



**BC Care
Providers**
ASSOCIATION

Celebrating 40 Years | 1977 – 2017



Final Report

BCCPA Public Consultation Survey

October 2016

By Lara Croll, M.A.

Public Consultation Survey: Final Report

By Lara Croll (M.A.), Policy Analyst

October, 2016

EXECUTIVE SUMMARY

In May of 2016 the BC Care Providers Association (BCCPA) released two major white papers focusing on the future of Seniors' Care British Columbia. The first paper focused on issues of funding, including issues such as long-term care insurance, and the potential use of vouchers ("care credit") to allocate public subsidies, among other concepts. The second paper focused on innovations, including new care models for seniors, improving dementia care, effective use of technology, and enhancing the health, safety and well-being of seniors.

Following the release of these two major white papers, the BCCPA conducted a public consultation survey focused on obtaining feedback regarding the options outlined in the White Paper. The online survey collected results from the public for eight weeks over the summer of 2016, promoted through online advertisements on Facebook and Twitter, as well as through the BCCPA website. The survey received over 750 responses, 56% of which were seniors over the age of 65.

Policy options that received broad support from the survey respondents are outline below. Full results from the survey are detailed in the body of this report.

Funding and Financing of Senior's Care:

- 93% of survey respondents agree that care operators should receive annual funding lifts linked to the rate of inflation, and 90% agree that care operators should have open, transparent & sustainable funding that allows for long-term planning.
- 68% of survey respondents indicated that they believe the seniors' care operators receive too little funding; this proportion increases to 89% when you exclude those with no opinion.
- 77% of survey respondents agree that residential care homes should be made exempt from municipal taxes; this proportion increases to 88% when you include those who agree as long as there is some oversight to ensure that savings are dedicated to improving care for the seniors.
- 89% of survey respondents agree that the Federal and Provincial Government should be setting aside funding to renew the infrastructure of BC's residential care homes, including installing ceiling lifts and sprinkler systems.

The Federal Role in Senior's Care:

- When asked to identify the top three priority areas where the Federal Liberal Government should be investing new dollars for health care, survey respondents indicated increasing staffing levels (61%), improving access to health care (60%), and reducing the cost of prescription medications (45%) as their top three priorities.

End of Life and Innovative Care Models:

- 88% of survey respondents agree that vacant or under-used residential care beds reserved for private pay clients should be converted to dedicated end-of-life care beds.
- 82% agree that residential care homes should be providing eligible seniors living off-site in the community (i.e. in a single family home, apartment or condo) with access to services such as adult care programs, and recreational or occupation therapy.

Dementia:

- 88% and 86% of survey respondents indicated that they believe that we need a National and Provincial Dementia strategy, respectively, to address the growing issue of dementia.

Senior's Well-Being:

- 85% of survey respondents agreed that British Columbia should be spearheading the development of a National Senior's Health Promotion Strategy that would outline strategies to promote seniors physical and mental well-being.
- 85% of survey respondents agree that Canada should be improving access to necessary prescription medications, including for seniors.

METHODOLOGY:

The survey was developed by BCCPA staff, and program using SurveyMonkey, an online survey tool. Surveys were promoted through BCCPA e-blasts to members, as well as online through the BCCPA website, twitter handle, and paid ads on social media (i.e. Facebook).

The survey collected responses for eight weeks, in July and August 2016. Respondents were offered an incentive to complete the survey – a \$50 Tim Horton’s Gift Card.

The survey utilized a number of question types, including:

- **Yes/No:** Participants were asked to indicate their support or opposition to policy options through *Yes/No/ Other -please explain* choices. Text responses were then coded as *yes, no, unsure, depends,* and *other* depending on the content of the comment.
- **Position Statements** Participants were asked to choose from a number of closed-response multiple choice options to indicate the statement that best represents their position on a number of issues in the continuing care sector.
- **Multiple Choice (Multiple Responses):** Participants were asked to prioritize areas funding areas by choosing the top three areas to focus additional revenue on.
- **Likert Questions:** Participants were asked to indicate their agreement or disagreement to a series of statements regarding issues in the continuing care sector.
- **Demographic Questions:** Respondents were asked to answer demographic questions on age, income and gender.

DEMOGRAPHICS:

Over 750 people took the survey over two months in July and August, 2016. Ultimately completion rates were high at 94%. The demographics of survey respondents breaks down as follows:

- The majority of respondents were women at 87%.
- While respondents from all age rages were represented, the most common age brackets were 65 to 74 (at 42%), and 55 to 64 (at 31%) respectively.
- Respondents from all income brackets were represented, though the most common was \$20,000 - \$39,999; likely reflecting the fact that the survey population was largely composed of older adults, who may be retired and on fixed incomes.

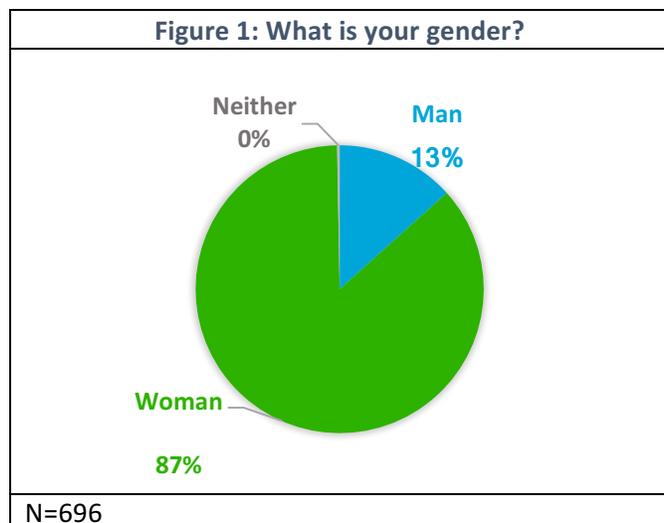
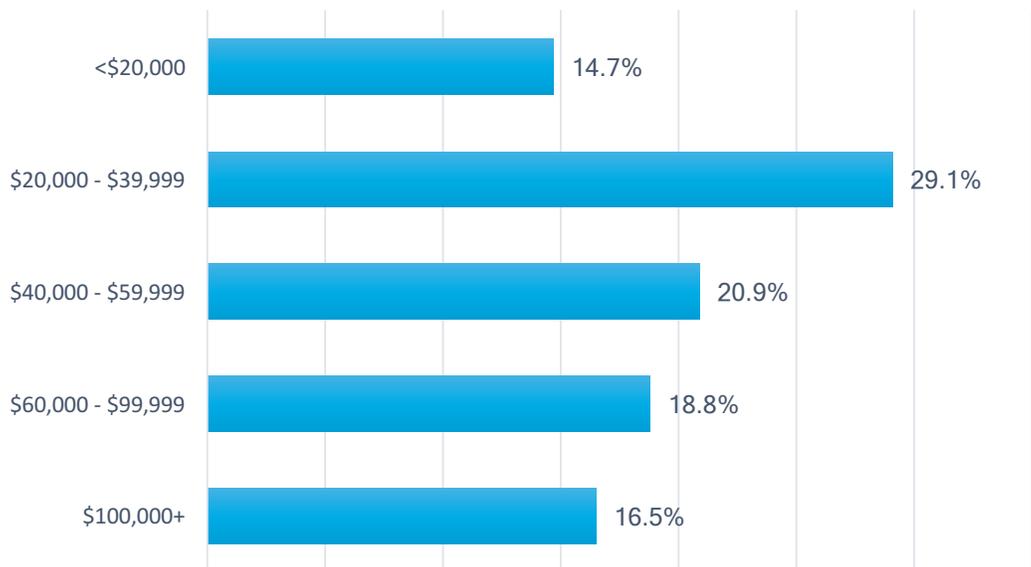
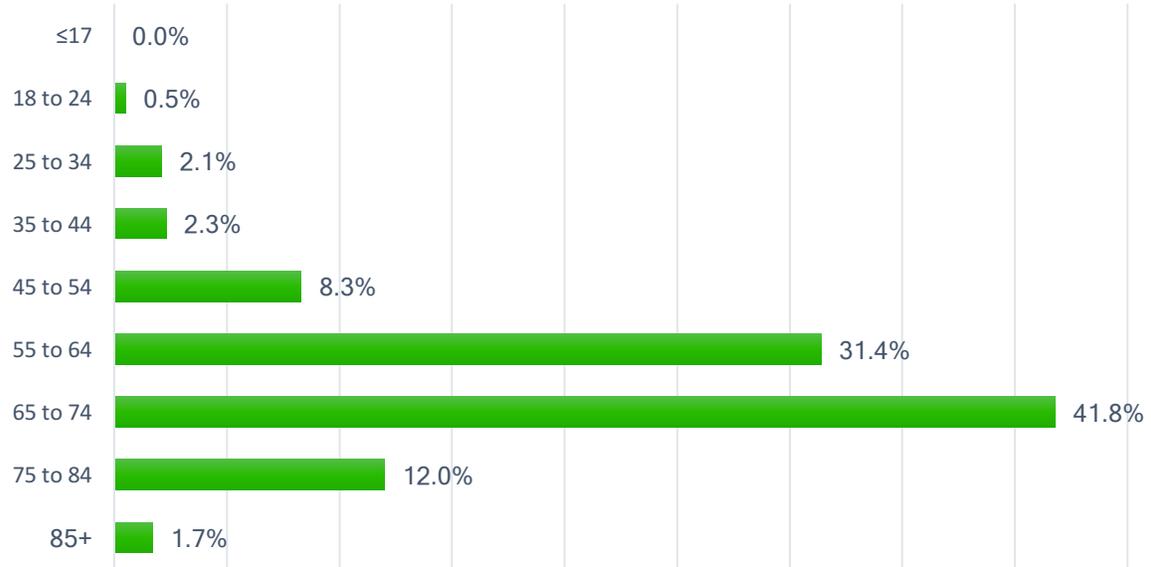


Figure 2: What is your gross annual household income



N=653

Figure 3: What is your age?



N=664

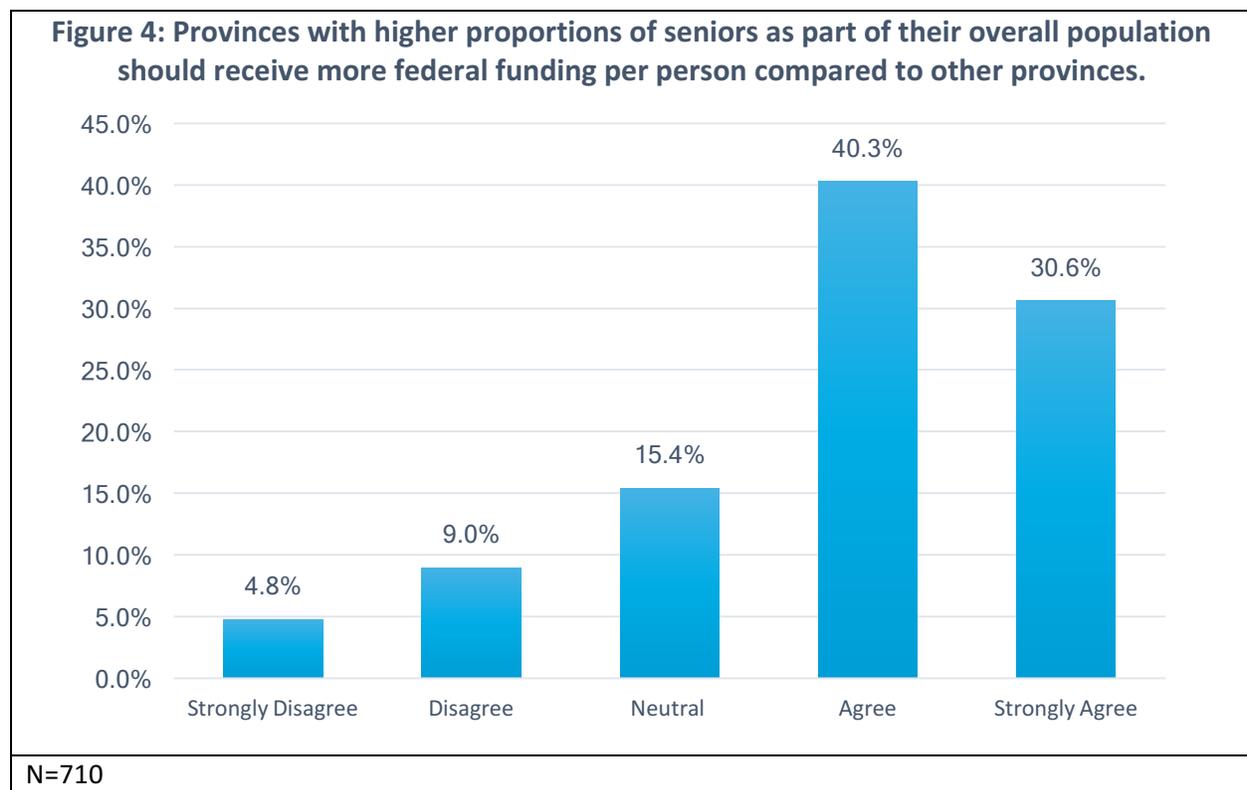
ANALYSIS OF SURVEY RESULTS

Funding & Financing Seniors Care

Federal Funding & Financing

Age-Adjusted Canada Health Transfer (Q15)

Survey participants were asked to indicate their opinion on the idea of an Age-Adjusted Canada Health Transfer (CHT), where provinces with higher proportions of seniors receive additional funding on a per person basis. This concept received moderate support, with just over 70% of respondents indicating support for this policy option. Fifteen per cent of survey respondents indicated that they were neutral on this issue, while 14% indicated that they disagreed.

