

# The Accreditation

# ROADMAP

The pathway to possibilities

Hamilton Canada

Fall 2008 - Spring 2009



## Accreditation...

- gives us tools to make ourselves better
- gives everyone a chance to be heard
- helps us measure quality so that we can continuously improve
- helps us meet the future with a plan
- is independent validation that we are the best we can be
- shows the world that we are providing quality care and services

## Making the best better!

### Your voice counts in the accreditation process

Accreditation isn't something we do because the government tells us we have to. We do it voluntarily because it helps us be the best we can be. We do it because it gives us the tools to measure and evaluate the quality of the care and services we provide and because it helps us to continually improve. Accreditation helps us anticipate trends and plan for the future instead of reacting to situations as they arise. Accreditation also tells the world that our processes have been reviewed

by an independent third party so you don't have to take our word for it when we tell you how great we are. Families can rest assured that their loved ones are in capable hands.

Accreditation Canada is an independent not-for-profit organization that develops standards for healthcare and provides tools to measure and evaluate outcomes. All of the top healthcare organizations in Canada are accredited.

While accreditation is an

ongoing process, there is a detailed review every 3 years. Our next review is in June 2009 and several teams are busy reviewing the standards and preparing the documentation needed for our site visit.

To be successful, accreditation needs participation from all stakeholders—residents, families, staff, volunteers and community partners. Please make your opinions count if you are approached to participate. Together we are paving the pathway to possibilities!

## Your role in accreditation - What YOU can do

There are 5 accreditation teams: Long Term Care, Governance, Organization, Infection Prevention & Control and Medication Management. A key focus for all teams is safety. One of the teams may ask for your input in the accreditation process, or the surveyors from Accreditation Canada may ask to speak to you. Some people, including all staff, will be asked to complete a brief on-line survey. The results of these interviews and surveys will determine the priority areas

to be addressed during the process. Please participate fully if you are



brief on-line surveys during the month of November. Computers will be set up and help will be provided at various times and locations throughout Shalom Village. There will be a number of opportunities for you to participate, including at the flu shot clinics in the internet chat room across from Bubbi Bessie's. Stop in and see Bob Deans in the Levy Solutions office if you have any questions or would like some help completing the surveys.

### STAFF

All staff are required to fill out 2



# ACCREDITATION CANADA



## The Accreditation Teams

### **Long Term Care**

Team Leaders : Pat Ostapchuk and Jeanette O'Leary

The accreditation standards for Long Term Care address 5 key elements: clinical leadership, people, process, information and performance. These standards contain the following sub-sections:

- Investing in Long Term Care services
- Engaging prepared and proactive staff
- Providing safe and appropriate services
- Enhancing quality of life
- Maintaining accessible and efficient clinical information systems
- Monitoring quality and achieving positive outcomes

### **Effective Organization**

Team Leaders : Colleen Clementi and Pat Morden

The accreditation standards for Effective Organization help us ensure that we employ best practices throughout the organization. They help us provide the management support and infrastructure needed to drive excellence and continuous quality improvement. These standards focus on 4 key areas:

- Adapting to the environment
- Strengthening culture and values
- Allocating resources
- Building the infrastructure to achieve positive outcomes

### **Infection Prevention & Control**

Team Leaders : Sally Rakas and Cathy McDowell

The accreditation standards for Infection Prevention & Control are built on updated research and best practices in the field. They are based on standards from the Canada Standards Association (CSA), the Public Health Agency of Canada (PHAC), and the Community and Hospital Infection Control Association-Canada (CHICA-Canada). These standards focus on 4 key areas:

- Investing in infection prevention & control
- Keeping people safe from infections
- Providing a safe and suitable environment
- Being prepared for outbreaks and pandemics

### **Sustainable Governance**

Team Leaders : Kathleen Thomas and Randy MacDonald

The accreditation standards for Sustainable Governance reflect the increasing need for public accountability. They are based on 5 key functions of governance:

- Developing the mission, vision and values of the organization
- Collecting and using knowledge and information
- Developing the organization
- Building relationships with stakeholders
- Demonstrating accountability

### **Medication Management**

Team Leaders : Michelle Draper and Greg Almas

The accreditation standards for Medication Management address the safe use and effective management of medication. They emphasize a collaborative approach to preventing adverse drug events.

