Accreditation Canada: A focus on Quality and Safety

Presented by Alex Rosé

Date: September 21, 2016
Objectives of the session

Provide an overview of:

• What is accreditation
• Accreditation Canada mission, vision and values
• Accreditation Canada Enterprise
  • Canadian Accreditation
  • International Accreditation
What is accreditation?

- Health care accreditation is an ongoing process of assessing health care and social services organizations against standards of excellence to identify what is being done well and what needs to be improved.
Integrating accreditation

- A tool that should be integrated into an organization’s quality improvement program
Defining Accreditation

A measure of an organization’s services compared against standards of excellence

A tool to identify areas for improvement

A process for organizations to regularly and consistently examine and improve their services
More or less ...

More...
- Quality
- Reliability
- Consistency

Less...
- Risk
- Variance
What is Accreditation Canada?

- National (bilingual)- International
- Not-for-profit
- Independent
- Incorporated in 1958
- Governed by a voluntary board of directors from many health disciplines
- Funded by revenue from clients
- Presence in over 20 countries on 5 continents
- Credibility, trust and support from governments and experts worldwide
Our role in the health care system

We improve health care quality and safety by:

Developing standards of excellence and using them to assess Canadian health care and social services organizations.
Our vision
Excellence in quality health services for all

Our mission
Driving quality through innovative approaches to accreditation

Our values
Within a collaborative environment committed to quality, client service and professional growth, our values are

EXCELLENCE • RESPECT • INTEGRITY • INNOVATION

Notre vision
Des services de santé d’excellente qualité pour tous

Notre mission
Force motrice de la qualité grâce à des démarches d’agrément novatrices

Nos valeurs
Dans le cadre d’un milieu favorisant la collaboration qui est engagé à l’égard de la qualité, du service à la clientèle et de la croissance professionnelle, nos valeurs sont

L’EXCELLENCE • LE RESPECT • L’INTÉGRITÉ • L’INNOVATION
Accredited by ISQua

- International Society for Quality in Health Care
- Accredited since 1998
Canadian Accreditation

Who are our clients
Who do we accredit?

Community health

Hospitals

Seniors' care

Specialty health services
Client organizations by sector

- Seniors’ care: 25%
- Specialty health services: 15%
- Regional health authorities: 15%
- Community-based care: 30%
- Hospitals: 15%

Accreditation Canada client organizations come from across the continuum of care. Our proportion of non-acute care clients continues to grow larger every year.
Client organizations by size

- Small: 1-50 employees (27%)
- Medium: 51-499 employees (45%)
- Large: 500+ employees (28%)
<table>
<thead>
<tr>
<th>Province</th>
<th>Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>British Columbia</td>
<td>125</td>
</tr>
<tr>
<td>Alberta</td>
<td>86</td>
</tr>
<tr>
<td>Saskatchewan</td>
<td>32</td>
</tr>
<tr>
<td>Manitoba</td>
<td>29</td>
</tr>
<tr>
<td>Ontario</td>
<td>439</td>
</tr>
<tr>
<td>Québec*</td>
<td>328</td>
</tr>
<tr>
<td>New Brunswick</td>
<td>17</td>
</tr>
<tr>
<td>Nova Scotia</td>
<td>33</td>
</tr>
<tr>
<td>Prince Edward Island</td>
<td>3</td>
</tr>
<tr>
<td>Newfoundland and Labrador</td>
<td>7</td>
</tr>
<tr>
<td>Yukon</td>
<td>2</td>
</tr>
<tr>
<td>Northwest Territories</td>
<td>6</td>
</tr>
<tr>
<td>Nunavut</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,108</strong></td>
</tr>
</tbody>
</table>

*Of these clients, 97 participated in the Accreditation Canada-Conseil québécois d'agrément (CQA) joint program.
301 on-site surveys were conducted in a range of health care and social services sectors across Canada.