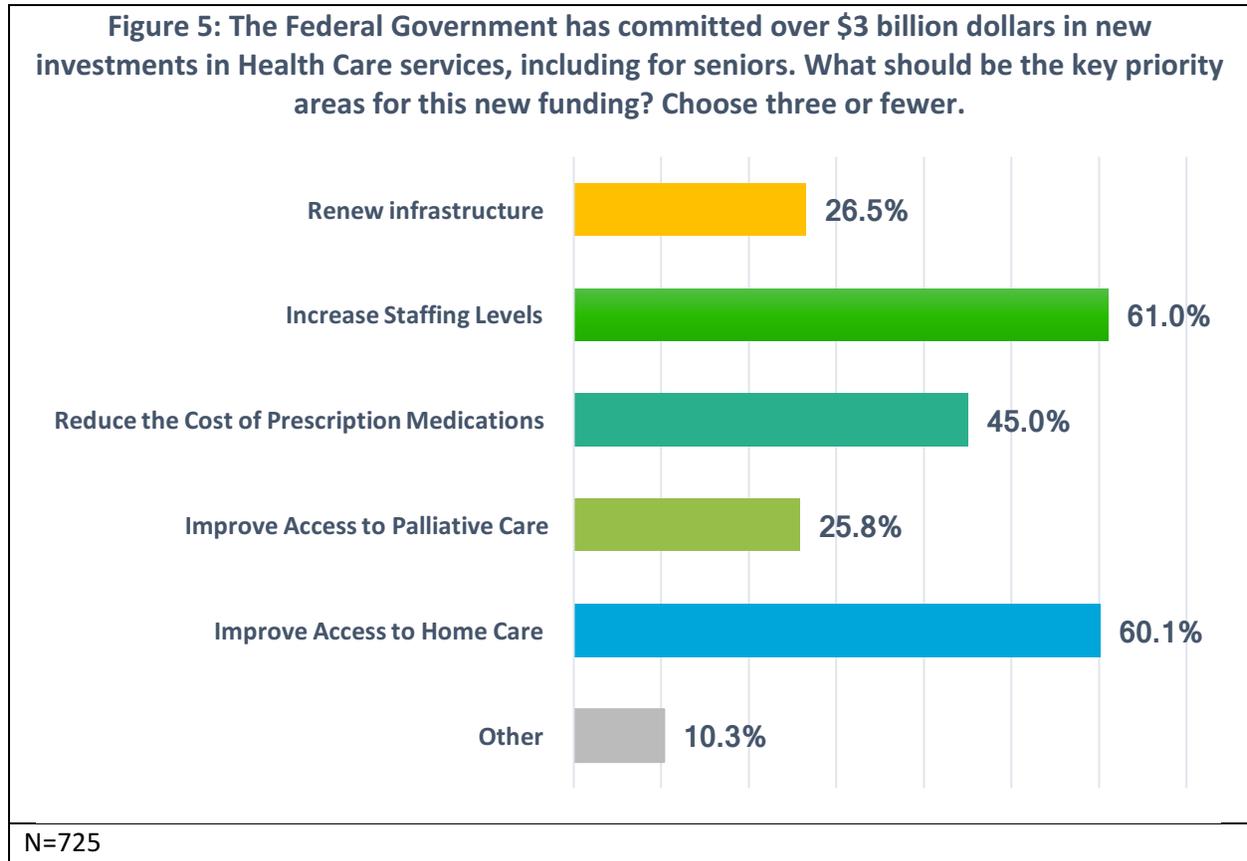


Attendees at the BC Care Providers Association’s (BCCPA) Inaugural Continuing Care Collaborative (BCC3) were asked about the level of funding and distribution of funding provided by the Canada Health Transfer). 57% of respondents indicated that the overall level of funding provided to the Provinces/ Territories through the CHT should be increased with conditions attached (such as setting aside specific funding for seniors care). 24% of respondents indicated that they did not believe the overall level of funding allocated by the CHT needed to be increased, but that its distribution should be shifted through an age-adjusted CHT. Full results can be seen in Appendix B.

Federal Liberal Campaign Commitments (Q14)

Survey respondents were asked what areas of health care the Federal Liberal Government should be investing in, given the \$3 Billion commitment that was made during the 2015 election campaign. Respondents, who were allowed to identify up to three areas, indicated that their top priorities were:

- Increasing staffing levels for care (61%);
- Improving access to home care (60%); and
- Reducing the cost of prescription medications (45%).

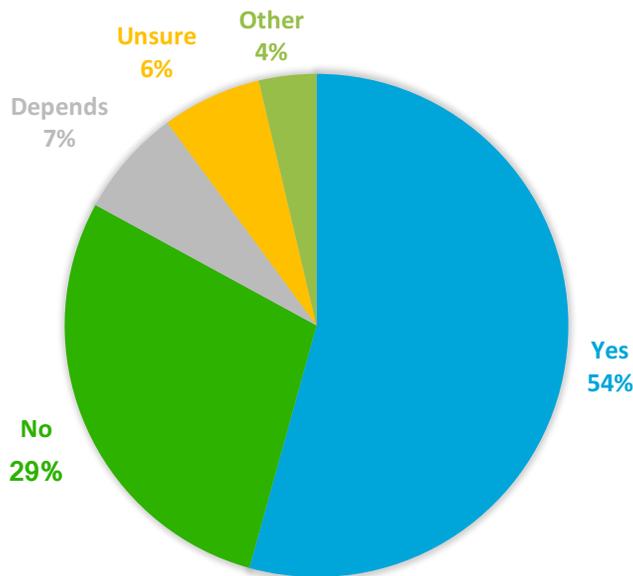


Attendees at the BCC3 were similarly asked about where the Federal Government should be prioritizing new funding for the senior’s care sector. Their top three priorities were improving access to home care & support (34.8%); increasing staffing levels in care homes (26.7%); and reducing the cost of prescription medications (13.9%). Lesser priorities were increasing access to subsidized assisted living, renewing infrastructure, and improving access to palliative care (see Appendix B for further information).

Long-Term Care Insurance (Q4)

Survey respondents were asked whether they believe that Canada should establish a new mandatory long-term care insurance plan to help cover the costs of seniors care. Only 54% of survey respondents indicated support for such an initiative, with an additional 7% indicating depends. Of those indicating support, many were concerned about how such a program would be financed (e.g. through general tax dollars, or a program like EI). Several survey respondents indicated that they would only support such a program if some form of protection were included for low-income seniors to ensure that those of little means wouldn't be overburdened.

Figure 6: Do you think Canada should establish a new mandatory Long-Term Care Insurance plan to help cover the costs of seniors care?



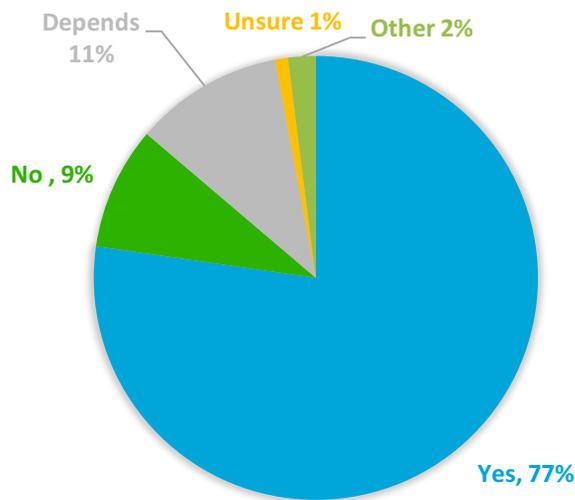
N=735

Attendees at the BCC3 were similarly asked about their support for a new mandatory long-term care insurance plan. 44% of attendees indicated that they would oppose such an initiative, with only 29% indicating support. The remaining attendees were either neutral or didn't know. See Appendix B for further details.

Municipal Taxes (Q3)

Survey participants were asked to indicate their level of support for exempting BC care homes from municipal taxes, similar to a policy that is currently in effect in Alberta. Over three-quarters of survey respondents indicated support for this option (77%). An additional 11% of survey respondents indicated depends for this option, indicating that they would support this option only for non-profit care homes (7%), or if there were specific oversights to ensure that the funds were devoted to improving care for residents (4%). Only 9% of survey respondents indicated that they would oppose this policy outright. The most common reason given for opposing this policy was that it would tend to decrease municipal tax revenues.

Figure 7: In Alberta, residential care homes are exempt from paying municipal property taxes so that funds can be focused on providing care for seniors. Do you think British Columbia should implement the same policy?



N=748

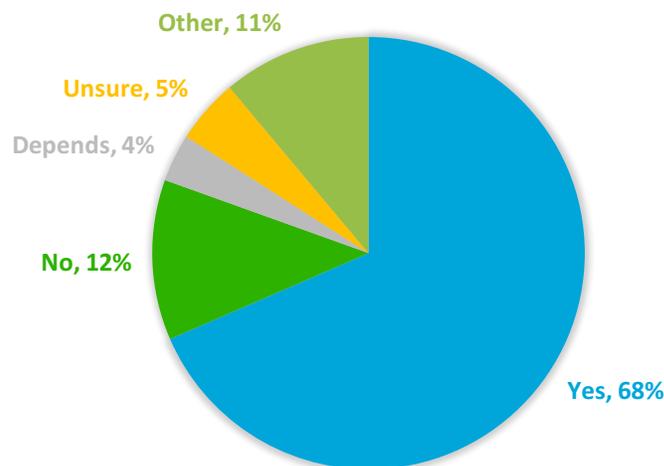
Provincial & Health Authority Funding & Financing

Care Credits (Q6)

Survey respondents were asked if they would support the use of vouchers or care credits for seniors to purchase directly continuing care support services. This proposal received moderate support, with 68% indicating support, and an additional 4 percent indicating depends. While 12 percent of respondents did not support this proposal, an additional 5% were unsure and 11% provided text responses that could not be categorized as *yes*, *no*, *unsure*, or *depends*.

The content of the text responses indicated that the survey respondents, in general, were not particularly familiar with the concept of providing cash subsidies for care instead of in-kind provision. Respondents expressed concerns and questions regarding how the value of the subsidy would be determined (i.e. who would decide how much care an individual received, and whether it would be dependent on the senior's finances), whether it would create waitlists at some care homes, and how such a program would work for individuals with cognitive decline (e.g. dementia) or without family and friends as support. Finally, some expressed concerns regarding how care providers and operators would be licensed and regulated.

Figure 8: Do you think seniors should be able to choose their own Residential Care or Home Support Provider through the allocation of "Care Credits" - i.e. a government subsidized voucher for seniors care services?

