



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

Ottawa Service Area Office
347 Preston St, 4th Floor
OTTAWA, ON, K1S-3J4
Telephone: (613) 569-5602
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa
347, rue Preston, 4^{ème} étage
OTTAWA, ON, K1S-3J4
Téléphone: (613) 569-5602
Télécopieur: (613) 569-9670

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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Feb 21, 2014	2014_285546_0008	O-001135- 13	Follow up

Licensee/Titulaire de permis

THE PERLEY AND RIDEAU VETERANS' HEALTH CENTRE
1750 Russell Road, OTTAWA, ON, K1G-5Z6

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

THE PERLEY AND RIDEAU VETERANS' HEALTH CENTRE
1750 RUSSELL ROAD, OTTAWA, ON, K1G-5Z6

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

SUSAN WENDT (546)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Follow up inspection.

This inspection was conducted on the following date(s): February 20 2014

This inspection is a follow-up to the compliance order originally issued in November 2013.

During the course of the inspection, the inspector(s) spoke with the Chief Executive Officer, the Chief of Resident Care (LTC), the Director of Nursing Practice, several Registered Nurses, several Registered Practical Nurses, a Director of Resident Care and a Manager of Resident Care.

During the course of the inspection, the inspector(s) reviewed the following:

- written plan of compliance (submitted in December 2013),**
- the registered staff engagement survey (and results) used to obtain staff input into the compliance plan and policy and procedure changes**
- the PowerPoint presentation for "Safe and Effective Communication in All Transitions of Care" (delivered January 2014)**
- the online Surge Learning Education program re: the changes in policy and procedures listed below**
- the "Summary of education around the Hospital to PRVHC Communication Policy" document**
- several emails communicating the NEW policies and procedures launch of the education and training for all RNs and RPNs (issued January 2014)**
- the Hospital to PRVHC Communication Policy (issued January 2014),**
- the Return from Hospital Procedure (issued January 2014),**
- the Leave of Absence (LOA) – Resident Procedure (issued January 2014)**
- the Medical Pharmacies Medication Reconciliation (onsite Pharmacist version) Policy and Procedure #10-9 (revised and issued January 2014)**
- 25 samples of PointClickCare "Return from Hospital" focused progress notes from randomly selected residents' electronic health records.**

**The following Inspection Protocols were used during this inspection:
Medication**

There are no findings of Non-Compliance as a result of this inspection.



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Legendé

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.

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT CONFORME AUX EXIGENCES:**

**COMPLIED NON-COMPLIANCE/ORDER(S)
REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDERS:**



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REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / NO DE L'INSPECTION	INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 19.	WN	2011_042148_0010	546
LTCHA, 2007 S.O. 2007, c.8 s. 19.	WN	2013_193150_0029	546
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #001	2013_193150_0029	546

Issued on this 21st day of February, 2014

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