



# **PROTECTION FOR PERSONS IN CARE OFFICE**

**Annual Report  
2023-24**

## LAND ACKNOWLEDGEMENT

We acknowledge that we are gathered on Treaty 1 Territory and that Manitoba is located on the Treaty Territories and ancestral lands of the Anishinaabe, Anishininewuk, Dakota Oyate, Denesuline and Nehethowuk Nations.

We acknowledge that Manitoba is located on the Homeland of the Red River Métis.

We acknowledge that northern Manitoba includes lands that were and are the ancestral lands of the Inuit.

We respect the spirit and intent of Treaties and remain committed to working in partnership with First Nations, Inuit and Métis Peoples as we walk the shared path of truth and reconciliation.



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## ENSURING HEALTH ENVIRONMENTS ARE FREE FROM ABUSE AND NEGLECT

Regional health authorities, professional associations and regulatory bodies, and health facility staff and management co-operatively monitor, maintain and are responsible for a high standard of care, ensuring a safe environment for patients and residents.

The Protection for Persons in Care Act (the Act) is an extra protection built into Manitoba's health-care system as it provides an investigation mandate to The Protection for Persons in Care Office (PPCO).

The PPCO is responsible for receiving and investigating reports of alleged abuse or neglect in personal care homes, hospitals

or any other designated health facility, including Selkirk Mental Health Centre (SMHC).

After receiving a report of suspected abuse or neglect, the PPCO looks into the event. Where there is reason to believe that abuse or neglect has occurred, or is likely to occur, the report moves forward as an investigation.

Where necessary, referrals may be made to a professional regulatory body (college) for further review of the actions of professionals identified as persons who have abused or neglected. The PPCO may refer an individual to the Adult Abuse Registry Committee (AARC) if it concludes abuse or neglect occurred.

## YEAR IN REVIEW

In July 2023, the Office of the Auditor General of Manitoba released a report following its investigation into allegations regarding the Protection for Persons in Care Office. The report included twelve recommendations to the PPCO to improve the investigation process and to protect vulnerable Manitobans. The PPCO has continued to address the recommendations.

The PPCO rewrote its policy manual and established time standards for each stage of the investigation process. Software enhancements have assisted in monitoring compliance with practice standards.

New definitions of abuse and neglect came into force on January 1, 2024. The new definitions align with leading practice in other jurisdictions and with the public's understanding of these concepts. The new definitions have impacted how the PPCO reports its statistics.

The PPCO also continued to address its multi-year, investigation backlog. The team focused its efforts during the year to reduce the backlog by over 80 files, resulting in a single case remaining at the 2023-24 fiscal year end. This process was helped by separating the intake and investigation functions to provide investigators with the time and ability to focus solely on completing investigations and meeting the PPCO's newly established timelines.

To keep the office on track, the PPCO added a dedicated resource and established an ongoing quality assurance and audit process.





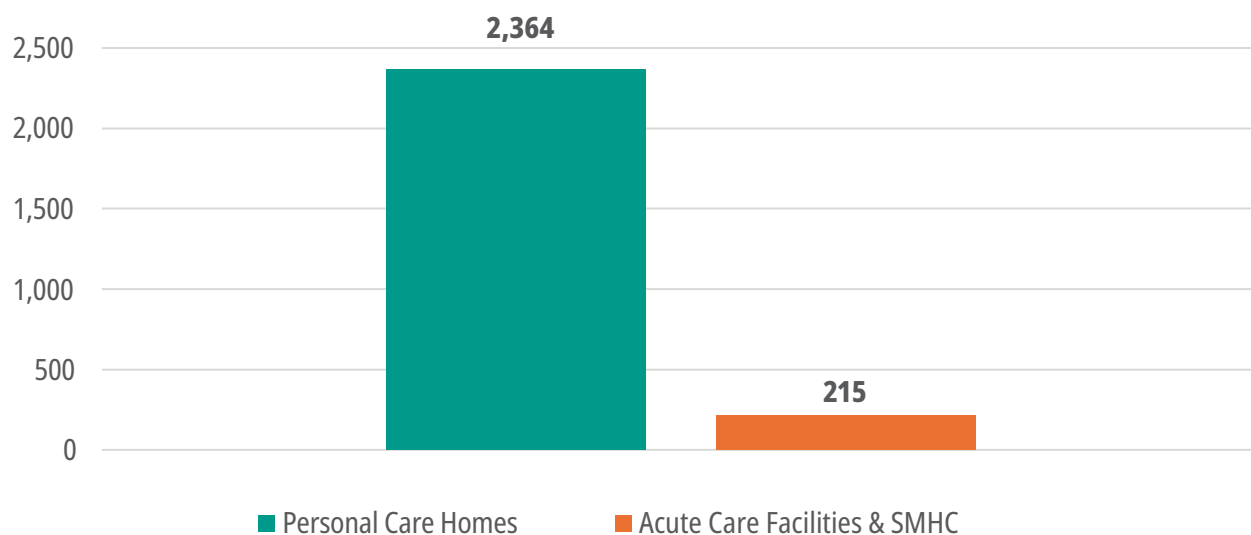
## PPCO STATISTICS – 2023-24 FISCAL YEAR

