Approaches to Accountability: Long-term Care Homes and Services

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A Special Thanks to our Partner

City of Toronto, Long-Term Care Homes and Services
Objectives

This study, which is part of a larger project examining the approaches to accountability for 11 different healthcare sub-sectors in Canada and contextualizes accountability within a political analytical framework focusing on the publicly funded and publicly delivered long-term care home sub-sector (LTCH) in Toronto, Ontario.
Grounded in qualitative research paradigm, this case study design will incorporate content analysis, document review and semi-structure interviews with key stakeholders. The design which examines the implication of the core independent variables; policy goals (access, cost and quality), governance/ownership (including the public-private mix) and production characteristics (contestability, measurability, complexity) of the goods and services being provided on how accountability is defined within the LTCH.
Preliminary Results
• An environmental scan of all relevant literature (including both peer reviewed and grey), government legislations, agreements, regulations and guidelines produced by regulatory or professional bodies relating to the LTCH was conducted.

• The findings of this scan highlight the complexity of accountability within LTCH sector by the interlocking dependent and independent relationships with various stakeholders.
• We are currently conducting a series of key informant interviews informed by the environmental scan to ascertain the strengths and weaknesses of the different approaches to accountability.

• The findings will identify the relationships between these approaches and the goals, governance, and characteristics of the goods and services being delivered to consumers.
• Increase in accountability requirements for (financial, quality, regulatory) with a decrease in resources to achieve the requirements.

• Alignment issues of accountability requirements across LHINs.

• The value of the reporting requirements ambiguous (value for resources)
“After Nuclear Power Plants, Long-Term Care Homes are the most regulated sector”
Fast Facts
City of Toronto, Long-Term Care Homes & Services
Long-Term Care Homes

- Bendale Acres
- Carefree Lodge
- Castleview
  Wychwood Towers
- Cummer Lodge
- Fudger House
- Kipling Acres
- Lakeshore Lodge
- Seven Oaks
- True Davidson Acres
- Wesburn Manor
Community Services

• Adult Day Programs
• Homemakers and Nurses Services
• Supportive Housing
City-Wide Commitment to CARE
Compassion | Accountability | Respect | Excellence

Home
- Bendale Acres
- Castleview Wychwood Towers
- Carefree Lodge
- Cummer Lodge
- Fudger House
- Lakeshore Lodge
- Kipling Acres
- Seven Oaks
- True Davidson Acres
- Wesburn Manor

Supportive Housing
- Brimley Acres
- Broadview Manor
- Cedarbrook Lodge
- Cliffwood Manor
- Dundas-Mabelle
- 111 Kendleton
- Willowdale Manor
- West Don Apartments
- Winchester Square

Homemakers & Nurses Services
Leaders In Excellence

• Accreditation with Exemplary Standing
  o Accreditation Canada

• Innovation and Excellence Workplace Quality Award
  o Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS)
C.A.R.E

- **Compassion**
  We are committed to providing compassionate care and comforting support that values the strengths, needs and desires of those we serve.

- **Accountability**
  We are committed to acting with integrity and to using City property, services and resources in a responsible, accountable and transparent manner.
C.A.R.E

• **Respect**
  We are committed to upholding resident/client rights and respecting diversity; by embracing our differences and supporting others we demonstrate fairness, inclusion and equity.

• **Excellence**
  We are committed to providing the highest quality of care and service; through innovation, teamwork, customer satisfaction, best practices and working co-operatively.
References