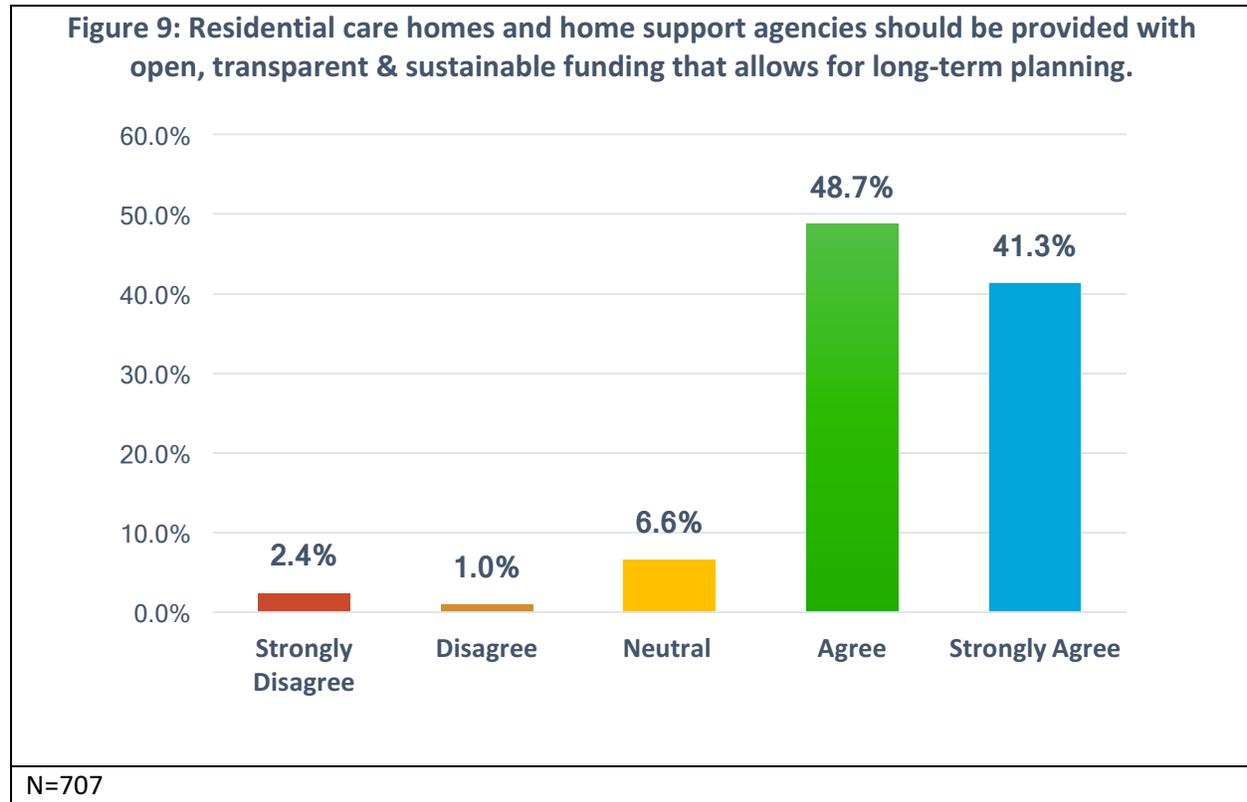


N = 731

Attendees of the BCCPA's Inaugural Continuing Care Collaborative event on September 20th at the Wosk Centre for Dialogue were asked a similar question regarding the use of care credits: specifically, they were asked if they believed that care credits would be an effective way to provide seniors with greater consumer choice regarding their care. 72% of Wosk attendees indicated that they agreed with this statement, while 12% indicated that they disagreed; the remaining seven percent remained neutral. See Appendix B for further information.

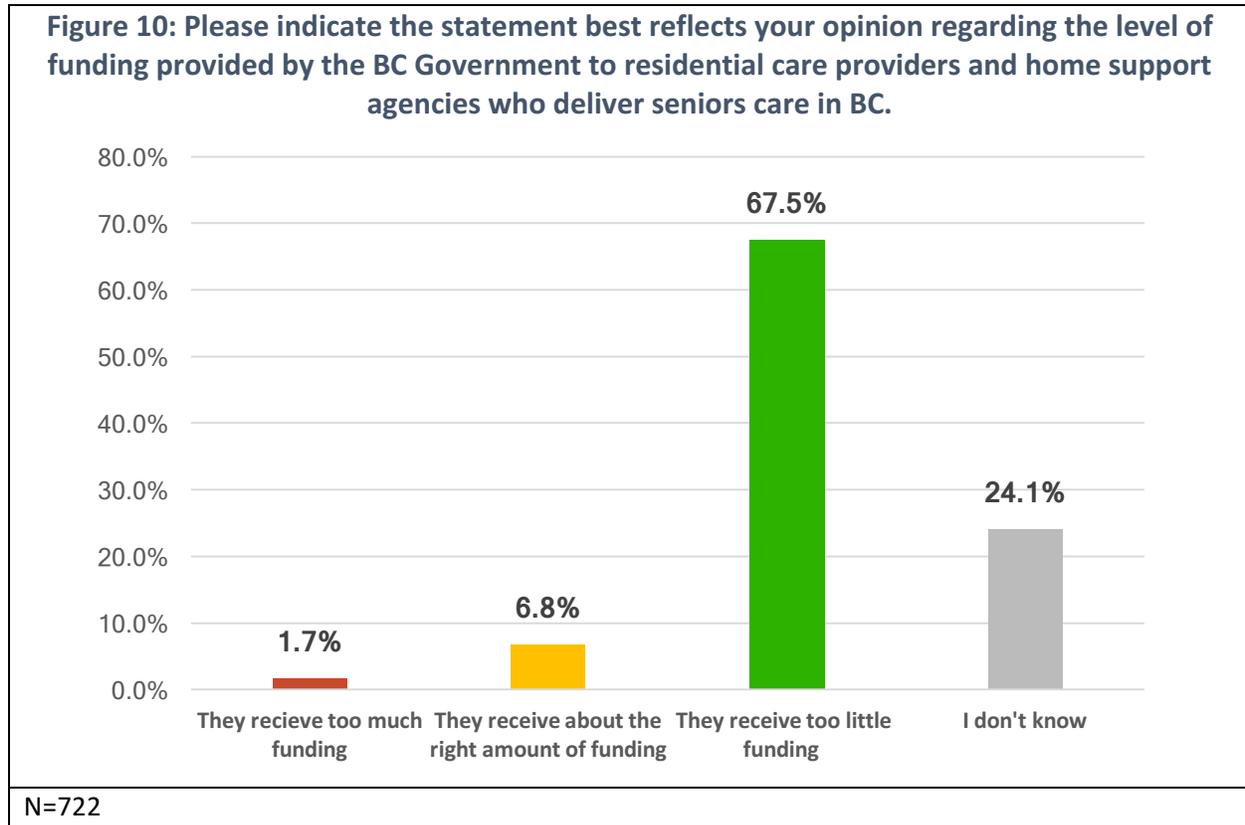
Long-Term Sustainable Funding (Q17)

Survey respondents were asked to indicate their degree of support or opposition to the principle that operators in the continuing care sector receive open, transparent and sustainable funding in order to allow for long-term planning. Ninety per cent of survey respondents indicated that they agreed with this statement. Only 3.5% indicated disagreement, with the residual 7 per cent remaining neutral.



Levels of Funding for Care Operators (Q12)

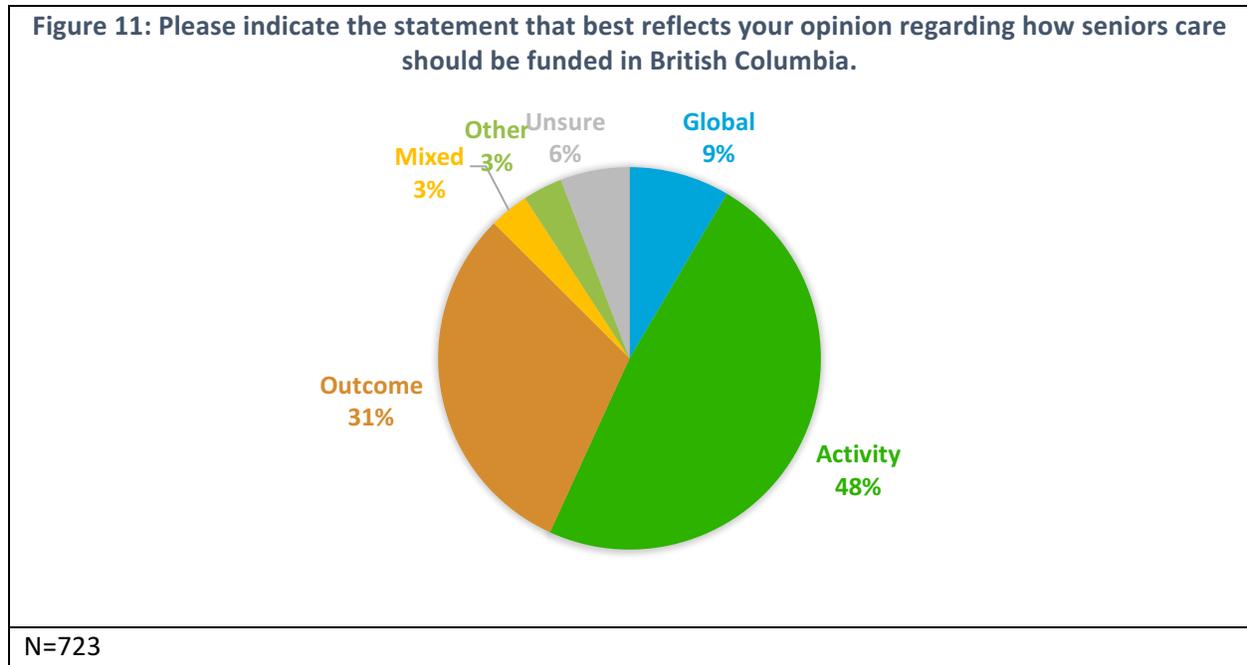
Survey respondents were asked about their perception of the funding levels provided to care operators in BC. Nearly 70 per cent of survey respondents indicated that they perceived that care operators in BC were receiving too little funding (67.5%); while 24.1% indicated they had no opinion. Only 7 per cent of respondents indicated that they felt that current funding levels were sufficient, while less than 2 per cent indicated that care operators receive too much funding.



Funding Mechanisms: Global, Activity & Outcome Based Funding (Q13)

Survey respondents were also asked to indicate what they believe to be the most appropriate funding mechanism for seniors’ care operators: global funding, activity-based funding, outcome-based funding, or another option not listed. Almost half of survey respondents (48%) indicated that they believed that funding for care should be provided based on the actual activities and services that care operators are providing (i.e. activity based funding). An additional thirty percent indicated that they would support Outcome Based Funding. Only 9% of respondents indicated that they support the status quo – Global Funding.

While not an option outlined in the survey, 3% of survey respondents indicated that they felt that funding should be based on a mix of outcome and activity based funding, as well as taking into account the acuity of the population that they are serving.



Attendees at the BCC3 were also asked about their preferences for funding mechanisms. When given the choice between global (i.e. status quo), activity, outcome, mixed and other, 65% of respondents chose mixed. When asked about global funding versus mixed, 84 percent chose mixed. (Future details in Appendix B).

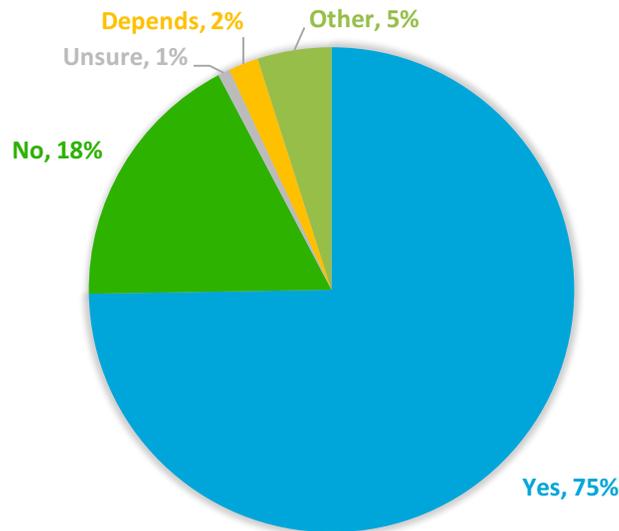
Funding Linked to Acuity (Q1)

Survey respondents were asked to provide their opinion on whether the funding provided to seniors' care providers should be linked to the acuity of the residents/clients that they care for, such that care homes and home support operators with more challenging clients would receive higher levels of funding. This option received moderate support, with 75% of survey respondents indicating support for this concept, and an additional 2 percent indicating depends.

Almost twenty percent of survey respondents indicated that they did not support this proposal, many citing the fact that they believe such a system would be good in theory but difficult to implement and manage in practice.

However, it should be noted that the responses to this question may not be completely reliable as several survey respondents gave answers that indicated that they were thinking about how much of a public subsidy seniors should get when paying for care (captured under the "other" category in the chart below), rather than the funding provided to the operator of the home. This confusion may be due to the wording of the question, or may point towards a lack of understanding in the general public regarding how care homes are funded.

Figure 12: Do you think funding levels for Residential Care Homes and Home Support Providers should be linked to the actual health conditions of the seniors they are caring for (in other words, the less healthy the senior, the higher the level of funding)?

