

**Ministry of Long-Term Care**  
Assistant Deputy Minister  
Long-Term Care Policy Division

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**Ministère des Soins de longue durée**  
Sous-ministre adjointe  
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February 12, 2024

**MEMORANDUM TO: Long-Term Care Licensees**

**FROM: Sean Court, Assistant Deputy Minister**

**RE: Sections 42 and 43 of the *Fixing Long-Term Care Act, 2021* (Quality)**

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On April 11, 2022, the *Fixing Long-Term Care Act, 2021* (the “FLTCA”) and Ontario Regulation 246/22 (the “Regulation”) came into force. This new legislation established a stronger foundation for us to work together to fix long-term care and transform resident centred service delivery.

As we near the two-year anniversary mark of the FLTCA and the Regulation coming into force, I would like to take this opportunity to remind you about your obligations related to the continuous quality improvement initiative and resident and family/caregiver experience survey (sections 42 and 43 of the FLTCA and Part III of the Regulation).

These requirements are intended to drive improvements in quality of care and resident quality of life by strengthening the voices of long-term care residents and improving transparency across the long-term care sector.

### **The resident and family/caregiver experience survey**

The FLTCA requires a licensee of a long-term care home to ensure that, at least once in every year, a survey is taken of the residents, their families and caregivers to measure their experience with the home and the care, services, programs and goods provided at the home. A licensee must make every reasonable effort to act on the results of the survey.

Both the results of the survey and actions taken to improve the long-term care home, and the care, services, programs and goods based on those results must be documented. The documentation must be shared with the Residents’ Council and Family Council, if any. A licensee must seek the advice of the Residents’ Council and

Family Council, if any, in carrying out the survey and acting on its results. The documentation must also be available to residents and their families and during an inspection.

### **The continuous quality improvement initiative**

The FLTCA requires that a licensee implement a continuous quality improvement initiative for a long-term care home. As part of the continuous quality improvement initiative, the FLTCA and the Regulation require every licensee to:

- establish an interdisciplinary quality improvement committee;
- ensure the home's continuous quality improvement initiative is co-ordinated by a designated lead;
- prepare a report on the continuous quality improvement initiative for the home for each fiscal year and publish the report on its website, subject to the regulatory requirements for websites; and,
- maintain a record setting out the names of the people who participated in evaluations of improvements in the continuous quality improvement report.

Licensees are encouraged to leverage existing processes and structures as part of their continuous quality improvement initiative and to develop the policies, procedures, and processes necessary to comply with the FLTCA and Regulation and support implementation over time.

### **The continuous quality improvement designated lead**

A long-term care home licensee must ensure that the home's continuous quality improvement initiative is co-ordinated by a designated lead, who must be a member of the home's staff.

### **The continuous quality improvement report**

The continuous quality improvement initiative report must be prepared by a licensee for each fiscal year no later than three months after the end of the fiscal year. The next report is for the fiscal year ending March 31, 2024.

The continuous quality improvement initiative report must meet the requirements set out in the Regulation. For example, it must contain the name of the home's designated lead for the continuous quality improvement initiative, a written record of the actions taken to improve the long-term care home during the fiscal year and the home's priority areas for the next fiscal year. A copy of each continuous quality improvement initiative report is to be provided to the Residents' Council and Family Council, if any, and published on the home's website. The report does not need to be submitted to the ministry.

To streamline these reporting requirements, the Ministry of Long-Term Care worked with Ontario Health to enable licensees to use the QIP Navigator to integrate requirements for the QIP and continuous quality improvement report in a single report. However, it remains a licensee's responsibility to ensure the requirements for both the QIP and the continuous quality improvement initiative report are met, including that the report contains the information required under the Regulation and has been published on the home's website.

If you have any questions about how the QIP Navigator can be used to complete both the QIP and continuous quality improvement initiative report, please email [QIP@OntarioHealth.ca](mailto:QIP@OntarioHealth.ca).

### **The continuous quality improvement initiative committee**

The Regulation sets out the required minimum membership of a long-term care home's continuous quality improvement committee. It includes at least one member of the home's Residents' Council and one member of the home's Family Council, if any. The committee is intended to encourage continuous quality improvement through collaboration between the long-term care home's staff and leadership as well as representatives from the Residents' Council and Family Council, if any. The committee should create a safe and collaborative space for its members to fulfil their responsibilities, which are also set out in the Regulation.

I want to thank you for your ongoing efforts to continuously improve long-term care services in Ontario. I look forward to our continuing to work with you.

Sincerely,



Sean Court  
Assistant Deputy Minister  
Long-Term Care Policy Division

c: Kelly McAslan, Assistant Deputy Minister, Operations Division, Ministry of Long-Term Care  
Dr David Kaplan, Vice President, Quality, Clinical Institutes and Quality Programs, Ontario Health