

Webinar Recap for October 19th, 2020

LTC+ Acting on Pandemic Learning Together

TOPIC

COVID-19 Second Wave Action Plan in Quebec

KEY AREA(S)

Prevention

SPEAKER(S)

- **Diane Boyer**, OPUS-AP Provincial Project Lead, Mandated by the CIUSSS de l'Estrie
- **Andrée-Anne Rhéaume**, OPUS-AP Territorial Lead, Centre d'excellence sur le vieillissement de Québec (CEVQ)

SESSION OBJECTIVE(S)

- Learn from the approach used in Quebec to prevent outbreaks in LTC facilities during wave two of COVID-19
- Offer concrete strategies for organizations to prevent future outbreaks
- Share next steps to participate in the LTC+: Acting on Pandemic Learning Together program

SUMMARY

1. During the first wave of COVID-19 in Quebec, seniors were the most affected. Over 91% of the people who died from the disease were 70 years of age and older, of which ~65% lived in long-term care and 17% in retirement homes. The main challenges in Quebec's pandemic responses are outlined below:

MAIN CHALLENGES

- Lack of accountable managers
- Limited workforce, prompting movement between facilities and dependence on employment agencies
- High rate of absenteeism among health and social services staff
- Staff desertion in certain private residential settings, increasing pressure on network staff, who have to compensate to avoid service disruptions
- Limited ability to respond to prevent and control infections



The New Brunswick
Association of
NURSING
HOMES

L'Association des
FOYERS
DE SOINS
du Nouveau-Brunswick

CADTH Evidence
Driven.

FONDATION
AMC  CMA
FOUNDATION



BC PATIENT SAFETY
& QUALITY COUNCIL
Working Together. Accelerating Improvement.



MANITOBA INSTITUTE
FOR PATIENT SAFETY

Canadian Foundation for **Healthcare Improvement**

Fondation canadienne pour l'**amélioration des services de santé**



Canadian Patient Safety Institute
Institut canadien pour la sécurité des patients

2. Quebec developed an action plan for a possible second wave of COVID-19, which involved the following 9 interventions, as focused on the senior population:
- Action Point 1: Senior Residences
 - Reduce risks for residents; ensure accountability; ensure public-and private-sector partners understand and fulfill their responsibilities; and improve communication between 1) managers and public authorities, 2) users and their families
 - This involved the following items:
 - Maintain safe access to residential settings for caregivers
 - Designate a manager at each CHSLD and support medical and administrative teams
 - Clarify the roles and responsibilities associated with residential settings and make the necessary regulatory changes
 - Facilitate extraordinary government response in the event residents are in danger
 - Implement regular monitoring mechanisms in private facilities
 - Provide tools to improve communications
 - Computerize public CHSLDs
 - Action Point 2: Vulnerable People
 - Limit the impact of the health crisis on seniors; reduce the harm caused by the health crisis on Quebecer's mental health
 - Action Point 3: Workforce
 - Increase the number of trained health and social services staff members; stop workers from moving between facilities, including for independent workers; and ensure ongoing training for health and social services professionals amid the pandemic and accelerate the integration of new graduates into the workforce
 - Action Point 4: Screening
 - Quickly identify people who have been infected by the virus, and those who came into contact with them, when they were contagious; and organize services to foster an agile response adapted to the needs of the population and health system.
 - Action Point 5: Outbreak Prevention and Management
 - Improve infection and control practices in health and social services facilities
 - Action Point 6: Clinical Organizations
 - Maintain optimal and safe services amid the new COVID-19 reality
 - Action Point 7: Procurement
 - Secure the supply of medicine and personal protection equipment; and increase the inventories of critical medicines in pharmaceutical departments to 90 days of use
 - Action Point 8: Governance
 - Ensure consistency of action throughout the network, especially in the Montreal area, and optimal organization of services to adequately meet the needs of the population

- Action Point 9: Communications
 - Inform network employees and collaborators affected by a directive in a clear and timely manner; and inform the entire population in a balanced, efficient and consistent manner
3. Highlighted below are the overall key takeaways from Quebec’s experience of the first wave of COVID-19 and their action plan for a possible second wave:



CONCLUSION

- Extraordinary event: considerable challenge for all governments
- Protect the population and care for those affected
- Healthcare systems are already very busy in normal circumstances
- Potential second wave:
 - Take lessons from the first wave of the pandemic
 - Establish an action plan to adapt Quebec’s health and social services system to the new reality
 - Make the necessary adjustments to face a potential second wave
- Seniors are the most affected
 - Weak response capabilities in certain seniors’ residences, particularly in CHSLDs, as most deaths occurred in these facilities.
- Action plan aims to address specific problems
 - By the end of September, actions that take into account the network’s current capacity should be implemented.
- Malleable plan
 - Closely monitor the network’s state of preparedness

RESOURCES SHARED

Listed below are the resources mentioned during the webinar:

- [Reimagining Care for Older Adults Report](#)
- [COVID-19: An Action Plan for the Second Wave, Quebec](#)
- [For-Profit Long-Term Care Homes and the Risk of COVID-19 Outbreaks and Resident Deaths](#)

WEBINAR RECORDING

[Watch the full webinar here!](#)

The newly amalgamated organization that brings together the Canadian Foundation for Healthcare Improvement and the Canadian Patient Safety Institute works with partners to share proven healthcare innovations and best practices in patient safety and healthcare quality. Working together with patients and other partners, we can deliver lasting improvement in patient experience, work life of healthcare providers, value for money and the health of everyone in Canada. The organization is a not-for-profit charity funded by Health Canada. The views expressed herein do not necessarily represent the views of Health Canada. Visit cfhi-fcass.ca and patientsafetyinstitute.ca for more information.