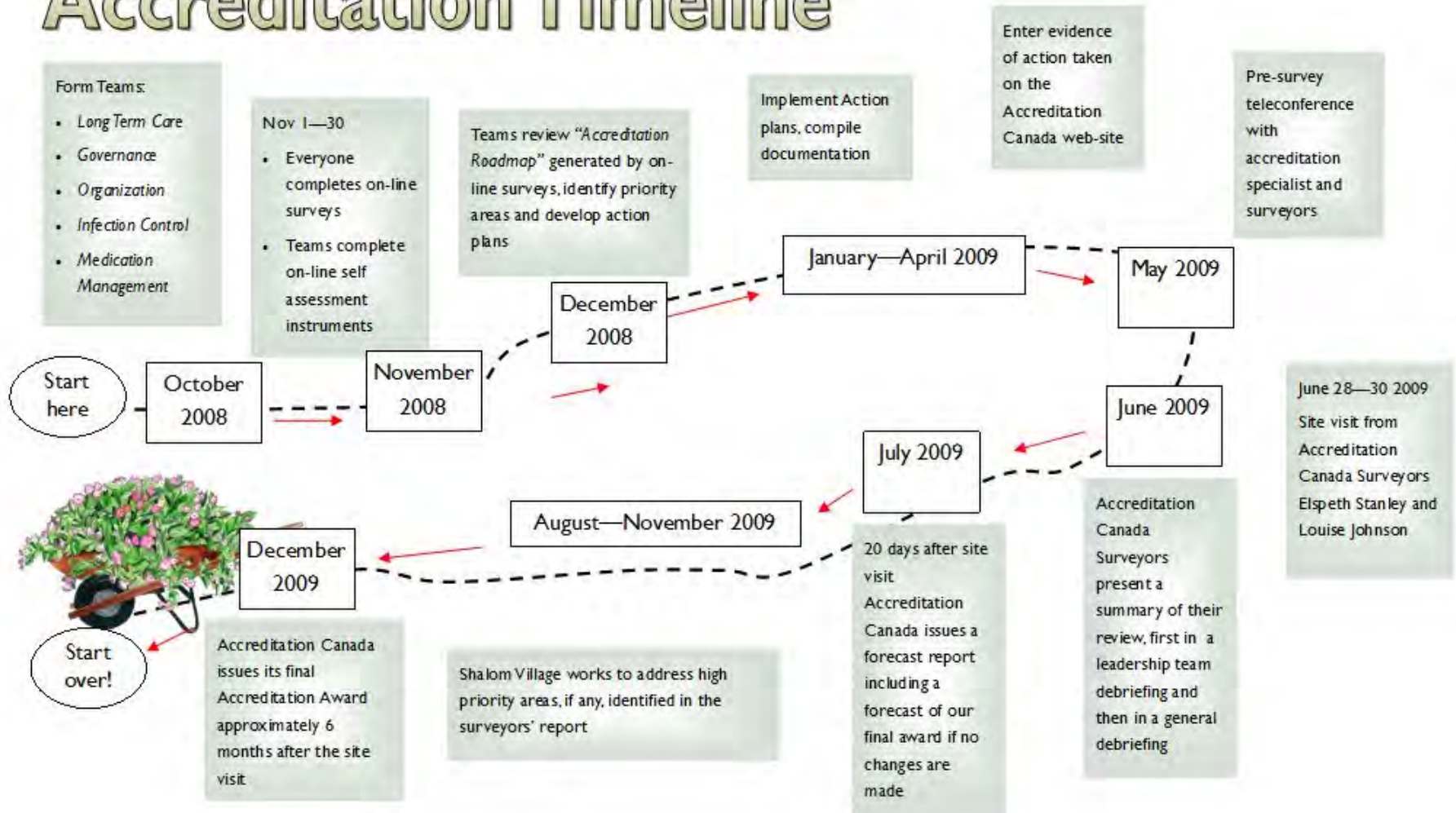
Some of the standards were adopted with permission from the Institute for Safe Medication Practices (ISMP). They focus on the following areas:

