

## Report LTCR-SS-06-14

**To:** Chair Burley and Members of the Social Services Committee  
**From:** Lynne Johnson, Director of Long Term Care  
**Meeting Date:** March 12, 2014  
**Subject:** **Funding- Case Mix Index, Resident Satisfaction Survey**  
**Status:** Recommendation adopted by Committee March 12, 2014 as presented per Resolution SSC26-14; Adopted by County Council April 1, 2014 per Resolution CC47-14;

### Recommendation(s)

**THAT Report LTCR-SS-06-14 regarding Funding- Case Mix Index and the Resident Satisfaction Survey be received for information.**

### Case Mix Index

The Case Mix Index (CMI) is a classification system used to determine the allocation of financial resources to long term care homes.

Homes complete regular assessments that classify residents with similar needs and acuity levels. The assessments are uploaded electronically to the Canadian Institute of Health Information (CIHI) where they are processed through weighted case mix formulas and placed into one of 34 different grouping categories. The information is then used to calculate the home's per diem funding for the Nursing and Personal Care envelope.

Data is submitted quarterly and combined to establish an average level of care during the reporting period. CMI funding for April 1, 2014-March 31, 2015 is calculated on assessments submitted between April 2012 and March 2013.

The following table illustrates the change in CMI for the upcoming year and the financial impact in 2014.

	2013/2014 CMI	2014/2015 CMI	Unbudgeted 2014 Increase
<b>Grey Gables</b>	1.0101	1.0218	\$18,920
<b>Lee Manor</b>	1.0029	1.0298	\$98,703
<b>Rockwood Terrace</b>	1.0216	1.0551	\$81,918

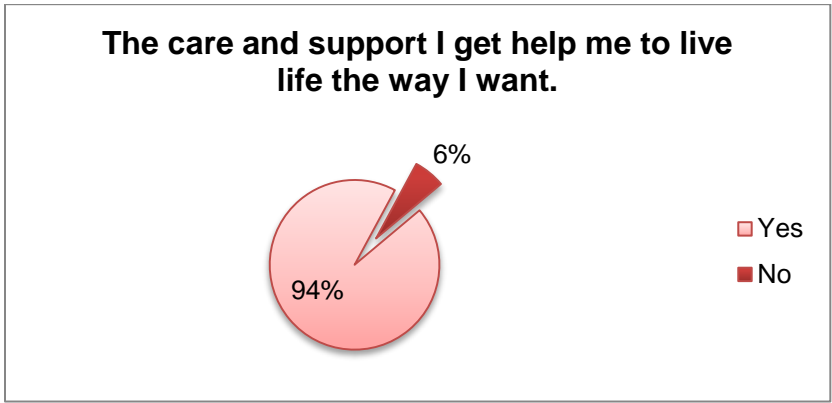
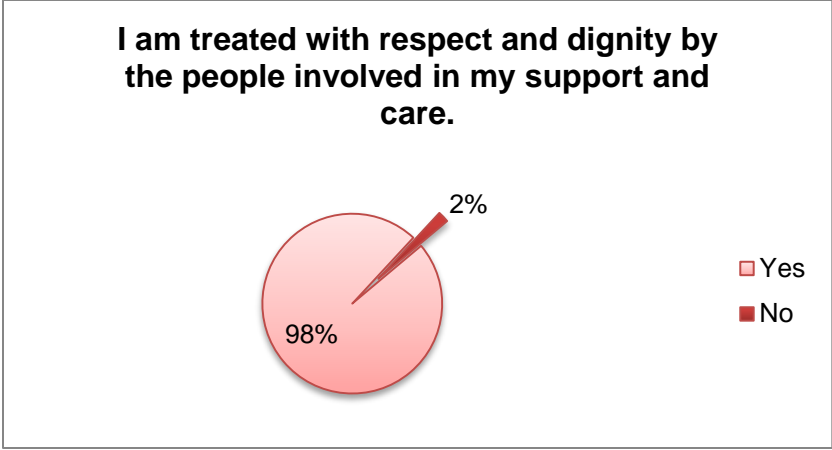
In addition to CMI funding, homes historically receive an acuity-based funding increase. As noted in the January 2014 Level of Care funding notice, the Ministry has not yet made a decision on any acuity-based funding increase. It is anticipated that a decision will be made in the spring.

### *Resident Quality of Life Survey*

A Resident Quality of Life survey was completed at the end of 2013. The Cognitive Performance Scale was used to identify residents who would be able to respond to the questions. In total, 171 residents participated in the on-line survey. The survey was comprised of 60 questions that focused on several key areas including:

- privacy,
- safety and security,
- daily decision making,
- comfort and care,
- nutritional care,
- recreational activities,
- personal relationships and
- feeling at home.

Being treated with dignity and respect and feeling that a person is able to live their life the way they want are two important measures for personal fulfillment and satisfaction. The results, corporately, of these two questions are identified in the following charts.



Each home was provided with home specific results. The leadership teams will use the information to develop strategies to sustain and/or improve outcomes and share the results with Resident and Family Council's and staff.

Along with the data that was provided from the survey, a number of comments were received including:

“This is a great home to live in”

“I am well looked after. Staff are good to me.”

“This is a very good place. I am very content with my life here. Very good staff.”

“I am very satisfied living here other than the food.”

**Financial / Staffing / Legal / Information Technology**

**Considerations**

The increase in the Case Mix Index across the three homes is positive and will provide stability to Nursing and Personal Care programs and services that are currently in place.

The CMI fluctuates from year to year and a deep analysis will need to be completed to identify the best use of the funding. Any surplus at the end of the year will be transferred to the respective home reserves.

An annual resident survey is a mandatory requirement under the Long Term Care Homes Act. The outcome of the recent Resident Quality of Life survey provides valuable information to validate existing services and support improvement activities.

## Link to Strategic Goals / Priorities

Goal 6 of the County of Grey Strategic Plan is “Achieving Excellence in Governance and Service”. The increase in CMI will provide funding stability for the upcoming year to support nursing and personal care services.

Action 6.9 of the County’s strategic plan is to “develop benchmarks and performance indicators to measure and track efficiency and effectiveness in priority areas.” Surveys are an effective way to gauge satisfaction with services and the results are used to support or validate any required change(s).

## Attachments

None

Respectfully submitted by,

Lynne Johnson

Director of Long Term Care