

May 2018

**Retirement Homes Regulatory Authority Response
Regarding the RHRA Risk Officer’s Annual Report 2017-18**

Introduction

Deanna Williams was appointed as Risk Officer in March 2013. The Risk Officer reports to the Board of Directors and exercises an independent role in assessing the effectiveness of the RHRA’s administration of the *Retirement Homes Act, 2010*, and O. Reg. 166/11.

The Board accepted the Risk Officer’s fourth annual report in March 2018. The report focused exclusively on RHRA’s Risk Framework. In particular, the Risk Officer reviewed the adequacy and alignment of the new Inspection, Compliance and Enforcement model (ICE) with best practices, the relationship between the ICE model and the overall strategy of the risk framework, and the Authority’s plans for further enhancements and continuous improvement to the risk framework. In general, the Risk Officer’s findings were extremely positive, and her recommendations were to continue implementing the proposed strategy.

The Board and RHRA staff commend Ms. Williams for her work and welcomes her report which provides opportunity for further continuous improvements within RHRA to advance the safety and protection of retirement home residents.

The Risk Officer

Risk Officer Observations and Comments of Note	RHRA Comments
<p>A further overlapping strategy for evaluation and continuous quality improvement will include an evaluation framework to measure and assess the impacts of risk informed decision-making; assess relationships between identified harms and ratings for risk; support a process for evaluation and reporting of results through public scorecards.</p>	<ul style="list-style-type: none"> • RHRA will continue implementing these recommendations as part of its overall risk framework strategy: <ul style="list-style-type: none"> ○ Evaluate the effectiveness of ICE on an annual basis through a combination of reviewing newly collected data, inspector inputs and external sources of information, at a minimum ○ Improve the risk assessments and enhance the ICE model by correlating data collected through the harms tracking initiative and the current risk ranking methodology ○ Support the Director, Communications in developing and providing analytics for public scorecards
<p>RHRA’s decision to organize external peer review of the process by an esteemed panel of international experts is a further step in the right direction. The ultimate goal of the Risk Framework and associated strategies is to move from a system focused on harms reduction to one that is focused on improving the quality of life for resident of retirement homes in Ontario.</p>	<ul style="list-style-type: none"> • The Peer Review process is expected to be completed in the spring of 2018. The initial feedback is positive and reinforces the direction of the RHRA. The Peer review panel recommends that the Risk Framework move beyond a system focused only on harms reduction to one that is more encompassing of the fundamental principle of the Act— which includes indicators such as dignity, respect, privacy, autonomy, comfort as well as security and safety. <ul style="list-style-type: none"> ○ This aligns with the initiatives in our strategic plan as we move towards incorporating quality of life.

- | | |
|--|--|
| | <ul style="list-style-type: none">○ RHRA has already integrated the recommendations from the peer reviewers into its business and strategic plans. |
|--|--|