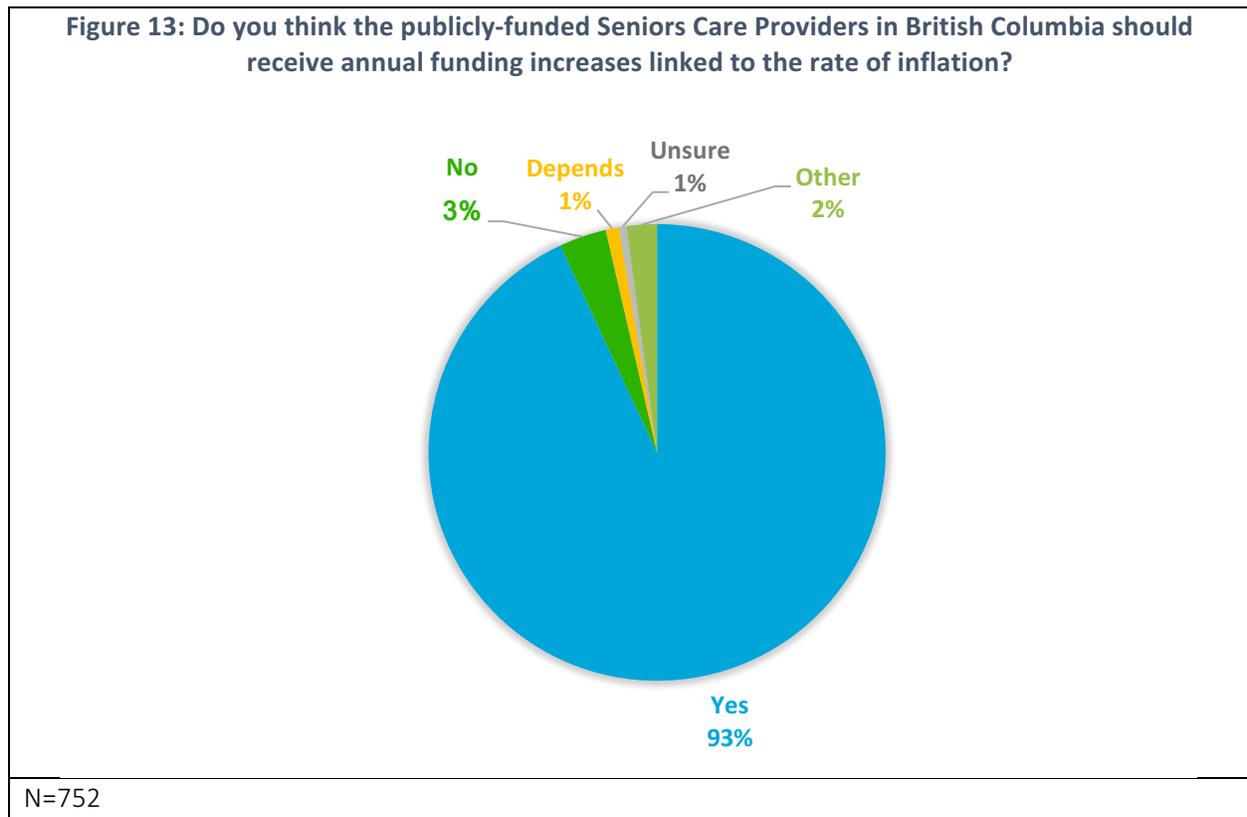


N=752

Funding Linked to Inflation (Q2)

Survey respondents were asked whether they believed that continuing care including residential care and home care & support providers in BC should receive annual funding lifts linked to the rate of inflation. This concept received overwhelming supporting from survey respondents, with 93% supporting, and another one percent providing indicating depends.

Only 3 per cent of survey respondents indicated that they would not support such a proposal. These survey respondents indicated that they did not believe that a general inflation rate (such as the Consumer Price Index reported by Statistics Canada) would be a good yardstick, because the fluctuations in costs in the industry are often different or higher than CPI (e.g. wage increases due to collective bargaining).

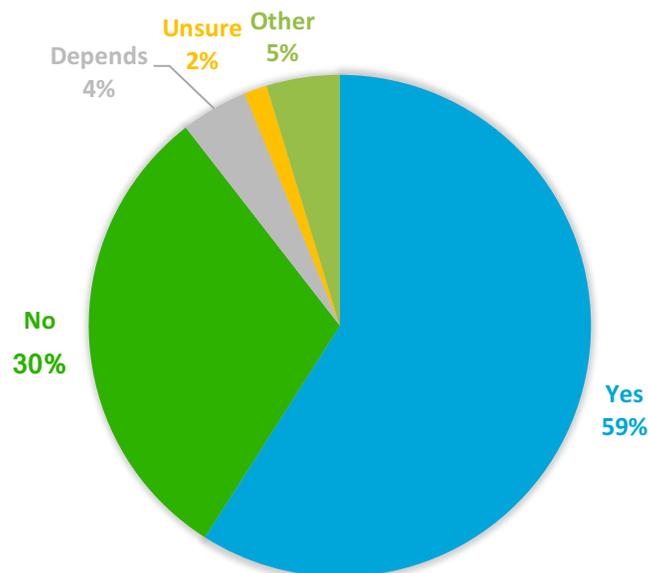


Resident Co-Payments (Q5)

Survey respondents were asked to provide their opinion regarding the level of resident co-payments for residential care, and whether they would support increasing the maximum co-payment in order to better reflect an individual’s ability to pay. This proposal received moderate support, with sixty percent indicating support for this change. An additional 4 percent indicated that they may support such an initiative, depending on how it is implemented; while many indicated that their support would depend on how ‘higher incomes’ are defined, and as long as there is some protection for a spouse or other dependent still living in the family home. Just over 30 percent of survey respondents indicated that would not support such an initiative, and 2% were unsure.

115 responses were provided as comments, which were coded as *yes*, *no*, *depends*, *unsure*, or *other* depending on the contents of the comment. Analysis of the survey responses indicate that respondents have a low level of understanding of how co-payments for residential care are determined, and how eligibility for public subsidies are calculated – with many indicating a belief that those with higher incomes are disqualified for publicly-subsidized care.

Figure 14: Currently the market cost to deliver residential care, including housing and health care services, in British Columbia is approximately \$7,000 per month. However, the maximum fee any senior pays for a publicly funded residential care bed is approximately \$3,200. The remaining funding gap is subsidized by taxpayers. Do you think the maximum fee should be increased so that British Columbians with higher incomes pay a greater percentage of the cost of their care?



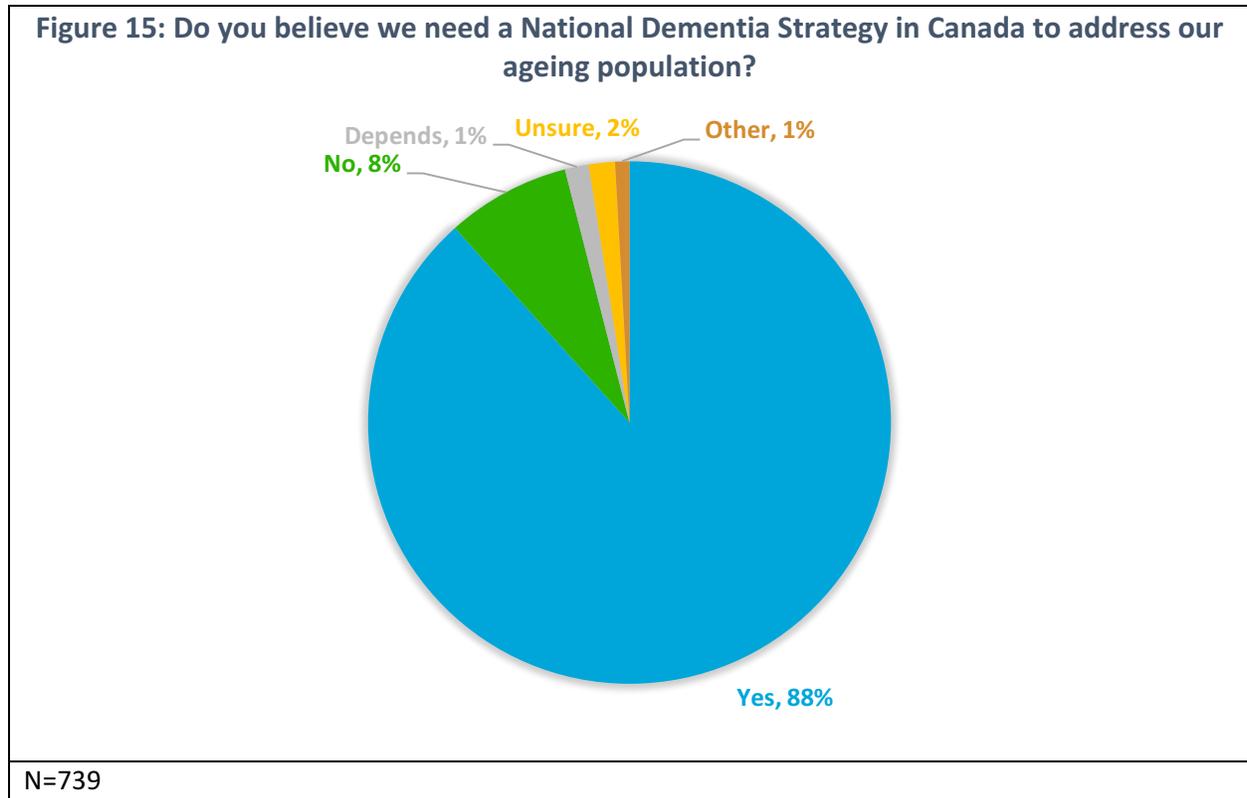
N=752

Dementia

National Dementia Strategy (Q10)

Survey respondents were asked whether Canada should develop a National Dementia Strategy to address the country’s ageing population. This option received overwhelming support, with 88% of respondents indicating support, and an additional one percent indicating depends.

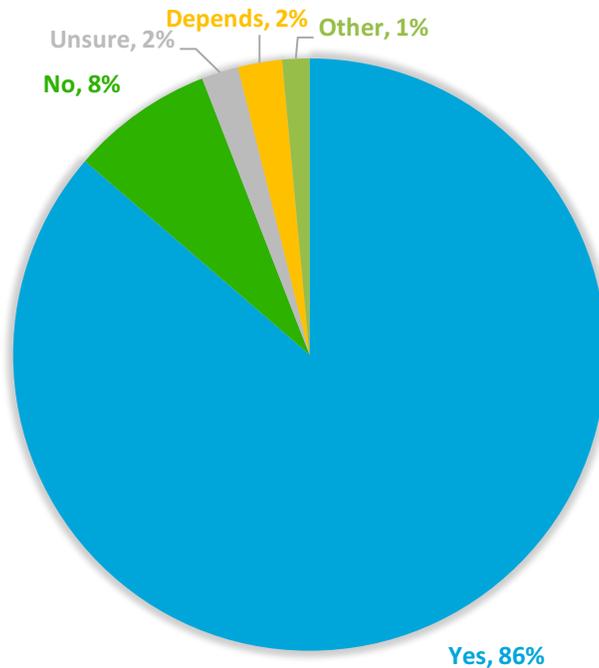
Of the eight percent of survey respondents that would not support a National Dementia Strategy, many indicated that they would prefer this work to be done at the Provincial Level. Others were more pessimistic about the efficacy of such a strategy, expressing doubts about what a such a strategy could accomplish, especially in light of the significant amount of funding that it would likely require. Finally, others expressed frustration at what they perceived as tax payer monies being used for endless research and dialogue, rather than on providing care for those with dementia.



Provincial Dementia Strategy (Q11)

Survey respondents were also asked whether they believed that British Columbia needs a Provincial Dementia Strategy. Similar to the previous question, this option received overwhelming support as 86% survey respondents indicated support. An additional 2% indicated depends; as these survey respondents expressed concerns about how a Provincial Dementia Strategy would operate within the context of a National Dementia Strategy. Others expressed that while we may need a National or a Provincial Dementia Strategy, we do not need both.

Figure 16: Do you believe we need a Provincial Dementia Strategy in British Columbia?



N=746

Attendees at the BCC3 were similarly asked about the need for a Dementia Strategy – specifically who should be leading such an initiative. 53% indicated that it is provincial and territorial governments that should be developing, while 18% said the Federal Government should be a leader on this issue. Less preference was given to International organizations (3.4%), municipal governments (6.8%), non-government agencies (10.3%).

