p> <ul style="list-style-type: none"> • Infection prevention and control (outbreak plans) • Infection prevention and control education and monitoring standards • An infection prevention and control staffing guideline • An infection prevention and control provincial program standard for LTC | <p>The working group is completing work on a proposed provincial infection prevention and control (IPC) LTC program and leadership model.</p> <p>Core IPC competencies for LTC health care staff have been developed and training needs identified. These initiatives will provide a standardized provincial approach for infection prevention and control in PCHs.</p> | On Track |
| 14 and 15 | Shared Health | <p>Develop:</p> <ul style="list-style-type: none"> • Overall PCH staffing plan • Pandemic PCH staff redeployment plan • Recruitment and retention plan for personal care homes | <p>The working group is nearing completion in developing options for staffing, redeployment planning (pandemic staffing plan) and recruitment and retention. These options will inform planning for improvements in PCH staffing (nursing, allied health, health care aide) and pandemic preparedness.</p> | On Track |
| 16 | Manitoba Health and Seniors Care | <ul style="list-style-type: none"> • Phase One - Begin personal care home standards modernization. • Phase Two - Complete personal care home standards modernization. | <p>This work will be completed over two phases. Phase one is ensuring that issues emerging from other working groups are integrated into personal care home standards, policies or other compliance processes. This work is for completion in December 2021.</p> <p>Phase 2 work will continue into 2022 to validate the new and revised standards with stakeholders and seek approval through legislation and regulation.</p> | On Track |

PROVINCE-WIDE PROGRESS UPDATE: CONT'D

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|---|--|--|---|----------|
| 17: Part A | Manitoba Health and Seniors Care | Develop: <ul style="list-style-type: none"> • Personal care home communication task sheets • Personal care home/ central government communication tools | The working group is compiling communication documents for PCHs and central government for inclusion in the Provincial LTC Pandemic Plan (product of Working Groups 1-6 and 7 as outlined above). As well, information and communication tools are under development for use during non-pandemic times, and will be posted on a LTC section on the MHSC website. These tools will assist organizations to communicate effectively with the public and families during pandemic crises and at other times. | On Track |
| 17: Part B | Shared Health | Develop: <ul style="list-style-type: none"> • Psychological support services for personal care home staff • Psychological support documents for personal care home staff • Psychological support resources for personal care home residents | Completed June 2021. Resource information and psychological support documents are posted on the Shared Health Mental Health Resources web page and Province of Manitoba Virtual Therapy web page . | Complete |

