

LTC/AL PROVIDERS COVID-19 TOWN HALL

JANUARY 19, 2021

TO SUBMIT QUESTIONS:

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CODE

[HTTPS://WWW.SLI.DO/](https://www.sli.do/)

EVENT CODE #LTCAL

AGENDA 2:15PM – 3:00PM

- 1. Welcome & Introductions** – Alison Orr, LTC-AL Coordination Centre Director
- 2. VP Message** – Norman Peters, VP Regional Care Integration
- 3. Vaccine Updates** – David Thompson, Advisor, Pandemic Planning
- 4. Visitation Complaint Process** – Janice Lochbaum Project Leader/ Client Advisor
LTC-AL Coordination Centre
- 5. Seeking positive stories/ Experiences to share** – Shannon Henderson, Senior Consultant, Communications & Barb Floden, Senior Consultant, Communications
- 6. Q & A via *Sli.do***

COVID-19 VACCINE UPDATES

Thank you to you and all of your teams

- Outreach clinics for first dose completed on January 15
- Jan 15 - Have vaccinated 10,412 Residents and 8,063 Staff and Medical Staff and 821 Essential Visitors
- Staff and Essential Visitors can schedule appointments for hospital-based clinics for their **First Dose**
- Outreach clinics for **Second Dose** for Residents being scheduled
- Staff and Essential Visitors being contacted to schedule **Second Dose**
- Exploring additional locations for vaccination clinics

PROCESS FOR COMPLAINTS/APPEALS- LTC/AL VISITOR RESTRICTIONS



JANICE LOCHBAUM

PROJECT LEADER/CLIENT ADVISOR, LTC/CC COORDINATION

PROCESS FOR COMPLAINTS & APPEALS- LTC/AL VISITOR RESTRICTIONS

- Acknowledgement by MoH that restrictions in visitation in LTC and AL facilities have created increase in complaints from families/others about visitations without clear process of review
- New provincial process outlined by MoH in Dec. 2020 (finalized in Jan. 2021)
- Includes need for centralized intake via PCQO and point person to handle complaints
- Timely response required
- PCQO will collect and report data to enable monitoring of complaints involving visitor restrictions.

STEPS IN PROCESS FOR COMPLAINTS & APPEALS

1. Request is considered by initial decision maker at facility- Visit request is granted or denied
2. If denied, may be reviewed by site administrator – Original visit request decision upheld or overturned
3. If denied, may be escalated to Fraser Health PCQO -The program contact will work with family and facility to pursue timely resolution of concern.
4. If not resolved, may be escalated to FH “expert panel review”- A SBAR format will be used for communication.
 - Note: Fraser Health has chosen to include this step but is not in provincial process. 24 hour “turn around”.
5. If still not resolved, will be escalated to PHO consulting with Medical Health Officer for recommendations.- SBAR format. Final FH step.

PROCESS FOR COMPLAINTS & APPEALS- LTC/AL VISITOR RESTRICTIONS

For more information or questions:

- janice.lochbaum@fraserhealth.ca
- pcqoffice@fraserhealth.ca **1-877-880-8823**

SHARING STORIES AND SUCCESSES

Did you receive a message of thanks from a family? Or come up with a creative way to connect residents/tenants with their loved ones?

We want to share them so we can all celebrate and learn from them.

Shannon.Henderson@fraserhealth.ca

Barb.Floden@fraserhealth.ca

Q&A

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