Attendees also identified that any Dementia Strategy that is developed should focus on promoting dementia friendly communities (32%), developing appropriate care models (26%) and delivering education and training (24%). Attendees identified that care models to prioritize included Dementia Villages (34%) and Dementia Friendly Communities (33%). Finally, attendees at the WOSK event overwhelmingly indicated that they did not believe that the resources and supports that BC currently has in place to support those living in single family homes, condos or apartments are adequate (90.7%). See Appendix B for further details.

New Care Models and Approaches

Additional Onsite Services (Q7)

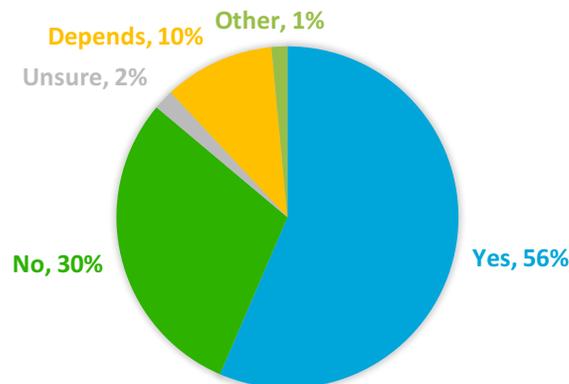
Survey respondents were asked to indicate their support or opposition for residential care homes offering additional onsite services in the community, such as sub-acute care services, or community care services (e.g. day care). This policy option received modest support, with 56% of survey respondents indicating support, and an additional 10% indicating depends. Thirty percent of survey respondents indicated that they did not support this option.

Of those survey respondents that indicated depends, common themes were that it would depend on:

- Type of services being provided (i.e. many support sub-acute care services but not child care);
- Appropriate funding and staffing levels;
- Availability of these services in the community; and
- Whether those accessing services would pay a small fee.

While many survey respondents indicated that they were opposed to care homes offering child care services, there seemed to be some confusion about why a care home would offer child care. This may indicate that any public discussion on the provision of child care by care homes would need to clearly demonstrate the benefits of intergenerational interaction for seniors, as well as clearly outlining that child care services wouldn't be provided to the detriment of seniors.

Figure 17: Do you think residential care homes should be offering additional onsite services in your local community such as IV therapy, dialysis, child care?



N=735

Attendees at the BCC3 were also asked about the types of additional services that could be offered by continuing care hubs in addition to traditional seniors' care services. No strong preferences emerged, with the top three priorities being adult day programs & respite care (16%), chronic disease management & health promotion (14%), and end of life & hospice care (14%). Full voting results can be viewed in Appendix B.

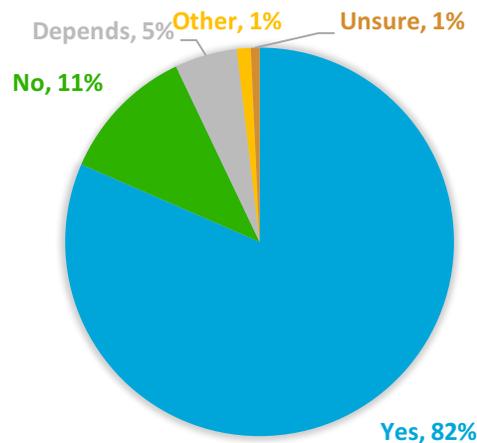
Additional Offsite Services (Q8)

Survey respondents were asked to indicate their support or opposition for residential care homes offering additional offsite services, such as adult day programs, recreational therapy and occupational therapy programs. This policy option received overall support from survey respondents, with over 80% supporting, and an additional 5 per cent indicating depends. Only 11% of survey respondents indicated that they would not support such an option.

Of those survey respondents that indicated depends for these options, common themes were that it would depend on:

- Whether those accessing the service would be charged a small fee – many survey respondents felt that those accessing the services should pay at least part of the cost of the service;
- The care home having appropriate resources, including funding and staffing levels; and
- The physical qualities of the building – some survey respondents felt that only specific built environments could accommodate these additional services.

Figure 18: Do you think Residential Care Homes should be providing services to seniors who actually live off site in the community? For example, eligible seniors living off site could have access to adult care programs, recreational therapy & occupational therapy delivered by the Residential Care Home.



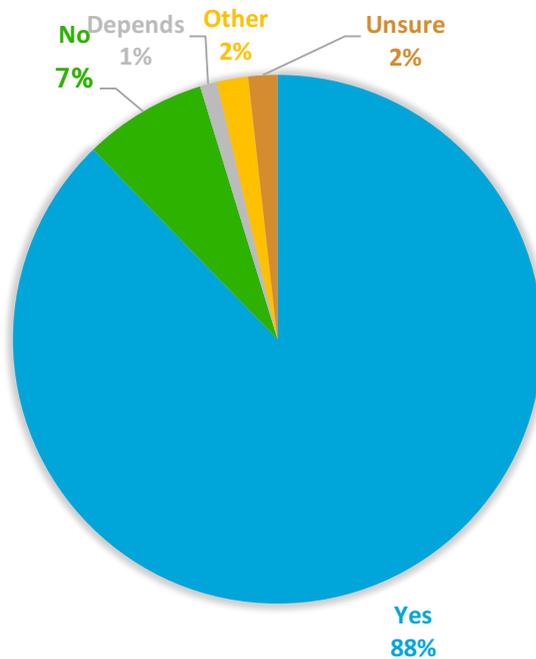
N=744

Attendees at the BCC3 were similarly asked whether they believed that residential care homes should be providing more support services to seniors living in single family homes, apartments or condo settings. 44% of attendees indicated that they agreed with this statement, while an additional 34% indicated that this would depend on the circumstances. The remaining attendees either did not support this concept (10%), or were unsure (13%). See Appendix B for further details.

End of Life Care (Q9)

Survey respondents were asked about whether they would support the use of under-used private-pay residential care beds and/or assisted living units being repurposed to deliver end-of-life care. Respondents overwhelmingly indicated support for this option, with almost ninety percent (88%) indicating support. Of those that indicated that they would not support this option, some indicated that this is because they would prefer that vacant private-pay beds be used for publicly-subsidized residential care clients, while others indicated that they would prefer that hospice and end-of-life care be provided in stand-alone hospices.

Figure 19: Do you think the BC Government should work with Seniors Care Providers to develop a strategy to better utilize empty private-pay seniors care beds in order to increase the delivery of hospice and end-of-life care in BC?

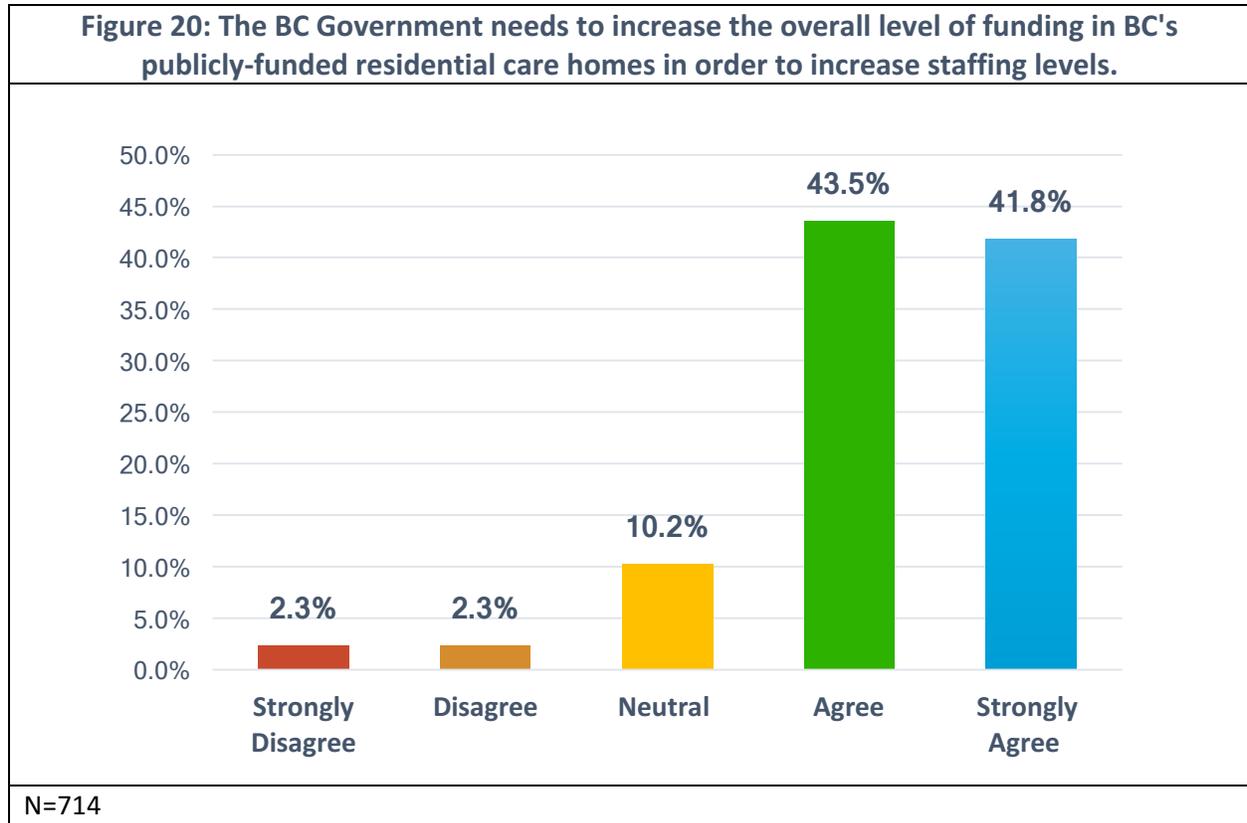


N=737

Health Human Resources

Staffing Levels in Residential Care Homes (Q16)

Survey respondents were asked to indicate their agreement or disagreement regarding the need to increase levels of funding in BC's residential care homes in order to increase overall staffing levels. Survey participants overwhelmingly indicated agreement with this statement, with 85 per cent agreement, and only 5 per cent indicating disagreement.

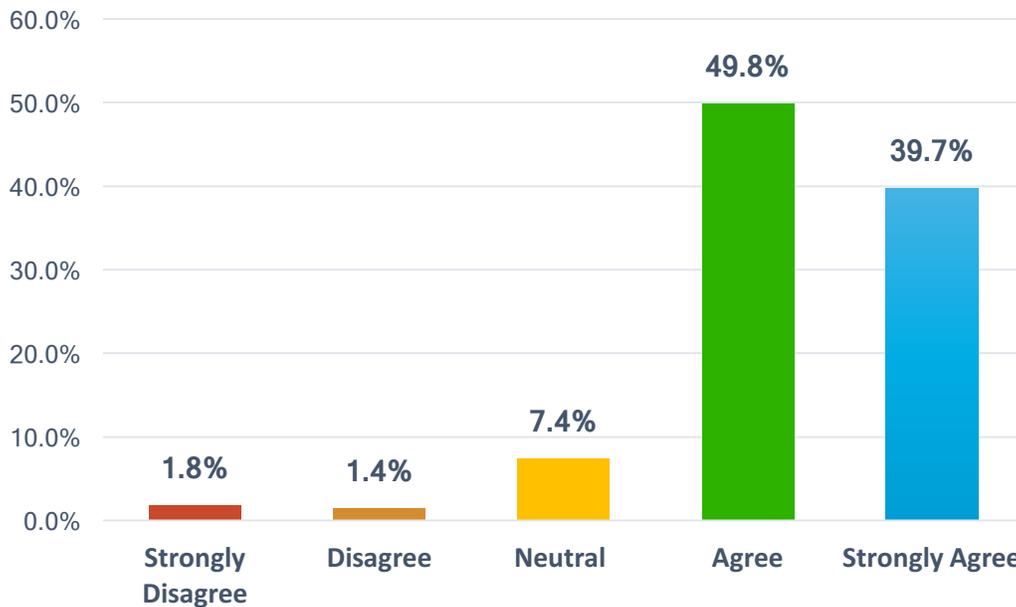


Seniors' Safety & Well-Being

Infrastructure Spending (Q18)

Survey participants were asked to indicate their overall support or opposition to the Federal and BC Provincial Government investing in infrastructure spending to renew care homes in BC, including installing ceiling lifts, sprinkler systems, and other retrofits. This policy option received overwhelming support, with almost 90 per cent of survey respondents indicating some level of agreement, and only 3 per cent indicating disagreement.

