

TRANSITIONING FROM HOSPITAL TO LONG-TERM CARE

Leaving the hospital is the next step on your care journey.

Your care provider has informed us that you no longer need acute medical care at a hospital.

In Ontario, you have a range of options to help you get the appropriate care you need. **We have explored these options with you and determined that long-term care may be the most appropriate setting for your care needs.**

If eligible, your admission to a long-term care home is coordinated by placement coordinators at Home and Community Care Support Services. Your placement coordinator will work with you to support your move into a long-term care home that can meet your care needs. The home will be your first choice home or another one that can meet your needs while you continue to wait for your first choice home.

Patients, their families and caregivers are encouraged to visit the long-term care homes discussed. If you are unable to visit the homes, you can view photos, information or virtual tours of Ontario's long-term care homes at www.thehealthline.ca. This will help you get a sense of what the home looks like, where it is located, and meet the people who work and live in the home.

About Long-Term Care Homes

Long-term care homes offer a safe, secure and specialized care environment for people who can no longer live independently because of the high level of care or supervision they require. Long-term care homes are licensed and funded by the Government of Ontario and must meet requirements under the *Fixing Long-Term Care Act, 2021*.

- All long-term care homes are required to meet the same standards of care, regardless of home type, ownership model, location or size.
- Long-term care homes provide a home-like environment and can offer recreational services and social supports.
- Some long-term care homes are better able to provide culturally appropriate, religious and linguistic services; tailoring meals, daily practices and activities to meet these needs.



How is a home selected?

The placement coordinator is here to support you. Our goal is to work with you to find a home that meets your care needs within a 70 km radius of your preferred location(s). Your preferred location(s) can be anywhere in Ontario, and could be the location of your first choice long-term care home, or the location of a caregiver or family member. If your preferred location is in the North East or North West region of the province, the homes selected may be within a 150 km radius of your preferred location or further to ensure we can select a home to meet your needs. Where possible, the care coordinator will consider your religious, linguistic and ethnic preferences when selecting a home.



How long will I have to wait to get into a home that I selected?

Long-term care wait times vary depending on the homes chosen. Please speak with your placement coordinator to discuss wait times for specific long-term care homes.



Why can't I wait in hospital?

A hospital is not a home. Hospitals are not designed to meet an Alternate Level of Care (ALC) patient's restorative, supportive or rehabilitative needs, and while you wait in hospital, you are at risk for hospital-based infections. There are more appropriate settings, such as long-term care, where you can receive the right care in a home-like environment and benefit from social activities like dining, recreation and physical activity. There is evidence that without the social and recreational supports provided in other care settings, you could be at risk for physical and cognitive decline. Your timely admission into a long-term care home will ensure you get the health and personal care required to support your independence, safety and quality of life. As well, other respiratory illnesses may put added pressure on the health system and limit capacity in our hospitals. This impacts all Ontarians, including those who may require hospital care.



What happens if I do not agree to the long-term care admissions process?

If you do not consent to being assessed for admission to long-term care, a placement coordinator will use your hospital and health records, and will consult with your doctor and home and community care providers, to determine your eligibility, where required. If you are eligible for long-term care, the placement coordinator will identify one or more homes within your geographic radius that meet your care needs and share your information with the homes for the purposes of accepting or declining your application. The placement coordinator will continue to keep you informed throughout the process and inform you when a bed becomes available.



What happens to my list of homes if I move into a home that was selected by my placement coordinator?

Patients who move into a long-term care home selected by the placement coordinator will continue to remain on the waitlist in the crisis category for their top five choice homes. Once you have moved into a home, the placement coordinator will contact you to discuss transfer options and work with you to select your preferred homes for a future transfer, if you have not already done so.



I applied for a basic bed and don't have the means to pay for a private/semi-private room that you are offering. Do I have to pay the higher rate for the private/semi-private bed?

The placement coordinator will work with the home directly to make the bed available at the basic accommodation rate. You will only be required to pay for the bed-type that you requested. Once you move into the home, you will be placed on an internal transfer list for basic rate accommodation. When a basic bed becomes available, you will be required to transfer to that basic bed or begin paying the preferred accommodation rate for the current room.



What if I get to the long-term care home and I do not like the home?

If you have concerns about the care in the long-term care home, please speak with the home's Administrator to resolve the issues. You can also contact the *Long-Term Care Family Support and Action Line* at 1-866-434-0144 or the *Patient Ombudsman* at 1-888-321-0339 to voice your concerns and complaints.



What happens if I do not accept the bed offer?

If you decline a bed offer from a long-term care home, you will continue to remain on the waitlist for the long-term care homes you and the placement coordinator have selected. Regardless of whether the home was selected by you or the placement coordinator, the hospital discharge team will be informed if you decline a bed offer.

Hospitals will charge you a rate of \$400 per day if you no longer require acute medical care and have received an offer for a bed in long-term care but choose to remain in hospital while waiting for a setting that best meets your care needs. Patients and substitute decision makers are encouraged to speak with the hospital directly if you have questions or concerns about the fee.



If I am not satisfied with the process, who can I speak to about my concerns?

Please speak with your placement coordinator to discuss any concerns or complaints. The placement coordinator is most familiar with your situation and wants to hear what is going well and what they can do to address your concerns. Your placement coordinator will work with you or your substitute decision maker to address any concerns. If your concern is not addressed to your satisfaction, you can contact your local Home and Community Care Support Services patient experience team. If your concerns are not resolved with Home and Community Care Support Services, you can contact the *Long-Term Care Family Support and Action Line* at 1-866-434-0144 or the *Patient Ombudsman* at 1-888-321-0339.

For more information:

- 310-2222 (no area code required) | www.healthcareathome.ca
- Long-term care in Ontario: www.ontario.ca/page/ministry-long-term-care
- For virtual tours of Ontario's long-term care homes: www.thehealthline.ca
Enter your city or postal code in the search field, then search "long-term care homes"
- For long-term care inspection reports: <http://publicreporting.ltchomes.net/en-ca/default.aspx>