### Summary

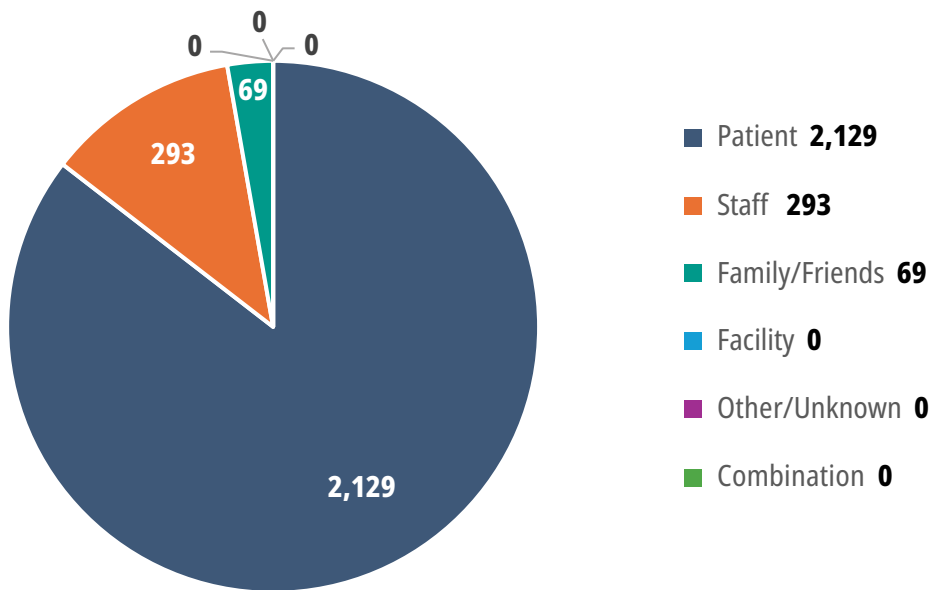
During the 2023-24 fiscal year, the PPCO received 2,579 reports of potential abuse and/or neglect from designated health facilities across Manitoba. 92% of the reports came from personal care homes and were predominately reported by facility staff. Very often, reports involved unforeseen physical contact between patients due to medical conditions such as dementia and other cognitive impairments. 83% of the reports identified patients as the Subject of Allegation (SOA), with SOA referring to the person accused of the abuse or neglect.



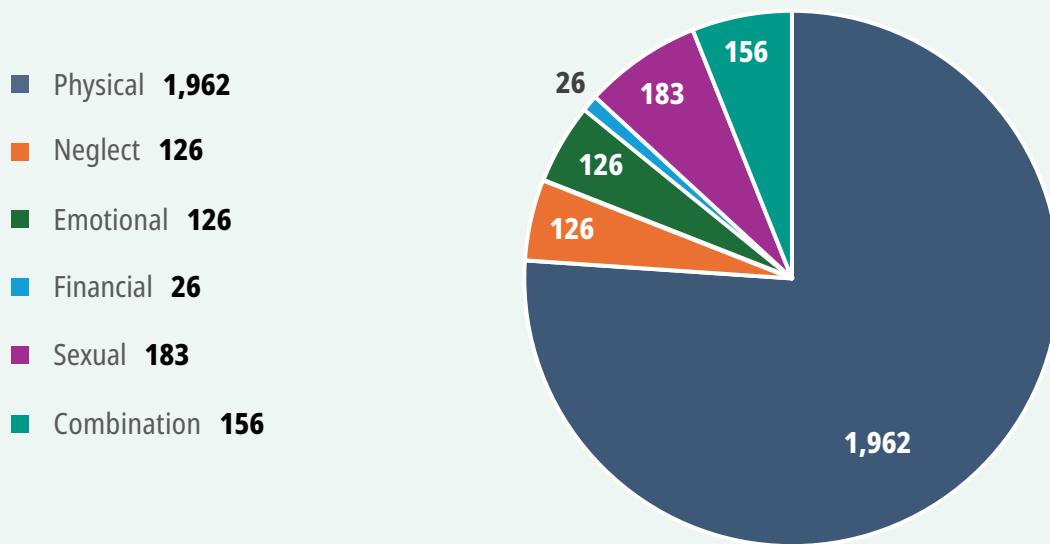
Reports by Facility Type: Fiscal Year 2023-24



