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THREE YEAR ACCREDITATION AWARD RECEIVED LONG TERM CARE AND SENIORS BRANCH

The Health and Emergency Medical Services Committee recommends the adoption of the recommendation contained in the following report, December 12, 2007, from the Commissioner of Community and Health Services:

1. RECOMMENDATION

It is recommended that:

1. Regional Council receive this report for information purposes.

2. PURPOSE

This report is provided to Regional Council, as the governing body of the Long Term Care and Seniors Branch, to facilitate their legislated responsibility for ensuring that the programs and services delivered by the Branch are in compliance with applicable legislation and standards for the provision of long term care and health services.

3. BACKGROUND

Regional Council is the Governing Body for the Maple and Newmarket Health Centres and has a legislative responsibility to ensure that the facilities have a quality management system that is developed and implemented for monitoring, evaluating and improving the quality of care and services provided and for protecting and promoting the safety of the residents/clients and are ultimately accountable for the standards of care provided.

The Canadian Council on Health Services Accreditation is a national organization that assists health care organizations across Canada examine and improve the quality of care and services they provide to their patients, residents and clients. Participation in the accreditation program is voluntary and not all health care facilities are accredited.

3.1 Benefits of accreditation

Participation in the accreditation program provides an independent third party assessment of the standards of care and services being provided. A comprehensive evaluation of programs and services is conducted by specially trained health care professionals, to determine the organization's level of compliance against national standards that have been established by the Canadian Council on Health Services Accreditation.

3.2 Accreditation standards are comprehensive

The accreditation standards address all aspects of the Branch's operations. The Council establishes national standards in collaboration with the various segments and organizations that make up the Canadian health care community. The Council is comprised of the following professional bodies, corporate and consumer members/representatives:

- Canadian Medical Association
- Canadian Hospital Association
- Canadian Long Term Care Association
- Royal College of Physicians and Surgeons of Canada
- Canadian College of Health Service Executives
- Canadian Nurses Association
- The College of Family Physicians of Canada
- The Association of Canadian Teaching Hospitals
- Consumer Representatives

4. ANALYSIS AND OPTIONS

The Branch's programs and services were re-surveyed by three surveyors from the Canadian Council on Health Services Accreditation on May 22, 23, 24 and 25, 2007.

4.1 Long Term Care and Seniors Branch awarded highest level of accreditation

On the basis of the survey findings the Council has granted the Long Term Care and Seniors Branch a three year accreditation award without conditions, which is the highest level of accreditation a health service organization is eligible to receive. A three year accreditation award, without conditions, is given only if all of the criteria and standards for continuous quality improvement and effective risk management are achieved and if the majority of all other standards are rated as substantial and no standard is rated as non-compliant or minimally compliant.

4.2 Survey highlights, successes and areas of strength

In the report summary, the Council indicated that "York Region Long Term Care and Seniors Branch can celebrate many successes". Some of the highlights and identified areas of strength that were identified are as follows:

- This is a dynamic organization that is making much progress in achieving its mission for the future. The organization has several lovely properties and buildings that are very well maintained and modern; it provides all the facilities and amenities one would expect from a progressive continuing care centre.
- A comprehensive ethical framework is in place that allows staff to access supports as needed when ethical issues arise. The recent hiring of a consultant ethicist has been a

positive and commendable step for this organization and will address some of the education needs moving forward.

- There are devoted resources allocated to risk and safety in this organization. Safety has been adopted as a strategic priority and policies have been developed to guide most safety practices. Many processes have been developed and implemented to ensure that a commitment to patient safety is embedded at all levels of the organization.
- The organization has benefited from being municipally owned. It benefits from Human Resources and Information Technology supports. As well, the municipality has provided funding for the facility in addition to that provided through the ministry's Case Mix Index funds.
- The organization has developed many services in response to the community's needs and expectations. They are monitoring the health status of the community and using this data to move forward with a number of positive developments.
- There are successful day programs at each site in this organization that are addressing some of the gaps in services that existed in the community (such as physically disabled adults, brain injury clients, etc.) This client-centred organization uses a variety of linkages and partnerships in its commitment to providing an array of services; it strives to provide excellence in all it does.
- The organization has implemented a comprehensive business planning process that is closely monitored. Information on the successes and challenges associated with achieving objectives are well communicated with all stakeholders.
- The organization has a large number of initiatives that focus on staff quality of work life. There are excellent policies and procedures in place for all processes at the organization which are easily accessible through a staff intranet. Staff are able to access support in times of crisis as well as support for continuing education and development. This has supported the organization's accomplishment of becoming one of Canada's "Top 100 Employers".
- The organization is to be commended on allocating some of its beds to provide services for convalescent care. This has not only benefited quality of life for residents but also has impacted unnecessary utilization rates in acute care facilities.