*Acquired Brain Injury Services, Ambulatory Care, Biomedical Labs, Community Health Services, Independent Medical or Surgical Facilities, Primary Care, Rehabilitation, Residential Homes for Seniors, Staffing Agencies
Program Overview

Accreditation Primer, Qmentum, and Distinction
Accreditation Primer

• Foster understanding and knowledge of accreditation
• Build resources and capacities among teams
• Strengthen basic structures and processes related to quality and safety
Qmentum

- A four-year cycle of quality assessment and improvement
- Accredits the entire organization
- Assesses governance, leadership, and service delivery
Distinction

- Recognizes clinical excellence and a commitment to innovation and leadership in a specific health care field
- Currently available for:
  - Stroke
  - Trauma
Program components:

Standards and ROPs
## Accreditation Canada Quality Framework

<table>
<thead>
<tr>
<th>DIMENSION</th>
<th>TAG LINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety</td>
<td>Keep me safe</td>
</tr>
<tr>
<td>Client-Centred Services</td>
<td>Partner with me and my family in our care</td>
</tr>
<tr>
<td>Worklife</td>
<td>Take care of those who take care of me</td>
</tr>
<tr>
<td>Efficiency</td>
<td>Make the best use of resources</td>
</tr>
<tr>
<td>Appropriateness</td>
<td>Do the right thing to achieve the best results</td>
</tr>
<tr>
<td>Accessibility</td>
<td>Give me timely and equitable services</td>
</tr>
<tr>
<td>Population Focus</td>
<td>Work with my community to anticipate and meet our needs</td>
</tr>
<tr>
<td>Continuity</td>
<td>Coordinate my care across the continuum</td>
</tr>
</tbody>
</table>
What’s in the standard sets?

**Leadership**

**ALLOCATING RESOURCES AND BUILDING INFRASTRUCTURE**

9.1 The physical space meets applicable laws, regulations, and codes.

**Guidelines**

Considerations include maintaining heating, ventilation, and air-conditioning systems that control temperature, humidity, odours, and availability of fresh air; preventing exposure to second-hand smoke; ensuring the physical infrastructure, e.g. windows, roofs, and elevators, are in working order and meet applicable codes; having suitable furniture and equipment that considers ergonomics and addresses the needs of clients and team members with special needs; and security systems to protect teams and clients.

Many health care organizations face constraints related to older buildings and physical infrastructure. Regular inspections should be conducted to ensure that physical and environmental conditions are compliant with legislative standards to protect the health, safety, and security of teams and clients.

In cases where services are delivered in clients' homes, there are mechanisms to assess the safety of the home.
Required Organizational Practices (ROPs)

- Evidence-based practices organizations must have in place to increase safety and minimize risk
- Part of the standards
- Made up of major and minor tests for compliance
- ROP Handbook (accreditation.ca)
ROP Example: Client Verification

Implement a client verification protocol for all services and procedures.

**Tests for compliance:**

- The organization has a documented method of client identification (e.g. wrist bands, photo identification) that is standardized across the organization.

- The team uses at least two methods (e.g. name and date of birth) to identify a client before providing any service or procedure. The client's room number cannot be used to identify the client.
# Patient Safety Areas

<table>
<thead>
<tr>
<th>COMMUNICATION</th>
<th>MEDICATION USE</th>
<th>WORKLIFE</th>
<th>INFECTION PREVENTION AND CONTROL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve communication among providers and with the recipients of services.</td>
<td>Ensure the safe use of high risk medications.</td>
<td>Create a worklife and physical environment that supports the safe delivery of services.</td>
<td>Reduce the risk of health service organization-acquired infections and their impact.</td>
</tr>
</tbody>
</table>
Patient Safety Areas

- Risk Assessment
  - Identify safety risks inherent in the client population

- Safety Culture
  - Create a culture of safety within the organization
Accreditation

How does the program work?
A structured process

Four-year cycle

- **On-site survey**
- **Receive Accreditation Report and Decision**
  - 10 to 15 days after on-site survey
- **Submit evidence for progress review**
  - (if applicable)
  - Within 5 months after on-site survey
- **Submit evidence for progress review**
  - (if applicable)
  - Within 17 months after on-site survey
- **Mid-cycle consultation**
  - Teleconference with Accreditation Specialist
  - 24 months after on-site survey

**Plan on-site survey activities and logistics**
- 1 to 3 months before on-site survey

**Submit accreditation information**
- Instrument results and action plans
- Up to 12 months before on-site survey

**Complete instruments**
- 12 to 24 months before on-site survey

**Complete self-assessments (optional)**
- Starting 24 months before on-site survey

Accreditation Primer
In 2014:

Qmentum Accreditation Decisions

- Accredited: 56%
- Accredited with Commendation: 27%
- Accredited with Exemplary Standing: 16%
- Not Accredited: 1%
AccrediMap

Concordia Place
1000 Molson Street
Winnipeg, MB
R2K 4L5
www.wrha.mb.ca

Decision: Accredited

Direction From

Enter Address

Get Directions
Of the organizations recently surveyed...