- Working together to promote medication safety
- Carefully selecting and procuring medications
- Properly labelling and storing medications
- Appropriately ordering and transcribing medications
- Accurately preparing and dispensing medications
- Safely administering medications
- Monitoring quality and achieving positive outcomes



“Our standards are very high. We even have high double standards.”

# Accreditation Timeline



**ACCREDITATION CANADA**  
**AGRÉMENT CANADA**

*Driving Quality Health Services*  
*Force motrice de la qualité des services de santé*



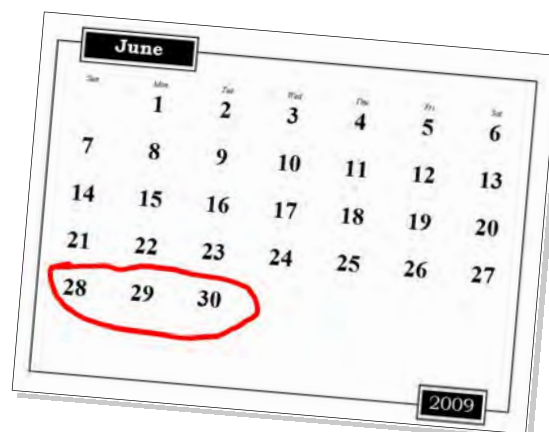
## Shalom Village

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*Shalom Village is affiliated with the McMaster University Faculty of Health Sciences*



### Mark you calendar for our site visit

Accreditation Canada surveyors Elspeth (Sandy) Stanley (Team Leader) and Louise Johnson will visit Shalom Village June 28 to 30, 2009 to meet us and review our processes and documentation. Please make them feel welcome and help them get to know us better by sharing your stories.

## ROP = Required Organizational Practices Gotta have 'em!

ROPs are the key areas that must be addressed before accreditation can be awarded to an organization.

Accreditation Canada has identified seven Patient Safety Areas – Culture, Communication, Medication Use, Worklife/Workforce, Infection Control, Fall Prevention, and Risk Assessment. Within these areas, there are 31 Required Organizational Practices (ROPs).

### **CULTURE**

- Patient safety strategic priority/ goal
- Quarterly reports
- Reporting system for adverse events
- Policy and process for disclosures of adverse events
- Prospective analysis

### **COMMUNICATION**

- Patient/client education
- Information transfer
- Verification processes for highrisk care/service activities

- Medication reconciliation at admission
- Medication reconciliation at referral/transfer
- Patient/client identification

Dangerous abbreviations

### **MEDICATION USE**

- Removal of concentrated electrolytes
- Standardize and limit drug concentrations
- Training on infusion pumps
- Heparin safety

- Narcotic safety

### **WORKLIFE/WORKFORCE**

- Training on patient/client safety
- Patient safety plan
- Roles and responsibilities for patient/client care and safety
- Preventive maintenance

### **INFECTION CONTROL**

- Infection control guidelines
- Education/training on hand-hygiene

- Infection rates
- Sterilization of equipment and facilities
- Influenza vaccine
- Pneumococcal vaccine (long term care)
- Hand-hygiene audit

### **FALLS PREVENTION**

- Falls prevention strategy

### **RISK ASSESSMENT**

- Pressure ulcer prevention (long term care)
- Suicide prevention (mental health)

**Questions?** Bob Deans is our Accreditation Coordinator. If you have any questions or need help filling out a survey please see Bob or call (905) 528-5103 ext. 268. You can also reach Bob by e-mail at [bob@shalomvillage.on.ca](mailto:bob@shalomvillage.on.ca)