



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des  
Soins de longue durée**

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch**

**Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
performance et de la conformité**

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### **Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Nov 24, 2014	2014_228172_0022	004723-14	Complaint

#### **Licensee/Titulaire de permis**

ST. JOSEPH'S HEALTH CARE, LONDON  
268 Grosvenor Street, P.O. Box 5777, LONDON, ON, N6A-4V2

#### **Long-Term Care Home/Foyer de soins de longue durée**

ST. JOSEPH'S HEALTH CARE, LONDON - MOUNT HOPE CENTRE FOR LONG  
TERM CARE - MARIAN VILLA  
200 COLLEGE AVENUE, P.O. BOX 5777, LONDON, ON, N6A-1Y1

#### **Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

JOAN WOODLEY (172)

### **Inspection Summary/Résumé de l'inspection**



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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): Nov.13, 14, and 18th,  
2014**

**Complaints 003068-14, 004324-14, 006353-14 concurrently were inspected.**

**During the course of the inspection, the inspector(s) spoke with the Director of Long Term Care, 2 Directors of Resident Care, 2 Registered Nurses, 5 Registered Practical Nurses, 14 Primary Care Providers ( PCP's ), 2 Housekeeping Aides, and 1 Housekeeping Supervisor.**

**During the course of the inspection, the inspector(s) made observations, reviewed housekeeping records, and reviewed floor replacement summary.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Housekeeping**

**Findings of Non-Compliance were found during this inspection.**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)  The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.  Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 3. Residents' Bill of Rights**



**Specifically failed to comply with the following:**

**s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:**

**11. Every resident has the right to,**

- i. participate fully in the development, implementation, review and revision of his or her plan of care,**
  - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,**
  - iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and**
  - iv. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act. 2007, c. 8, s. 3 (1).**
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**Findings/Faits saillants :**



1. The licensee has failed to ensure that the resident's right to have his or her personal health information is (within the meaning of the Personal Health Information Protection Act, 2004) kept confidential, and access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.

Observations revealed a physician document in a resident's electronic chart, on the computer and leave the nursing station without logging out of the computer, thus leaving the health care records for residents open on the computer.

Observations on another Resident Home Area revealed a member of the registered staff leave the nurses' station and leave a computer open in a resident's electronic chart.

Interview with a second member of the registered staff occurred after inspector showed the open computer with no one present in the nursing station to this staff member.

The staff member confirmed the computer was open to a resident's electronic chart but also shared it was left opened by another registered staff and walked away.

The first member of the registered staff returned to the nurses' station approximately 10 minutes later

Interview with the first member of the registered staff, that left the computer open, confirmed it was the home's expectation that she would not leave the computer open, giving access to the residents' health care records, when she is not in attendance. [s. 3. (1) 11. iv.]

***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure the resident's right to have his or her personal health information (within the meaning of the Personal Health Information Protection Act, 2004) kept confidential, and access to his or her records of personal health information, including his or her plan of care, in accordance with that Act, to be implemented voluntarily.***



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**Issued on this 24th day of November, 2014**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**