### Reports by SOA Type: Fiscal Year 2023-24

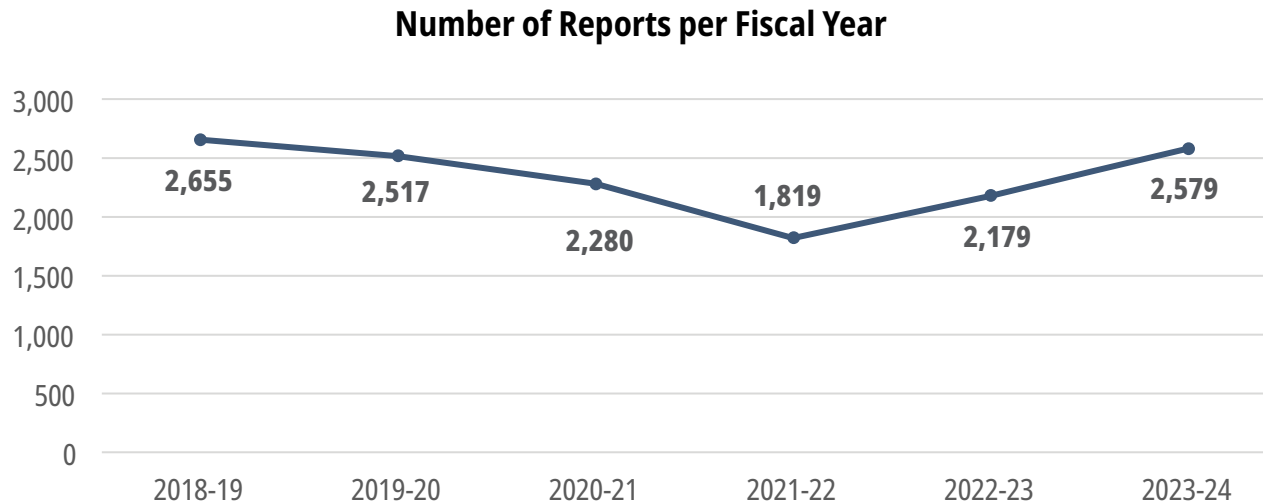


### Total Number of Reports by Type of Abuse or Neglect: Fiscal Year 2023-24

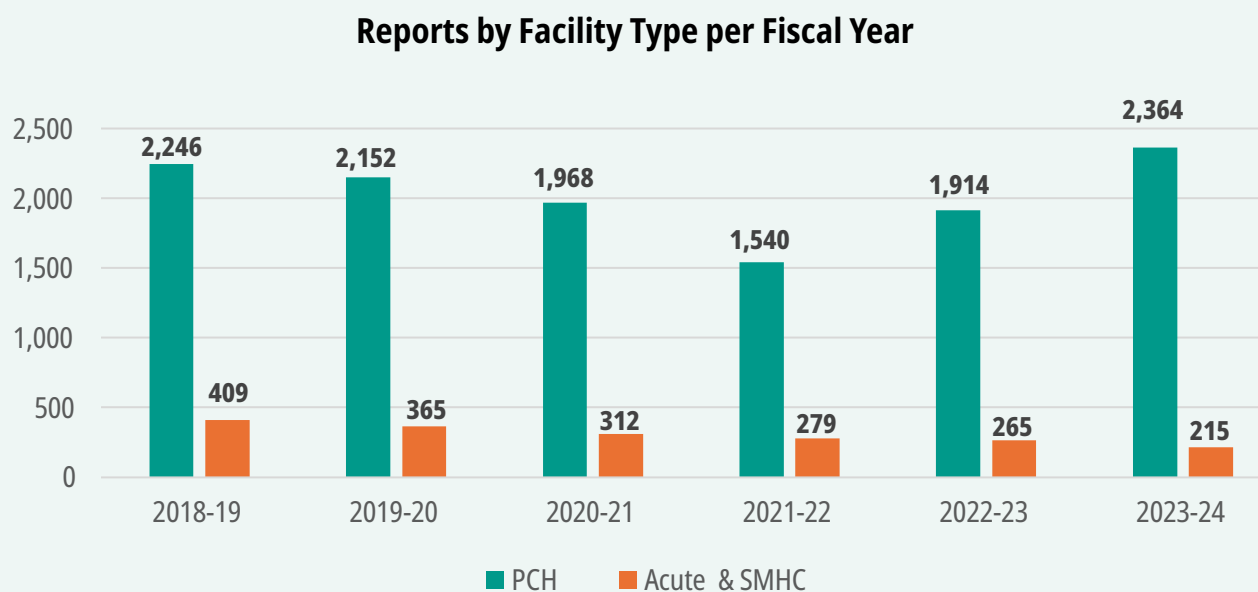


## PPCO STATISTICS - FIVE-YEAR TREND

### Total Reports (2018-2024)

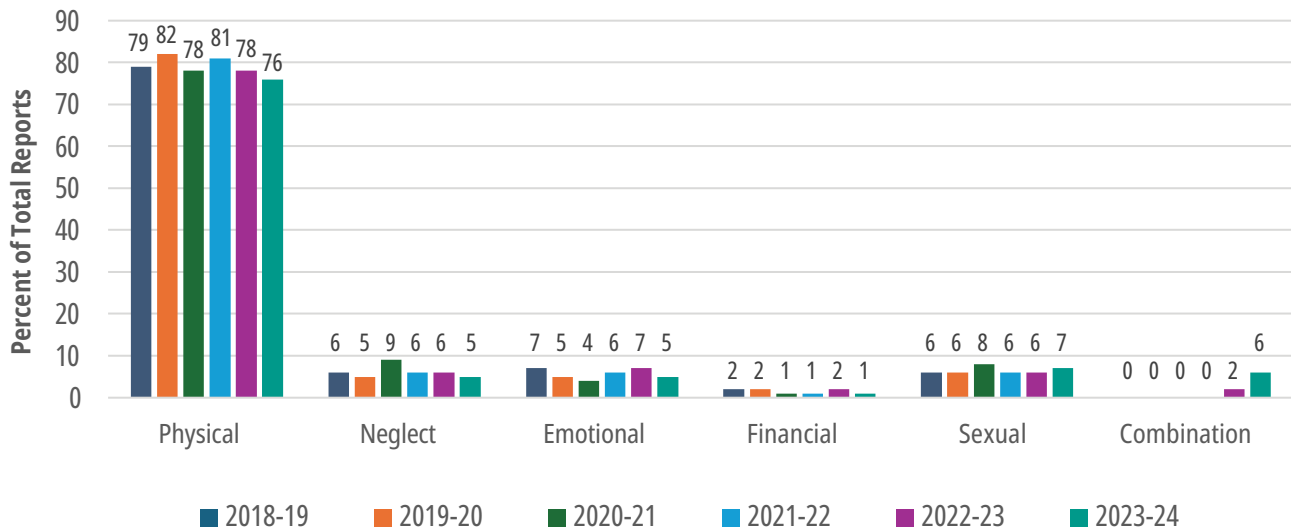


The number of PPCO reports is expected to trend up due to both the broadening of the definitions of abuse and neglect adopted on January 1, 2024 and the PPCO's efforts to create awareness through education sessions it offers to facilities across Manitoba.