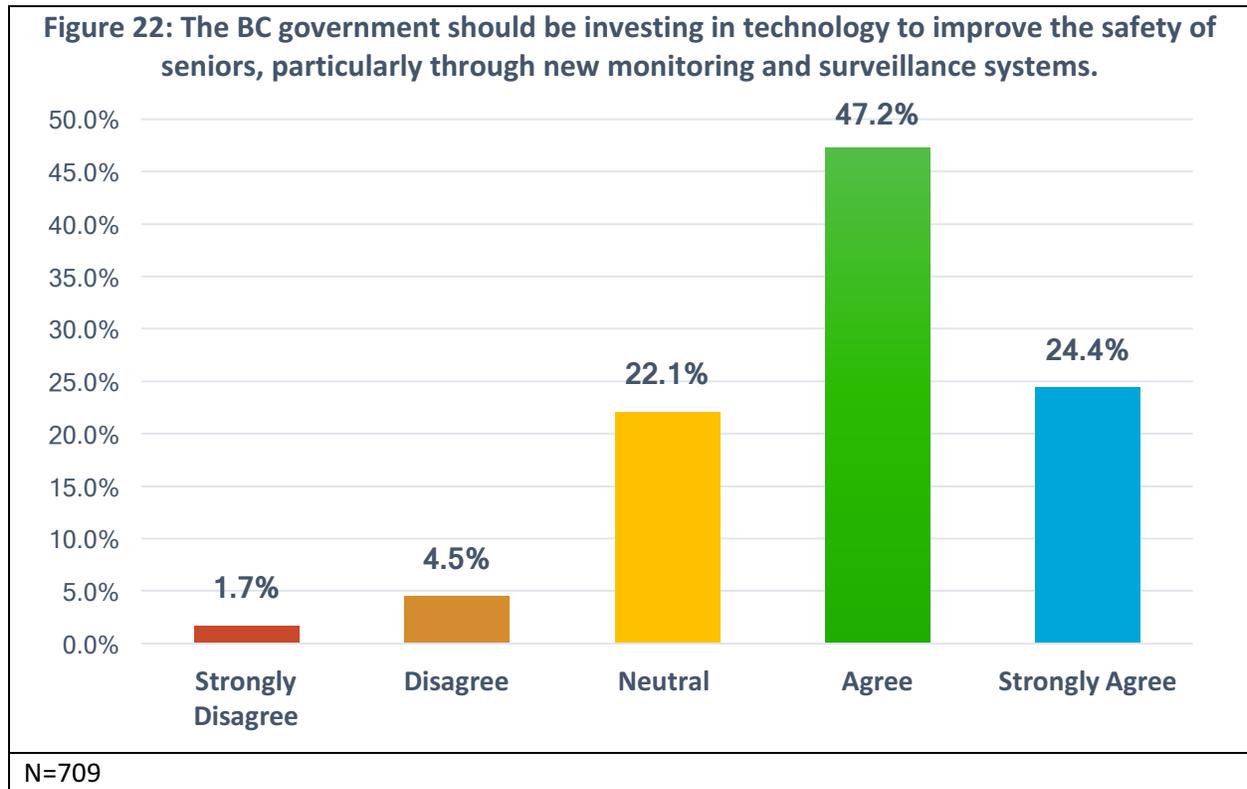
Figure 21: The Federal and Provincial governments should set aside infrastructure funding to improve the safety of residents and health care workers, including targeted funding to install ceiling lifts, sprinkler systems and other retrofits to older residential care homes.



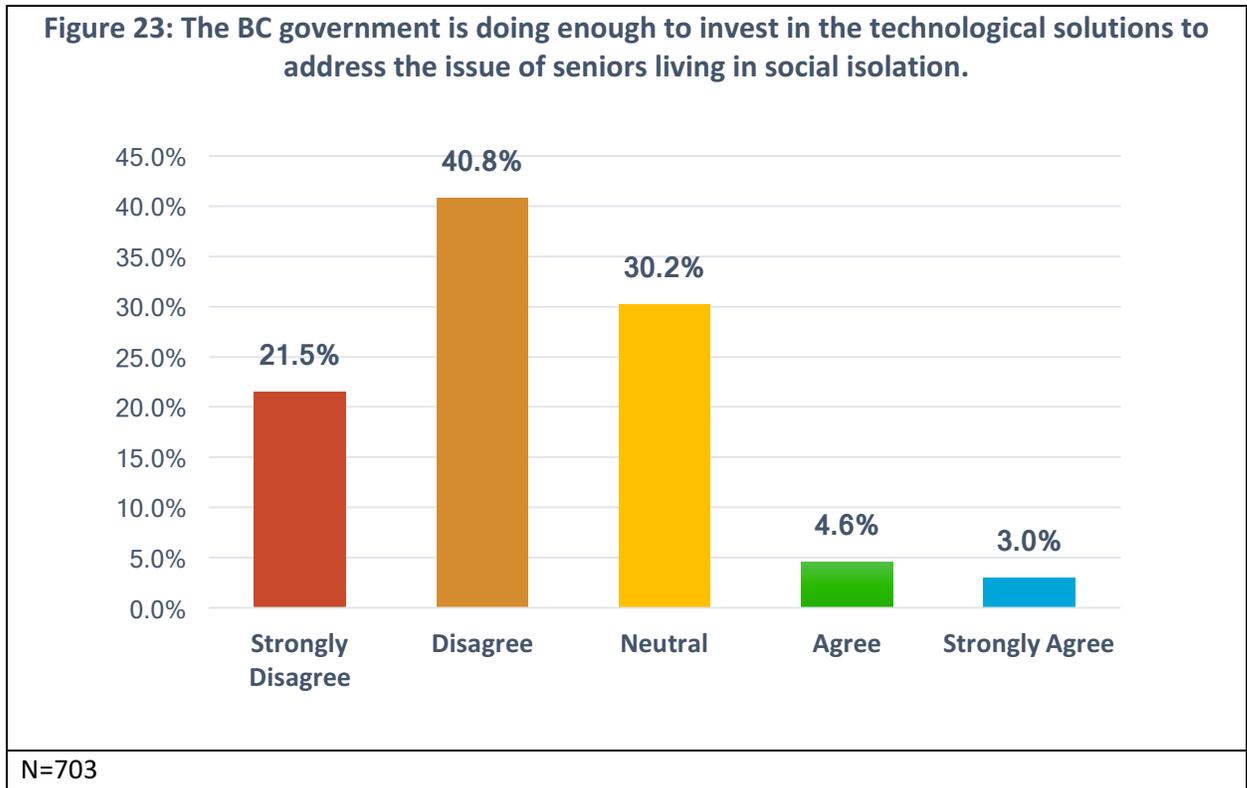
N=709

New Technology (Q20 & Q21)

Survey respondents were asked to indicate their agreement or disagreement with the idea that the BC Government should be investing in new and innovative technologies to improve the safety of seniors, including through new monitoring and surveillance systems. This policy option received moderate support, with just over 70 per cent indicating agreement, including 24 per cent indicating strong support. A significant portion of survey respondents were neutral on this option (22%), with the remaining 6 per cent indicating disagreement.



Survey participants were also asked to indicate their agreement or disagreement with the opinion that the BC government is investing enough in technological solutions to address the issue of seniors living in social isolation. The majority of survey respondents indicated that they did not think that the government is investing enough (62%), while almost a third of respondents were neutral. The remaining 8 per cent indicated that they did believe that the government is performing well in this area.



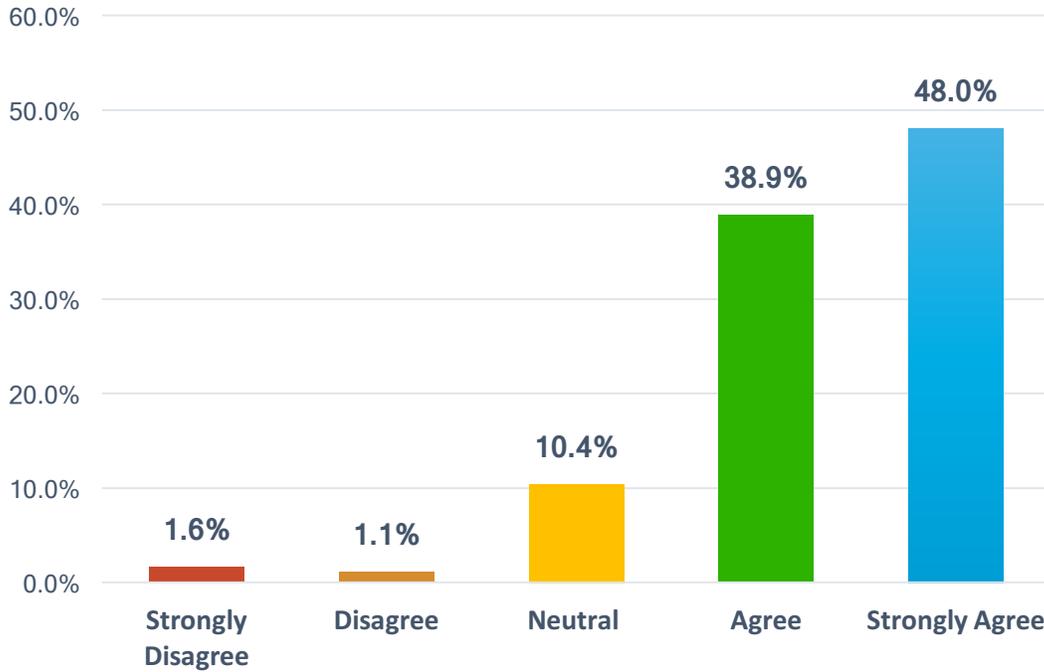
Attendees at the BCC3 were asked a number of questions regarding technology and the social isolation of seniors. 62% of attendees indicated that they believed that social isolation of seniors was an issue that should be prioritized by the BC government. Attendees were also asked to indicate whether they believed that technology should play a major role in address the issue of social isolation for seniors or whether we should be focusing more on in-person and human interactions. 69% of attendees indicated that they believed that we need both technology and human interaction equally, while 12% of respondents said we should focus more on human interaction.

Finally, when asked what strategies we should prioritize senior's social isolation, attendees indicated that new technologies were a low priority at 4%. Instead attendees indicated that we should be prioritizing adult day programs (29%), increased home support hours (21%), increased minimum times for home support visits (17%), and other strategies that were not listed (20%). Full results from these responses are available in Appendix B.

Prescription Medication (Q19)

Survey participants were asked to indicate their overall agreement or disagreement to the opinion that Canada should improve access to necessary prescription medications, in particular for seniors. Survey participants indicated overall agreement with this statement, with 87% stating either that they agree or strongly agree. Just over 10 per cent of survey respondents indicated that they were neutral, with less than 3 per cent indicating disagreement.

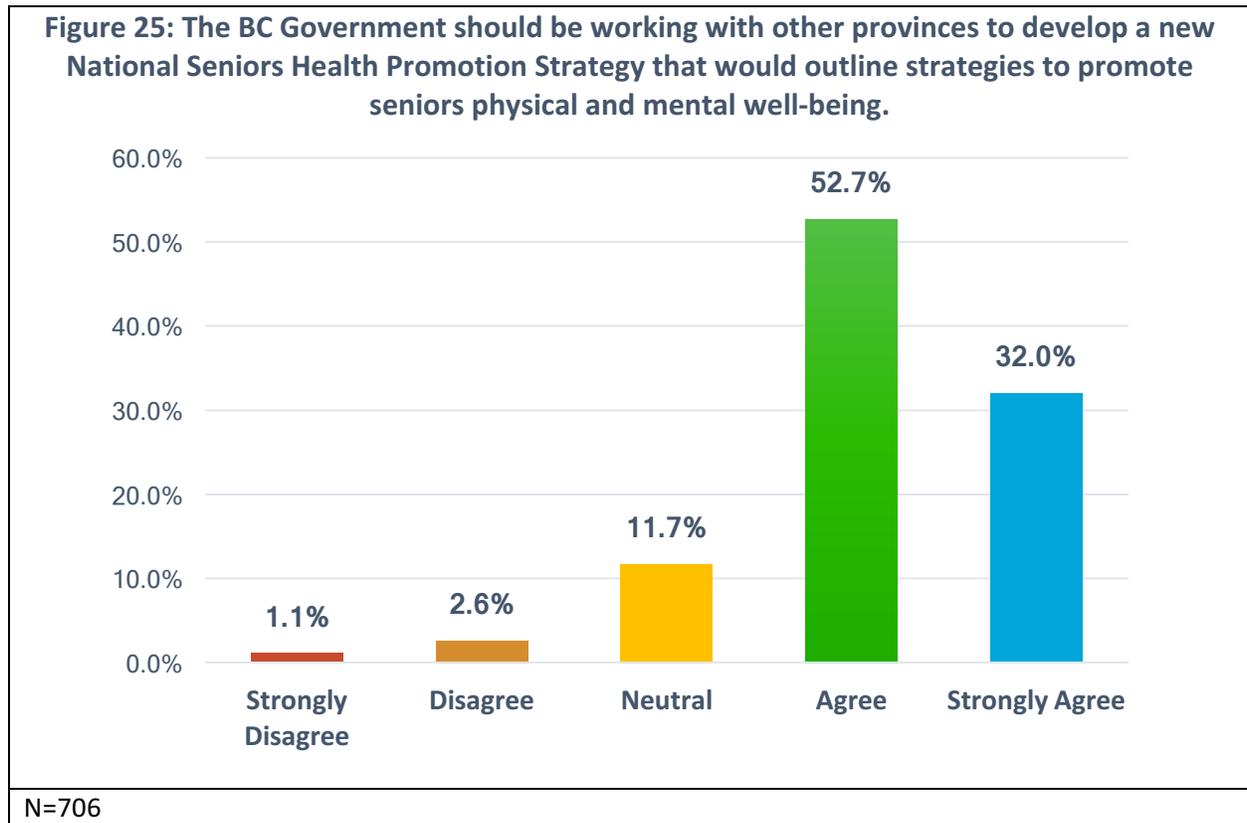
Figure 24: Canada needs to improve access to necessary prescription medications, including for seniors.



