

Accreditation 2011 Celebrate Our Excellence

Accreditation Questions & Answers

What is Accreditation?

Accreditation is an evaluation process used globally to assess the quality health care services.

Why is Accreditation important?

By participating in Accreditation, VIHA care teams and leadership demonstrate our commitment to patient safety, system quality and accountability. Accreditation improves communication and collaboration, both internally and with our stakeholders and partners, and ultimately leads to better patient care.

When was VIHA surveyed for Accreditation?

Accreditation Canada was on-site surveying all of VIHA from April 3-8, 2011. 16 surveyors, all of them health care leaders from across Canada, spent that week talking with staff, patients, families and volunteers to better understand our care practices. VIHA was provided the Accreditation report outlining our areas of excellence as well as opportunities for improvement. Our Accreditation report is really a snap-shot of what the 16 surveyors observed during their time at VIHA.

How did VIHA do?

VIHA successfully met **92%** of reviewed standards, and has been granted 'Accreditation with Condition'. This is the designation given to more than 70% of large health care organizations on their first survey. The conditions identify areas for improvement, and assist us in finding better ways to provide patient care. VIHA was also recognized for five Leading Practices, which Accreditation Canada describes as "commendable or exemplary organizational practices that demonstrate high quality leadership and service delivery." Our Leading Practices include Medication Reconciliation in both Home Care and the Renal Program, the Chair Model in our Heart Cath Lab at RJH, Collaborative Care between Seven Oaks and its ACT Team, and Improving Mental Health Care by Primary Care Physicians.

Surveyors also noted the work of the System Wide Initiatives (SWI), with specific kudos for focused attention on infection control, staff safety and injury prevention, and violence prevention.



With 92%, why didn't we get full Accreditation?

The Surveyors identified some areas where we could do a better job on things like evaluation and follow up. The conditions included in our Accreditation Report are targeted areas where we can achieve further improvements to patient care. We have time to create plans to address these issues before our final Accreditation Report this fall. This is how Accreditation can help organizations like VIHA to make continuous improvements to patient care and safety.

What happens now?

VIHA has until September to plan and get started on putting processes and systems in place to meet and demonstrate the requirements of the Required Organizational Practices (ROPs). Our objective is to successfully meet **all** Accreditation standards without condition.

How has the process changed since Accreditation in 2008?

Accreditation Canada introduced an updated survey process called QMENTUM. Peer reviews by surveyors remain key to the Accreditation process. During the QMENTUM survey, there is a greater focus on high-risk areas of service delivery; particularly systems or processes known to have a significant impact on patient/client safety and quality care/service. These are called priority processes and are assessed during the survey by tracing the journey of patients through the health care system.

Questions & Answers Continued

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Families of Required Organizational Practices (ROPs) include:

-  **CULTURE OF SAFETY** - create a culture of safety throughout VIHA.
-  **MEDICATION MANAGEMENT** - ensure the safe use of high-risk medications.
-  **COMMUNICATION** - improve the effectiveness and coordination of communication among care/service providers and recipients.
-  **WORKLIFE/WORKFORCE** - create a work life and physical environment that supports the safe delivery of care and service.
-  **RISK ASSESSMENT** - create an environment of preventive care for clients and service providers.
-  **INFECTION PREVENTION & CONTROL** - reduce the risk of site acquired infections and their impact across the continuum of care/service throughout VIHA

What is a tracer?

A tracer follows the path of a patient or an administrative process. It allows the surveyor to gather evidence about the quality and safety of our care and services.

What is a Required Organizational Practice (ROP)?

ROPs are designed to enhance patient safety and minimize risk. ROPs are High Priority Standards which VIHA must meet to achieve full accreditation. There are 35 ROPs VIHA must achieve, crossing virtually all program areas. Surveyors identified areas in 10 ROPs that need some fine tuning, and VIHA has until September to submit evidence on how we will address those issues.

How are ROPs evaluated?

Surveyors use the tracer method to assess compliance with the ROPs, through staff interviews, tours, documentation reviews, discussions with multi disciplinary care teams, patient interviews, and reviews of indicator data. During the survey, 110 priority processes were examined.

What are High Priority Standards?

In addition to meeting all ROPs, each program area also needs to be compliant with 90% of High Priority Standards. High Priority Standards span a broad range of health care activities from hand washing, to safe medication practices, to knowing how to report incidents and events. One area VIHA needs to focus is evaluation of falls prevention strategies. This is one of our unmet ROPs/High Priority Standards.

What are the next steps?

VIHA's quality structure, including the combined Quality Council, will engage with programs and portfolios to focus on areas of improvement identified in the Accreditation report. Many of the initiatives identified in the report are already underway.

A plan is being developed to address outstanding issues by September 8th:

- Developing a strategy to address ROPs and High Priority Standards that cross portfolios
- Gathering evidence to submit to Accreditation Canada
- Integrating Accreditation Canada into the portfolio Quality Council Structure

Where can I get more information? To find out more about Accreditation Canada, visit their [website](#).

VIHA's final Accreditation Report for 2011 will be posted on our website when we receive it this fall.