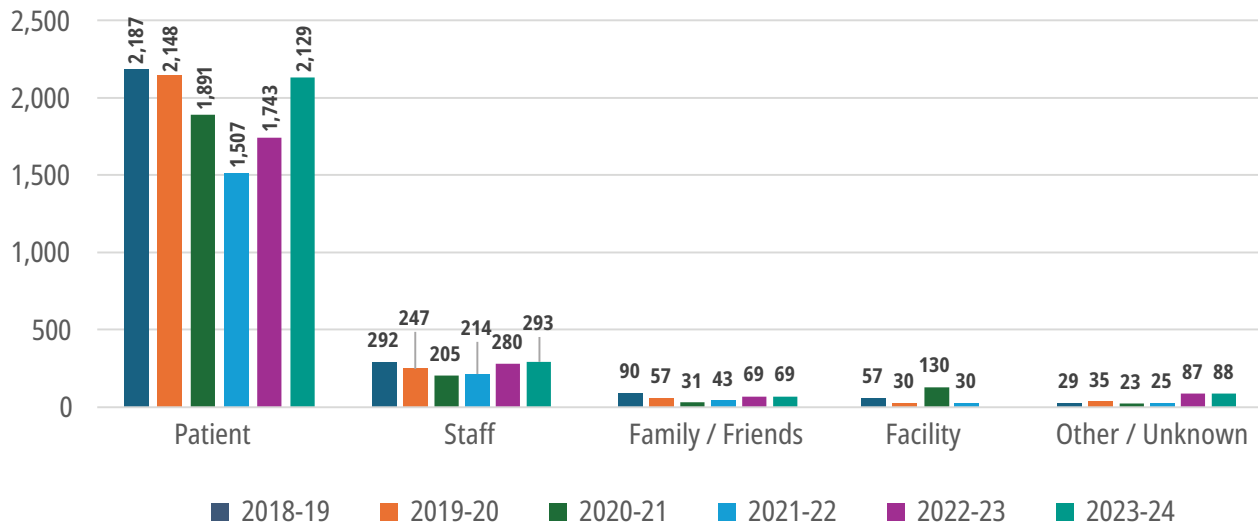


**Percent of Total Reports by Type of Abuse or Neglect per Fiscal Year**



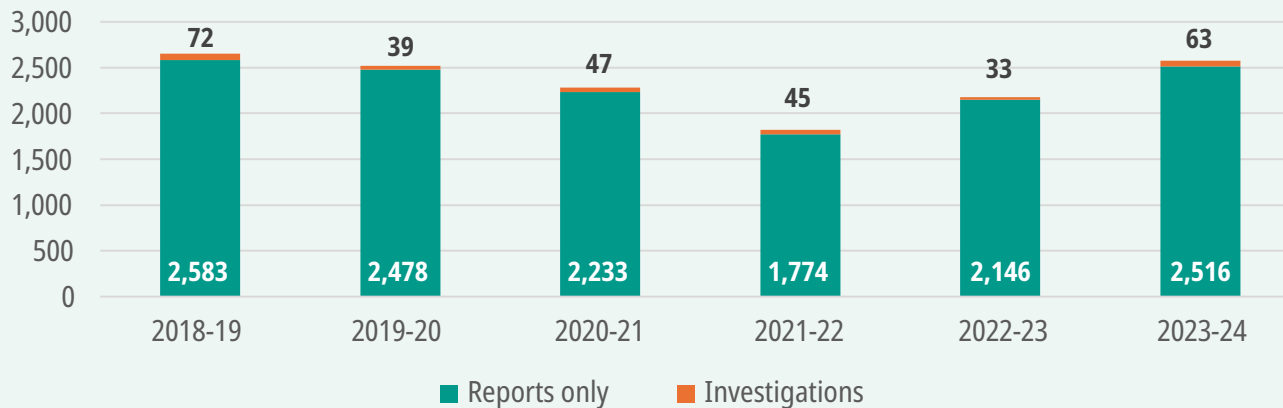
The category “combination” refers to there being more than one type of abuse or neglect identified in the same report.

**Number of Reports by SOA Type per Fiscal Year**



A facility is defined as the SOA in situations where it has demonstrated a lack of involvement or failed to establish an adequate safety plan to reduce risks to patients.

## Number of Reports vs Number Elevated to Investigations per Fiscal Year



The PPCO reviews all reports to determine if a more-fulsome investigation is required. For a report to proceed to investigation, the PPCO must be able to satisfy subsection 5(2) of the Act which says that “there must be reasonable grounds to believe that a patient is or is likely to be abused or neglected”.

On January 1, 2024, the PPCO began categorizing investigations as either minor or comprehensive, using the following thresholds:

### Minor Investigation

A minor investigation is completed at the inquiry phase when the incident meets the definition of abuse and/or neglect, and a comprehensive investigation is not warranted due to it being a minor event.