N=709

National Health Promotion (Q22)

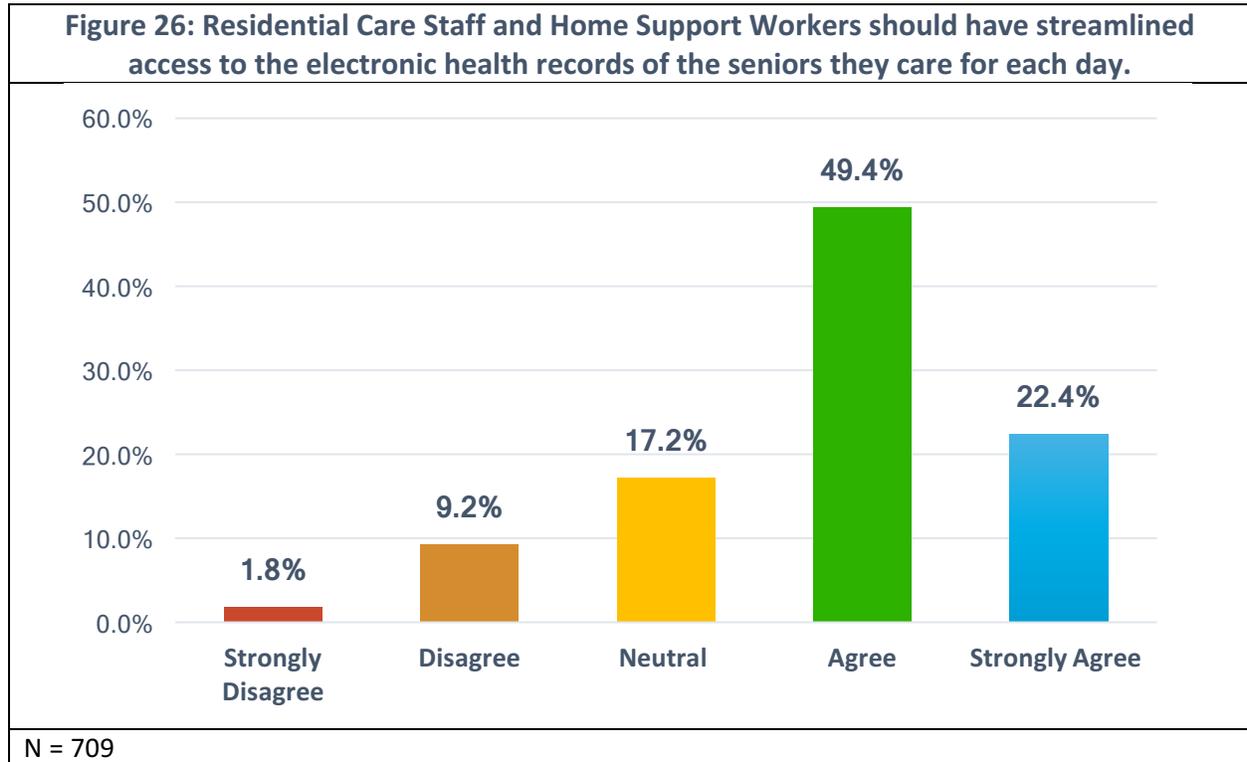
Survey respondents were asked to indicate their level of agreement with the idea of the BC Government promoting the development of a National Seniors Health Promotion Strategy that would address senior’s mental and physical health. 85% of survey respondents indicated that they would support such an initiative, while 12% were neutral, and 3.5% indicating disagreement.



44% of attendees at the BCC3 event indicated that they believed that the BC government should be spearheading and advocating for the development of a new National Seniors Health Promotion Strategy, while an additional 22% said that their support would depend on the circumstances. The remaining attendees were either unsupportive (26%) or unsure (8%). Furthermore, attendees indicated that any funding for additional health promotion initiatives for seniors should come from a reallocation of existing Health Authority revenue (49%). Full results are available in Appendix B.

Electronic Health Records (Q23)

Survey respondents were asked whether they believed that seniors care workers should have access to the electronic health records of their patients/clients/residents. This option received modest support, with 72% of survey respondents indicating that they agree or strongly agree. Eleven percent of respondents indicated that they disagreed with this proposal, while another 17% were neutral.



Appendix A: Survey Questions & Summary

Survey respondents were asked a series of *yes/no/other* questions, outlined below. Other questions were analyzed and further coded as *yes, no, unsure, depends, and other*. Respondents answers to these questions are summarized in Table 1. Further analysis to these questions is presented in the body of this report.

- **Acuity Based Funding:** Do you think funding levels for Residential Care Homes and Home Support Providers should be linked to the actual health conditions of the seniors they are caring for (in other words, the less healthy the senior, the higher the level of funding)?
- **Funding Linked to Inflation:** Do you think the publicly-funded Seniors Care Providers in British Columbia should receive annual funding increases linked to the rate of inflation?
- **Municipal Taxes:** In Alberta, residential care homes are exempt from paying municipal property taxes so that funds can be focused on providing care for seniors. Do you think British Columbia should implement the same policy?
- **Long-Term Care (LTC) Insurance:** Do you think Canada should establish a new mandatory Long-Term Care Insurance plan to help cover the costs of seniors care?
- **Resident Co-Payments:** Currently the market cost to deliver residential care, including housing and health care services, in British Columbia is approximately \$7,000 per month. However, the maximum fee any senior pays for a publicly funded residential care bed is approximately \$3,200. The remaining funding gap is subsidized by taxpayers. Do you think the maximum fee should be increased so that British Columbians with higher incomes pay a greater percentage of the cost of their care?
- **Care Credits:** Do you think seniors should be able to choose their own Residential Care or Home Support Provider through the allocation of "Care Credits" - i.e. a government subsidized voucher for seniors care services?
- **Additional Onsite Services:** Do you think residential care homes should be offering additional onsite services in your local community such as IV therapy, dialysis, child care?
- **Additional Offsite Services:** Do you think Residential Care Homes should be providing services to seniors who actually live off site in the community? For example, eligible seniors living off site could have access to adult care programs, recreational therapy & occupational therapy delivered by the Residential Care Home.
- **End of Life Care:** Do you think the BC Government should work with Seniors Care Providers to develop a strategy to better utilize empty private-pay seniors care beds in order to increase the delivery of hospice and end-of-life care in BC?
- **National Dementia Strategy:** Do you believe we need a National Dementia Strategy in Canada to address our ageing population?
- **Provincial Dementia Strategy:** Do you believe we need a Provincial Dementia Strategy in British Columbia?

Table 1: Per cent Responses to Yes/No/Other Questions.

Option / Issue	Yes	No	Depends	Unsure	Other	N
Acuity Based Funding	75%	18%	1%	2%	5%	752
Funding Linked to Inflation	93%	3%	1%	1%	2%	748
Municipal Taxes	77%	9%	11%	1%	2%	748
LTC Insurance	54%	29%	7%	6%	4%	735
Resident Co-Payments	60%	31%	4%	2%	4%	742
Care Credits	72%	11%	0%	4%	13%	731
Additional Onsite Services	56%	30%	2%	10%	1%	735
Additional Offsite Services	82%	10%	5%	1%	1%	744
End of Life Care	88%	7%	1%	2%	2%	737
National Dementia Strategy	88%	8%	2%	2%	1%	739
Provincial Dementia Strategy	86%	8%	2%	2%	1%	746

Table 2: The Federal Government has committed over \$3 billion dollars in new investments in Health Care services, including for seniors. What should be the key priority areas for this new funding? Choose three or fewer.

Federal Liberal Campaign Commitments (choose up to three)	Response Percent
Increase Staffing Levels	61%
Improve Access to Home Care	60%
Reduce the Cost of Prescription Medications	45%
Renew infrastructure	27%
Improve Access to Palliative Care	26%
Other	10%

Table 3: Please indicate the statement that best reflects your opinion regarding how seniors care should be funded in British Columbia.

Funding Mechanisms	Response Percent
Global	8%
Activity	48%
Outcome	30%
Mixed	4%
Other	4%
Unsure	6%

Table 4: Please indicate the statement best reflects your opinion regarding the level of funding provided by the BC Government to residential care providers and home support agencies who deliver seniors care in BC.

Perceptions of Funding for Care Operators	Response Percent
They receive too much funding	2%
They receive about the right amount of funding	7%
They receive too little funding	68%
I don't know	24%
They receive too much funding	2%

Survey respondents were asked a series of *agree/ disagree* questions, outlined below. Respondents answers to these questions are summarized in Table 5 below, and further analysis to these questions is presented in the body of this report.

- **Age Adjusted Health Transfer:** Provinces with higher proportions of seniors as part of their overall population should receive more federal funding per person compared to other provinces.
- **Increase Funding for Staffing Levels:** The BC Government needs to increase the overall level of funding in BC's publicly-funded residential care homes in order to increase staffing levels.
- **Transparent Funding:** Residential care homes and home support agencies should be provided with open, transparent & sustainable funding that allows for long-term planning.
- **Funding for Infrastructure:** The Federal and Provincial governments should set aside infrastructure funding to improve the safety of residents and health care workers, including targeted funding to install ceiling lifts, sprinkler systems and other retrofits to older residential care homes.
- **Prescription Medications:** Canada needs to improve access to necessary prescription medications, including for seniors.
- **Monitoring Technology for Safety:** The BC government should be investing in technology to improve the safety of seniors, particularly through new monitoring and surveillance systems.
- **Reducing Social Isolation through Technology:*** The BC government is doing enough to invest in the technological solutions to address the issue of seniors living in social isolation.
- **National Seniors Health Promotion Strategy:** The BC Government should be working with other provinces to develop a new National Seniors Health Promotion Strategy that would outline strategies to promote seniors physical and mental well-being.
- **Access to eHealth Records:** Residential Care Staff and Home Support Workers should have streamlined access to the electronic health records of the seniors they care for each day.

Table 5: Per cent Responses to Agree/ Disagree Questions

Option / Issue	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Age Adjusted Health Transfer	4.8%	9.0%	15.4%	40.3%	30.6%
Increase Funding for Staffing Levels	2.4%	2.5%	10.4%	43.6%	41.2%
Transparent Funding	2.4%	1.0%	6.6%	48.7%	41.3%
Funding for Infrastructure	1.8%	1.6%	7.3%	50.6%	38.6%
Prescription Medications	1.6%	1.1%	10.4%	38.9%	48.0%
Monitoring Technology for Safety	1.7%	4.5%	22.1%	47.2%	24.4%
Reducing Social Isolation through Technology*	21.5%	40.8%	30.2%	4.6%	3.0%
National Seniors Health Promotion Strategy	1.1%	2.5%	11.5%	53.3%	31.6%
Access to eHealth Records	1.8%	9.2%	17.2%	49.4%	22.4%

* question is posed as a negative, so response scale is flipped.

Appendix B: Voting Results from the Inaugural BC Continuing Care Collaborative

Topic 1: Are there better ways to Fund Senior's Care?