4.3 Long Term Care and Seniors Branch receives above average quality performance scores

The Branch received an overall quality performance score from the Council of 84.24 out of 100. In 2005, the last year for which national statistics are available, the average quality performance score for accredited health care facilities was 71.8.

The following chart provides an overview of the Branch's quality performance scores and rating by quality dimension.

Table 1
Long Term Care and Seniors Branch Performance Scores

	Performance Scores/Rating
Environmental	84.50
Service Delivery	86.71
Information	80.36
Human Resources	84.77
Alternative Community Living Program	83.52
Day Centre	84.11
Leadership and Partnership	85.72
Overall Quality Performance Score/Rating	84.24

4.4 Patient/client safety a high priority

Patient/client safety has been given greater weight and identified as an emerging priority in the health care sector.

4.4.1 Patient safety required organizational practices fully implemented

There are a total of five goals and 21 patient safety required organizational practices for the health care sector, 17 of which, are applicable to long term care and community health services. The Branch was found to have fully implemented all of the 17 applicable required organizational practices.

Given the importance and emphasis being placed on patient safety, any required organizational practice that is not rated as being fully implemented automatically results in a recommendation with a requirement that the organization provide a report to the Council on implementation plans/progress.

4.4.2 Substantial compliance with all patient safety criteria

There are also a total of 103 patient safety criteria the Council standards of which 86 are applicable to long term care and community health services. Of the 86 applicable patient safety criteria, the Branch was rated as having a good to excellent compliance rating in 84 of the 86 patient safety criteria. These results are identified by the Council as being indicative of areas of organizational strength and excellence in patient safety.

4.5 2007 survey - recommendations and suggestions

In keeping with the accreditation focus of continuous quality improvement, the surveyors also identified a number of next steps and opportunities to further improve compliance with Council standards and the quality of care provided to residents and clients. The one recommendation, which is detailed below, and all suggestions/opportunities for

improvement have been forwarded to the Continuous Quality Improvement Teams for their review and consideration.

4.5.1 Recommendations

Recommendations relate to criteria within the standards in which there are opportunities to further enhance compliance with Council standards. The organization must develop a formal action plan to address any recommendations received.

A total of one recommendation was received from the Council following the 2007 accreditation survey. Based on the most recent data published by the Canadian Council on Health Services Accreditation, the average number of recommendations made by the Council per survey per organization for large organizations, like the York Region Long Term Care and Seniors Branch is 15.6.

4.5.2 Analysis of recommendation

The recommendation is related to an identified need for additional staff training related to new terminology which has recently been introduced by the Council to describe certain types of incidents. To address this area of required learning, the 2008 staff development plans, staff orientation, and annual core program inservicing have been adjusted accordingly.

4.6 Long Term Care and Seniors Branch cited for best/leading practices

The Canadian Council on Health Services Accreditation recognizes innovation and creativity in Canadian health care by identifying and describing leading practices in accreditation reports and then by publishing them in the annual *Canadian Health Accreditation Report*.

During this survey, the Branch was cited for two best/leading practices. The first best practice is related to the extensive deployment and utilization of built-in lifting devices which promote client and staff safety. The second is related to the participation in the pilot study of the Medication Safety Assessment Tool for Safe Medication Practices.

4.7 Relationship to Vision 2026

Participation in the accreditation process demonstrates a commitment to the provision of quality services and to the Vision 2026 goals of developing Quality Communities for a Diverse Population and Responding to the Needs of our Residents.

5. FINANCIAL IMPLICATIONS

The costs of accreditation are covered within the existing Long Term Care and Seniors Branch budget.

6. LOCAL MUNICIPAL IMPACT

The Canadian Council on Health Services Accreditation survey program provides confirmation that York Region continues to deliver high-quality long term care services for the residents of all local municipalities.

7. CONCLUSION

The accreditation program provides the Governing Body with an independent third party assessment of the programs and services provided by the Long Term Care and Seniors Branch. This assessment includes an evaluation of the quality and risk management systems that the organization has established to monitor, assess and improve quality and reduce exposure to risk.

Participation in the program also provides our clients, their families and the public with the additional assurance of quality provided by an independent review of our programs and certification that they meet or exceed national standards for the delivery of health services. Accreditation also brings with it enhanced reputation and recognition as a quality of care organization.

For more information on this report, please contact Shawn Turner, General Manager, Long Term Care and Seniors Branch in the Community and Health Services Department.

The Senior Management Group has reviewed this report.

(The attachment referred to in this clause was included in the Agenda for the January 10, 2008 Committee meeting.)