### Comprehensive Investigation

A comprehensive investigation is completed when:

- the definition of abuse or neglect is met,
- the Subject of Allegation (SOA) is a staff member and injury, death, and/or neglect occur, and
- the facility has demonstrated a lack of involvement or has an inadequate safety plan in place to mitigate the risk to all patients

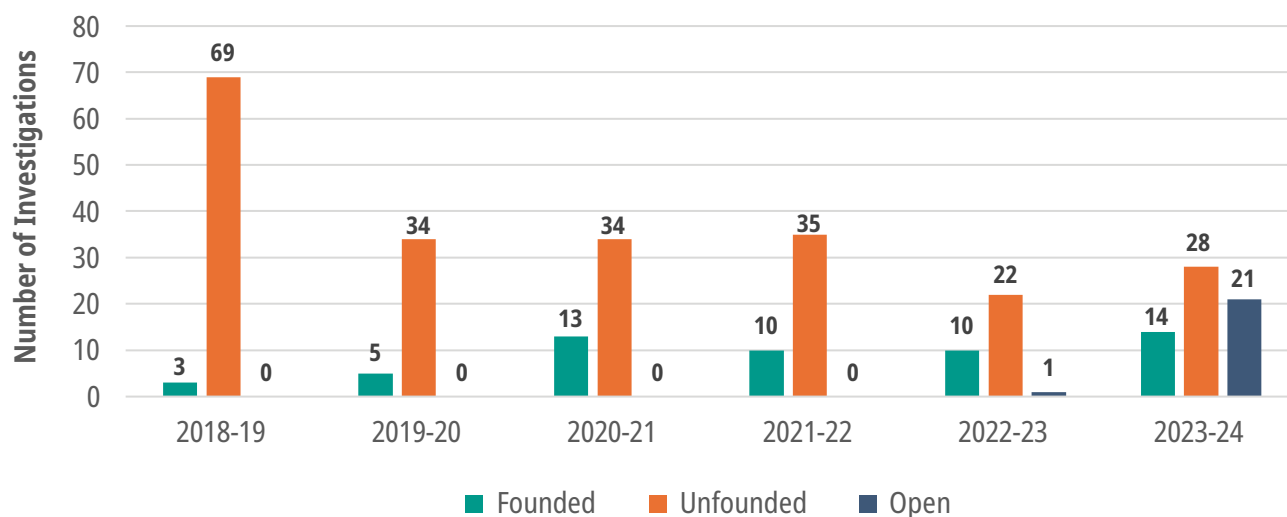
For the 2023-24 fiscal year and for the purpose of the five-year statistical comparison, the “minor investigations” have been counted as “reports-only”.

## Comprehensive Investigations (2018-2024)

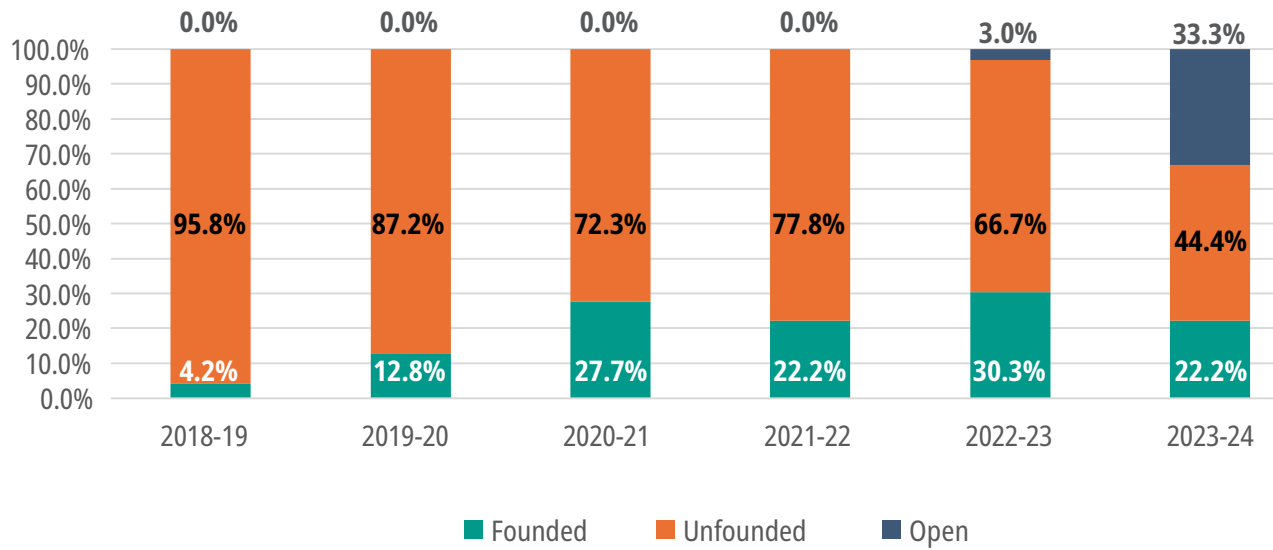
Allegations that are alleged to have occurred prior to January 1, 2024 are concluded utilizing the previous definitions of abuse and neglect. Under those definitions, three criteria must be applied to reach an investigation outcome of “founded” or “unfounded”. The first criteria applies a balance of probabilities test to determine if it is more likely than not that the allegation occurred as reported. The second test is whether the act or omission constitutes mistreatment while, lastly, the mistreatment either must have caused or been reasonably likely to cause serious harm.

Allegations that are alleged to have occurred on or after January 1, 2024 apply two criteria to reach an investigation outcome of “founded” or “unfounded”. Based on a balance of probabilities, it must first be determined if it is more likely than not that the allegation occurred as reported. If the answer is yes, a founded/unfounded determination is made by applying the definitions of abuse and neglect in the Act.