97% agree that the program contributes to increasing the safety of their organization’s services.

96% agree that the program contributes to enabling teams identify specific areas for improvement.

94% agree that Accreditation Canada’s standards are useful to enable quality improvement within their organization.
Accreditation

The Qmentum on-site survey
Priority processes

• Critical areas and systems within an organization, known to have a significant impact on the quality and safety of care and services

• Examples:
  • Physical Environment
  • Emergency Preparedness
  • Human Capital
  • Episode of Care
Tracer Activities

1. REVIEW
   client files and documents

2. TALK and LISTEN
   individual interviews and group discussions

3. OBSERVE
   direct observation and tours

4. RECORD
   what is read, heard and seen
Accreditation Canada Surveyors

Pool of 500+
Senior health care professionals from accredited organizations
Surveyor Certification Program
Accreditation Canada’s Surveyors

- Nurses
- Physicians
- Administrators
- Physiotherapists
- And many others

- Hospitals
- Long Term Care
- Health Regions
- Labs
- And many others

Knowledge & Experience

500+
International Accreditation

International programs
Today: Accreditation Canada and ACI

1300+ 6000+

Accredited by ISQUA

CANADIAN TRADITION OF QUALITY HEALTH CARE

GLOBAL PRESENCE

1958 1967 Today
Accreditation Canada International

Vision
Excellence in quality health services for all

Mission
Improve health care quality and patient safety by providing the international community with leading edge accreditation, education & advisory services.

Values
Excellence, Integrity, Respect, Innovation
Qmentum International

Diamond level
- Monitoring outcomes;
- Using evidence and best practices to improve service

Platinum level
- Client-centered care;
- Consistency of service delivery

Gold level
- Foundational elements of quality and safety
QUALITY IMPROVEMENT
Three-year cycle

SELF-ASSESSMENT
- Client organization completes questionnaires
- Organization updates on-line profile

EDUCATION
Core and comprehensive sessions available

GUIDANCE

QUALITY PERFORMANCE ROADMAP

ACTION PLAN

EVIDENCE OF ACTION TAKEN

MONITOR RESULTS

SUPPORT

ON-SITE SURVEY
Surveyors assess services and report findings

ACCREDITATION DECISION and REPORT

EVIDENCE REVIEW
Accreditation Canada reviews evidence of action taken and amends accreditation decision if applicable

READINESS ASSESSMENT and REPORT
(Optional)
- Organization completes on-line profile
- Assessment of fundamental elements of quality and safety using questionnaires and initial visit
How We Do It?

• International Accreditation (54%)
  • Qmentum (Bermuda)
  • Qmentum International Program
  • Distinction
  • Pilot Projects (OR, Spinal Cord, etc.)

• Healthcare Assessment Systems (39%)
  • Co-surveys
  • Qmentum Licensed Program
  • ISQua preparation
  • Custom development

• Advisory and Education (7%)
Carrying out our Vision: Annual Patient Visits experiencing standardized care through AC programs
1000+ client organizations
Providing expert accreditation services to a growing number of organizations across Canada

Canadian Leader in accreditation
Nationally and internationally

100% Canadian program
A program build for Canadian organizations by expert Canadian service providers

500 Surveyors
Peer evaluators who provide experience coaching and advice

55 years of experience
Continuously working to improve our programs to better meet your needs
Achieving success

Program resources
Support

• Dedicated Accreditation Specialist (or Client Service Specialist) and Accreditation Assistant
• Technical Support seven days a week
• A secure, online portal
  • Standards
  • Quality Performance Roadmap
  • Education resources
  • Templates
  • Publications
Educational resources

- Webinars
- On-site education
- Regional sessions
- Conferences
- Free online webcasts
Additional tools and resources

- Leading Practices
- Resource Hub
Advisory Services

- Complement existing quality improvement initiatives
- Customized to your needs
  - Capacity building
  - Pre-survey evaluations
  - Post-survey support
  - Strategic guidance
Everyone deserves high-quality health care.
Keep in touch

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