

**2018 Summary Compliance Orders/DRs issued in all MOHLTC inspections during the 2018 Calendar Year
by Problem Category (see below for category definitions)**

Total # COs	Number of Orders/DRs by Problem Category							Total 2018	Total 2017
	Hamilton 120(DR6)	London 89(DR4)	Ottawa 90(DR14)	Sudbury 131(DR21)	Toronto 101(DR4)	Central East 63(DR1)	Central West 124(DR6)	717(DR 56)	832
Nursing and Personal Care	22	19(1DR)	6(1DR)	11	9	11	23	101(2)	75
Care Plans	11	3	7	29(4DR)	13	12	9	83(4)	109
Resident Rights	26(2DR)	8	9(2DR)	16(4DR)	27(DR1)	17	31(2DR)	134(11)	124
Restraint Use	5	2	1	5	1	0	1	15(0)	13
Medication	13(1DR)	10(1DR)	11(5DR)	5	10	2	3	54(7)	61
Dietary	4	1	6	9(1DR)	1	4	0	25(1)	34
Safety/Hazards/Security	21(1DR)	0	22(2DR)	9(2DR)	23(DR2)	8	6	89(7)	153
Maintenance Issues	1(1DR)	3	1(1DR)	2	3	1	3	14(2)	21
Facility Management	11(1DR)	16(1DR)	10(1DR)	29(7DR)	7(DR1)	6(1DR)	26(2DR)	105(14)	103
Quality Assurance	6	27(1DR)	17(2DR)	16(3DR)	7	2	21(2DR)	96(8)	137
Resident/Family Councils	0	0	0	0	0	0	1	1(0)	2

Comments: Overall, there were fewer COs issued in 2018, compared to 2017, a good sign. But we are concerned about the increase in COs issued under Resident Rights, especially as that category also has the second most DRs (after Facility Management).

Note: 2018 is the first year Director Referrals (DRs) have been included in the MOHLTC public inspection reports. A DR is issued when the home has been issued 3 successive COs for the same non-compliance.

RQI Problem Category Definitions

Nursing and Personal Care includes general nursing care, assessment & reassessment of resident needs, wound care and weight care management,

Care Plans includes implementation of plan, accessibility to care staff, reviews and revisions as necessary, interdisciplinary care conferences which include resident and family, and complete, accurate documentation.

Resident Rights includes the right to dignity, privacy, respect, individuality, and freedom from all categories of abuse ; consent to treatment, appropriate resident activities and programming, and bathing/grooming provided as appropriate.

Restraint Use includes resident/family consent, doctor's order, repositioning, and required documentation.

Medication includes orders signed for by appropriate personnel, storing, documenting, dispensing, and evaluation of medication use.

Dietary includes all issues related to nutrition and meal service.

Safety/Hazards includes infection control and any practice that could contribute to risk or injury, such as bed rails, water temperature safety, poor disaster plans, unlocked doors.

Maintenance Issues includes maintenance, housekeeping issues and general cleanliness as well as unclean or inadequate linen and supplies.

Facility Management includes staffing issues, information provided to residents, and critical incident reporting.

Quality Assurance includes policy & program development, implementation and evaluation, including abuse policies.

Resident/Family Council includes timely, written response to concerns, supporting & consulting with councils as required.