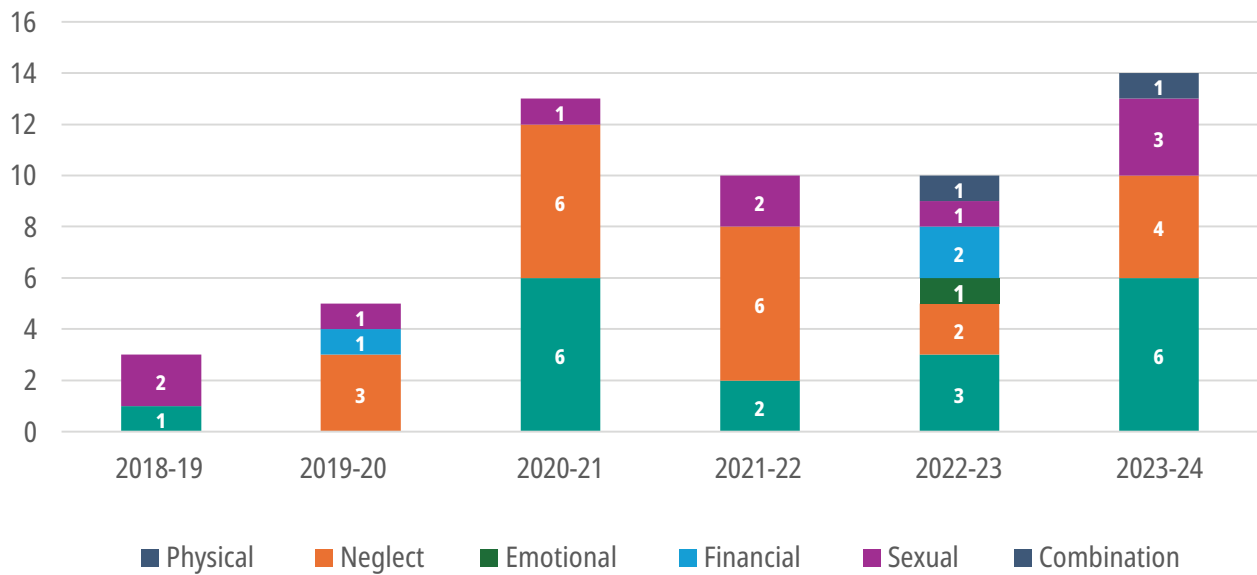
**Outcome of Investigations per Fiscal Year**