1. If BC seniors were directly provided with Care Credits as a means to access continuing care services, do you think this would be an effective way to provide them with more consumer choice? (Multiple Choice)

Answer Options	Percent	Count
Strongly Disagree	4.1%	5
Disagree	8.1%	10
Neither Agree nor Disagree	6.5%	8
Agree	39.8%	49
Strongly Agree	31.7%	39
Unsure / Don't Know	9.8%	12
Totals	100%	123

2. What do you think is the optimal funding approach for continuing care? (Multiple Choice)

Answer Options	Percent	Count
Global Funding (i.e. status quo)	4.9%	6
Activity Based Funding	9.8%	12
Outcome Based Funding	11.5%	14
Mixed (combination of the above)	64.8%	79
Other (not Listed)	4.1%	5
Unsure / Don't Know	4.9%	6
Totals	100%	122

3. Between a system of Global Funding and a Mixed System, which do you prefer? (Multiple Choice)

Answer Options	Percent	Count
Global Funding (i.e. status quo)	5.8%	7
Mixed	84.2%	101
Unsure / Don't Know	10.0%	12
Total	100%	120

**4. What do you think should be the key priority area(s) for new Federal Funding? Choose Two.
(Multiple Choice - Multiple Response)**

Answer Options	Percent	Count
Increase staffing levels in care homes	26.7%	50
Improve access to home care and home support	34.8%	65
Increase access to subsidized assisted living	10.2%	19
Reduce cost of prescription medications	13.9%	26
Renew infrastructure	7.0%	13
Improve access to palliative care	7.5%	14
Totals	100%	187

Topic 2: Dementia: When is Strategy Just Not Enough?

1. Are we using a lack of a National Dementia Strategy as an excuse not to address the growing issue of Dementia? (Multiple Choice)

Answer Options	Percent	Count
Strongly Disagree	7.7%	9
Disagree	24.8%	29
Neither Agree nor Disagree	14.5%	17
Agree	24.8%	29
Strongly Agree	13.7%	16
Unsure / Don't Know	14.5%	17
Totals	100%	117

2. Which of the following should be leading the development of a Dementia Strategy? (Multiple Choice)

Answer Options	Percent	Count
International (e.g. the WHO)	3.4%	4
Federal	17.9%	21
Provincial /Territorial	53.0%	62
Municipal	6.8%	8
Non-Gov't Agency	10.3%	12
Unsure / Don't Know	8.5%	10

Totals	100%	117
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3. What do you think the odds are that in the next 5 years, that we will have an effective National Dementia Strategy: (Multiple Choice)

Answer Options	Percent	Count
Very Unlikely	21.7%	26
Somewhat unlikely	25.8%	31
Somewhat likely	33.3%	40
Very likely	11.7%	14
Unsure / Don't Know	7.5%	9
Totals	100%	120

4. The development of a National Dementia Strategy will have a positive effect on the lives of people living with Dementia in BC. (Multiple Choice)

Answer Options	Percent	Count
Strongly Disagree	2.4%	3
Disagree	16.3%	20
Neither Agree nor Disagree	27.6%	34
Agree	36.6%	45
Strongly Agree	7.3%	9
Unsure / Don't Know	9.8%	12
Totals	100%	123

5. If a National Dementia Strategy were to be developed, what should its primary focus be? (Multiple Choice)

Answer Options	Percent	Count
Developing Appropriate Care Models	25.8%	31
Research	10.8%	13
Educating & Training	24.2%	29
Promoting Dementia Friendly Communities	31.7%	38
Other / Not Listed	5.0%	6
Unsure / Don't Know	2.5%	3
Totals	100%	120

6. Based on what you know, which of the following dementia models or initiatives should be prioritized for development in BC? (Multiple Choice)

Answer Options	Percent	Count
Butterfly Care Homes (such as in the UK and Alberta)	15.8%	19
Dementia Villages (such as in Netherlands)	34.2%	41
Dementia Friendly Communities (i.e. New Westminster)	33.3%	40
None of the Above	3.3%	4
Unsure / Don't Know	13.3%	16
Totals	100%	120

7. There is enough collaboration and coordination in BC to ensure that the needs of people living with Dementia are being taken care of (Multiple Choice)

Answer Options	Percent	Count
Strongly Disagree	21.8%	26
Disagree	44.5%	53
Neither Agree nor Disagree	10.1%	12
Agree	14.3%	17
Strongly Agree	1.7%	2
Unsure / Don't Know	7.6%	9
Totals	100%	119

8. The resources and supports we currently have in place to support people living with dementia living in a single family home/condo/apartment setting longer are adequate. (Multiple Choice)

Answer Options	Percent	Count
Strongly Disagree	40.3%	48
Disagree	50.4%	60
Neither Agree nor Disagree	1.7%	2
Agree	0.8%	1
Strongly Agree	1.7%	2
Unsure / Don't Know	5.0%	6
Totals	100%	119

Topic 3: Dollars and Sense: Exploring other Options to Finance Seniors Care

1. Based on what you know, would you support or oppose Canada establishing a new mandatory Long-Term Care Insurance to help cover the costs of seniors care? (Multiple Choice)

Answer Options	Percent	Count
Strongly Oppose	20.8%	25
Oppose	23.3%	28
Neither Support nor Oppose	8.3%	10
Support	22.5%	27
Strongly Support	6.7%	8
Unsure / Don't know	18.3%	22
Totals	100%	120

2. If the Government of Canada were to establish a new mandatory Long-Term Care Insurance program, how best might it be financed? (Multiple Choice)

Answer Options	Percent	Count
Fee charged off of payroll (similar to EI and CPP)	15.3%	18
General Revenue (similar to OAS)	44.1%	52
Other / Not Listed	11.0%	13
Unsure / Don't know	29.7%	35
Totals	100%	118

3. Is the proposed 1% shift in health authority acute care expenditures to home and community care the right amount to meet the growing demands of an ageing population? (Multiple Choice)

Answer Options	Percent	Count
Yes	19.0%	23
No, should be less	2.5%	3
No, should be more	38.0%	46
Unsure / Don't Know	40.5%	49
Totals	100%	121

4. Should the Federal Government increase funding for seniors care? (Multiple Choice)

Answer Options	Percent	Count
Yes, increase the Canada Health Transfer – with conditions attached (i.e. funding dedicated to seniors care)	56.7%	68
Yes, should increase the Canada Health Transfer (CHT), but no conditions	5.0%	6
No, but reallocate existing funds through an age-adjusted Health Transfer.	24.2%	29
No changes required	0.8%	1
Unsure / Don't Know	13.3%	16
Totals	100%	120

5. Which of the following statements best describes what you believe? (Multiple Choice)

Answer Options	Percent	Count
The ageing of our population can be managed effectively.	50.4%	62
The ageing of our population will put a severe strain on the system & potentially jeopardize other government programs.	44.7%	55
Not sure/ Don't know.	4.9%	6
Totals	100%	123

6. Would you support or oppose implementing asset testing with respect to determining co-payments for residential care? (Multiple Choice)

Answer Options	Percent	Count
Strongly Oppose	20.3%	25
Oppose	32.5%	40
Neither Support nor Oppose	6.5%	8
Support	20.3%	25
Strongly Support	8.9%	11
Unsure / Don't Know	11.4%	14
Totals	100%	123

Topic 4: Care Hubs: The Way of the Future?

1. How would you prioritize the development of Continuing Care Hubs in urban areas of BC? (Multiple Choice)

Answer Options	Percent	Count
High priority.	43.0%	49
Moderate Priority.	36.8%	42
Low Priority.	8.8%	10
Not a Priority.	2.6%	3
Unsure / Don't Know	8.8%	10
Totals	100%	114

2. How would you prioritize the development of Continuing Care Hubs in rural/ remote areas of BC? (Multiple Choice)

Answer Options	Percent	Count
High priority	66.7%	78
Moderate Priority	26.5%	31
Low Priority	0.9%	1
Not a Priority	0.9%	1
Unsure / Don't Know	5.1%	6
Totals	100%	117

3. Which of the following do you believe is the most critical factor in establishing new Continuing Care Hubs? (Multiple Choice)

Answer Options	Percent	Count
Appropriate Health Human Resources in Integrated Teams	21.2%	25
Increased funding for infrastructure and new services	18.6%	22
Reducing regulations	36.4%	43
Addressing limiting scope of services	11.0%	13
Unsure / Don't Know	12.7%	15
Totals	100%	118

4. Which additional services should Care Hubs provide? Choose up to 3. (Multiple Choice - Multiple Response)

Answer Options	Percent	Count
Adult Day Programs & Respite Care	16.2%	55
Chronic Disease Management & Health Promotion	13.8%	47
Sub-acute care & Paramedic services	11.8%	40
Diagnostic & Laboratory Services	10.6%	36
End of Life & Hospice Care	13.8%	47
Mental Health Services	10.6%	36
Pharmacy Services	5.3%	18
Supplemental Services (e.g. oral care / foot care)	9.4%	32
Rehabilitation services	8.5%	29
Totals	100%	340

5. Would you support or oppose reinvesting part of the 1% in health authority acute funding discussed earlier to support development or creation of continuing care hubs? (Multiple Choice)

Answer Options	Percent	Count
Strongly Oppose	7.0%	8
Oppose	11.4%	13
Neither Support nor Oppose	10.5%	12
Support	37.7%	43
Strongly Support	28.9%	33
Unsure/ Don't know	4.4%	5
Totals	100%	114

6. Do you think residential care homes should be providing more support services to seniors who live in a single family home/apartment/condo setting? (Multiple Choice)

Answer Options	Percent	Count
Yes	44.0%	51
No	9.5%	11
Depends	33.6%	39
Don't Know / Unsure	12.9%	15
Totals	100%	116

Topic Five: Senior's Health Promotion: A Priority?

1. "Social isolation of seniors is an issue that should be prioritized by the BC Government." (Multiple Choice)

Answer Options	Percent	Count
Strongly Disagree	1.1%	1
Disagree	7.8%	7
Neither Agree nor Disagree	25.6%	23
Agree	45.6%	41
Strongly Agree	16.7%	15
Unsure/ Don't know	3.3%	3
Totals	100%	90

2. Should technology play a major role in addressing the issue of social isolation for seniors or should be we focusing more on in-person and human interactions? (Multiple Choice)

Answer Options	Percent	Count
Yes, technology is the future and cost effective	5.6%	6
No, we should continue to focus on the human touch	23.1%	25
We equally need both in partnership	69.4%	75
Unsure / Don't Know	1.9%	2
Totals	100%	108

3. To reduce seniors isolation what would you see as main priority? Choose one (Multiple Choice)

Answer Options	Percent	Count
New Technologies	3.6%	4
Adult Day Programs	29.1%	32
Increased Home Support & Care Hours	20.9%	23
Increase the Minimum Time for Home Care Visits (15 min)	17.3%	19
Other	20.0%	22
Unsure / Don't Know	9.1%	10
Totals	100%	110

4. Which of the following statements best represents your position on the current balance between health promotion and treatment? (Multiple Choice)

Answer Options	Percent	Count
Too much focus on disease treatment.	70.3%	78
Too much focus on health promotion.	2.7%	3
Balance is more or less correct.	18.0%	20
Don't Know / Not Sure	9.0%	10
Totals	100%	111

5. If funding were increased for the support of health promotion for seniors, where should the dollars primarily come from? (Multiple Choice)

Answer Options	Percent	Count
Philanthropy / Charity	2.8%	3
Increase in MSP premiums	4.6%	5
Reallocation of existing Health Authority revenue	49.1%	53
Other (not listed)	24.1%	26
Not Sure / Don't Know	19.4%	21
Totals	100%	108

6. Should the BC government be spearheading and advocating for the development of a new National Seniors Health Promotion Strategy? (Multiple Choice)

Answer Options	Percent	Count
Yes	43.9%	47
No	26.2%	28
Depends	22.4%	24
Unsure / Don't Know	7.5%	8
Totals	100%	107

[Continuing the Conversation](#)

1. Based on your experience, do you believe the BCCPA should begin work on future collaborations similar to today? (Multiple Choice)

Answer Options	Percent	Count
Yes	79.2%	80
No	2.0 %	2
Depends	17.8%	18
Not Sure/ Don't Know	1.0%	1
Totals	100%	101

2. Through which avenues do you believe follow up work on the issues discussed here today should proceed? Please choose up to three. (Multiple Choice - Multiple Response)

Answer Options	Percent	Count
Regular Group Teleconferences	11.2%	25
Establishment of Committees on Specific Issues	30.4%	68
Conduct Research Papers	13.4%	30
Regular Webinars	12.1%	27
Summary report of findings	26.8%	60
None of the Above	2.7%	6
Unsure/ Don't Know	3.6%	8
Totals	100%	224