## Percentage Outcome of Investigations per Fiscal Year

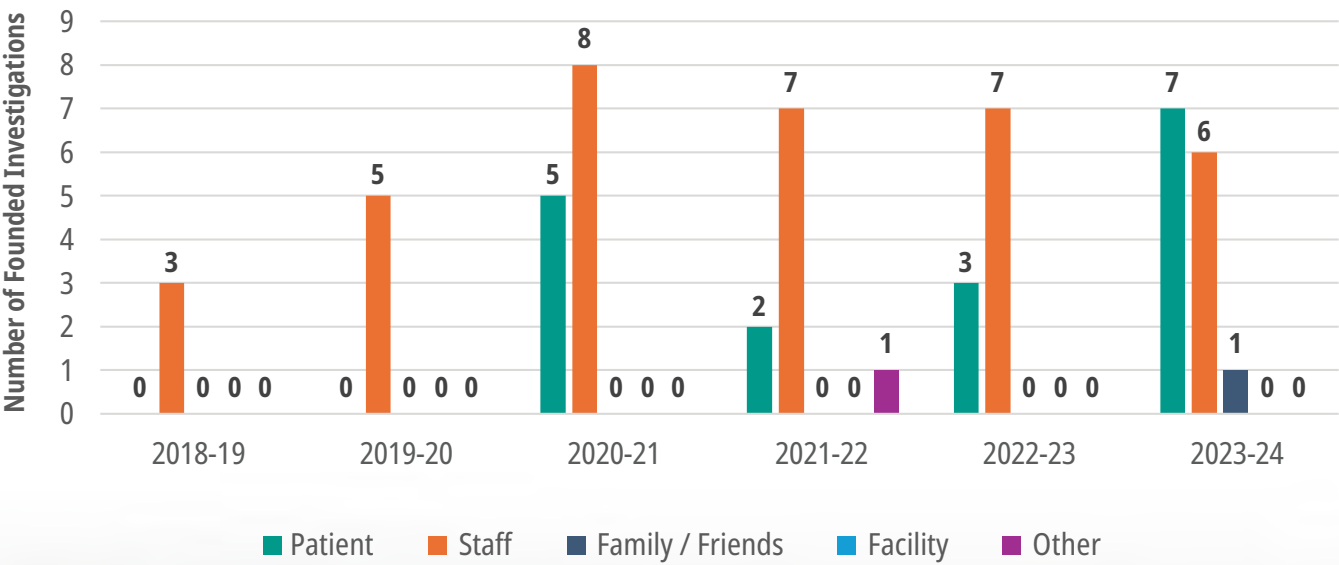


## Number of Founded Investigations by Type of Abuse or Neglect per Fiscal Year



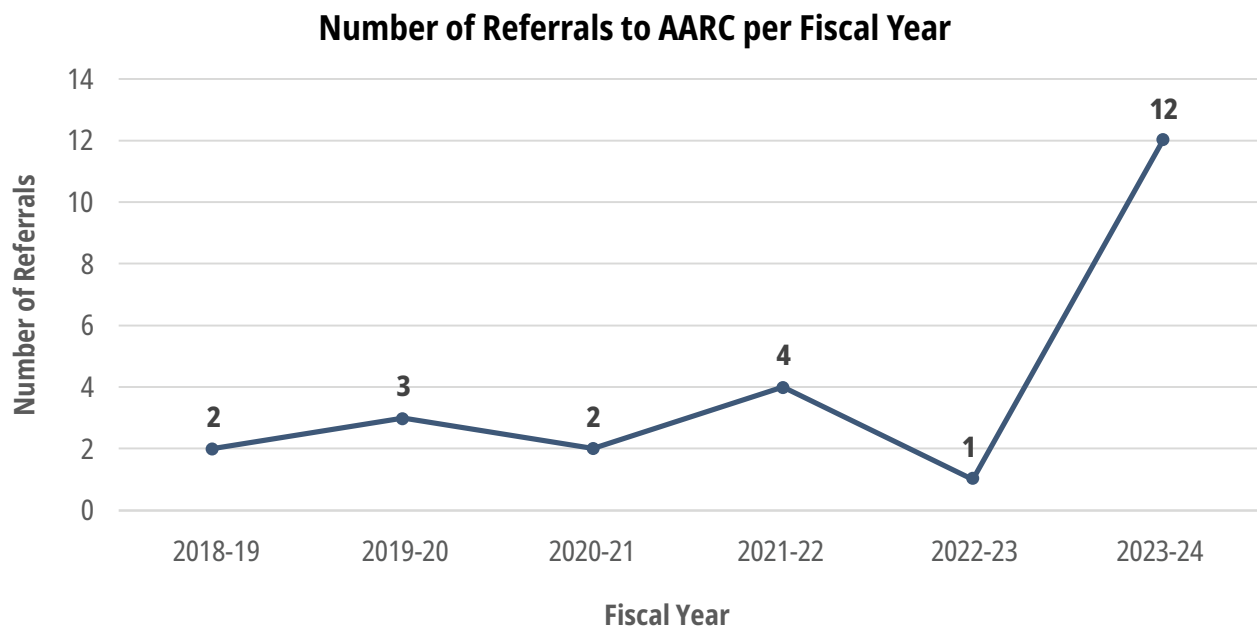


Number of Founded Investigations by SOA Type per Fiscal Year



## REFERRALS TO THE ADULT ABUSE REGISTRY COMMITTEE

At the end of an investigation where there has been a finding of abuse or neglect, there are circumstances where the PPCO is required to refer the name of an individual to the Adult Abuse Registry Committee (AARC). There was a significant climb in the number of referrals to AARC due to the PPCO's efforts to eliminate its investigation backlog. It is anticipated that the updated definitions of abuse and neglect under the Act may increase the future number of AARC referrals.





## DIRECTIONS AND RECOMMENDATIONS

Following an investigation, the PPCO may issue binding directions to a health facility to improve policies and/or processes that address the identification, reporting, prevention, and management of patient abuse and/or neglect.

Directions are designed to improve patient care and/or safety and may be issued even in cases where there has not been a finding of abuse and/or neglect. The PPCO monitors directions provided to a facility to ensure implementation.

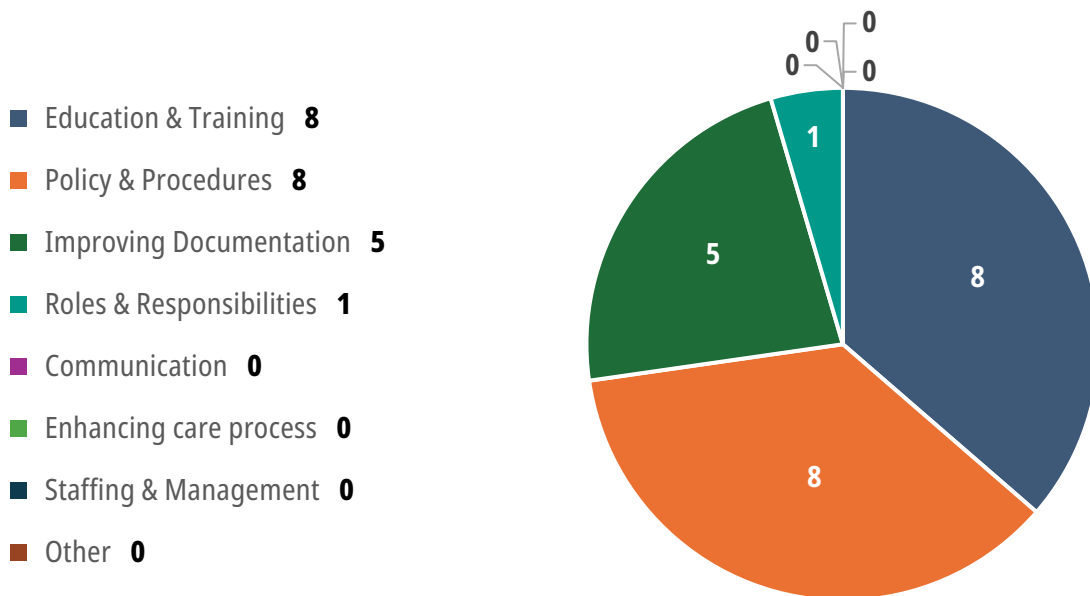
Directions may be issued under the following categories:

- Communication
- Education and Training
- Improving Documentation
- Policy and Procedures
- Roles and Responsibilities
- Resources Utilization and Referrals
- Enhancing Care Process
- Staffing and Management
- Other

For the **2023-24 fiscal year**, the PPCO issued a total of **22** directions between **3** different facilities. The top three categories of directions included: policy and procedure, education and training, and improving documentation.



### Total Directions per Category: Fiscal Year 2023-24



Occasionally, the PPCO may also provide the facility with non-binding recommendations that are not required to be implemented and are not monitored by PPCO but are designed to improve patient care and/or patient safety. Examples of recommendations include suggesting the facility improves its internal information-sharing processes or adopts leading practice that the PPCO has observed in other facilities.





## EDUCATION AND OUTREACH

The PPCO provides in-person educational sessions to health-care facilities and educational institutions. During the sessions, the PPCO explains its work, relevant laws and how facilities can comply with their legal requirements to report abuse and neglect.

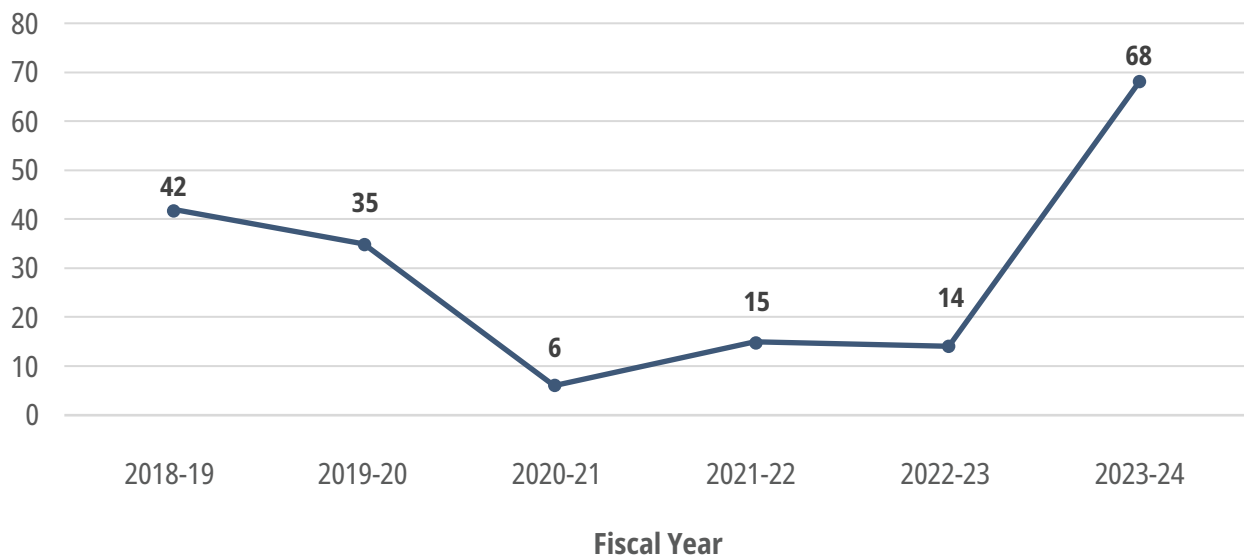
Education sessions are important. They ensure individuals employed in health-care facilities:

- are familiar with the definitions of abuse and neglect
- are familiar with the work of the PPCO
- feel confident making a report should the need arise
- understand their legal responsibility to report abuse and/or neglect, and
- are informed about their rights and protections in the event they make a report

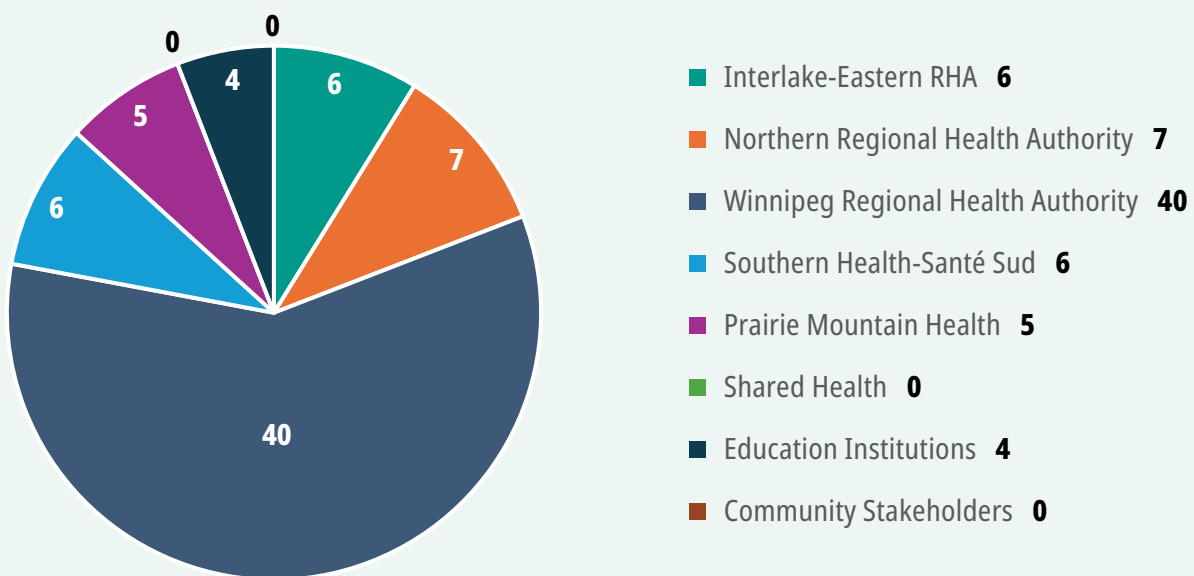
During **2023-24**, the PPCO provided **68** education sessions to facilities across all regions.



**Number of Educational Sessions Delivered per Fiscal Year**



**Number of Education Sessions by Location: Fiscal Year 2023-24**



“Education Institutions” generally includes health care provider education programs, such as health care aide and nursing student programs.

Shared Health – includes Health Sciences Centre and Selkirk Mental Health Centre.

“Community Stakeholders” - includes professional licensing bodies and organizations with an interest in acute and/or long-term care.





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