

Canadian Council on Health
Services Accreditation



Conseil canadien d'agrément
des services de santé

Strategic Priorities and Challenges: What Accreditation Data Reveals

A Symposium for Ontario Hospitals
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CCHSA's National Accreditation Report Initiative

- **Why?**

- **Strategic** direction set by Board
 - **Ends Policy: Public Accountability**

“CCHSA will provide a regular (at least annual) public report on the status of the Canadian health care system from the viewpoint of the CCHSA; based on the aggregated accreditation data of Council”
- In response to growing **demand** from a variety of stakeholders for **information** about accreditation surveys
- Contribute to **knowledge** being acquired about the **quality** of the Canadian healthcare system based on compliance to **national standards**, highlighting both improvement areas and good practices



CCHSA's National Accreditation Report Initiative

- **When?**
 - Inaugural “pilot” report containing 2002 accreditation data was released in December 2003, with a limited distribution.
 - Consultation feedback is being used to shape the next report on 2003 data.

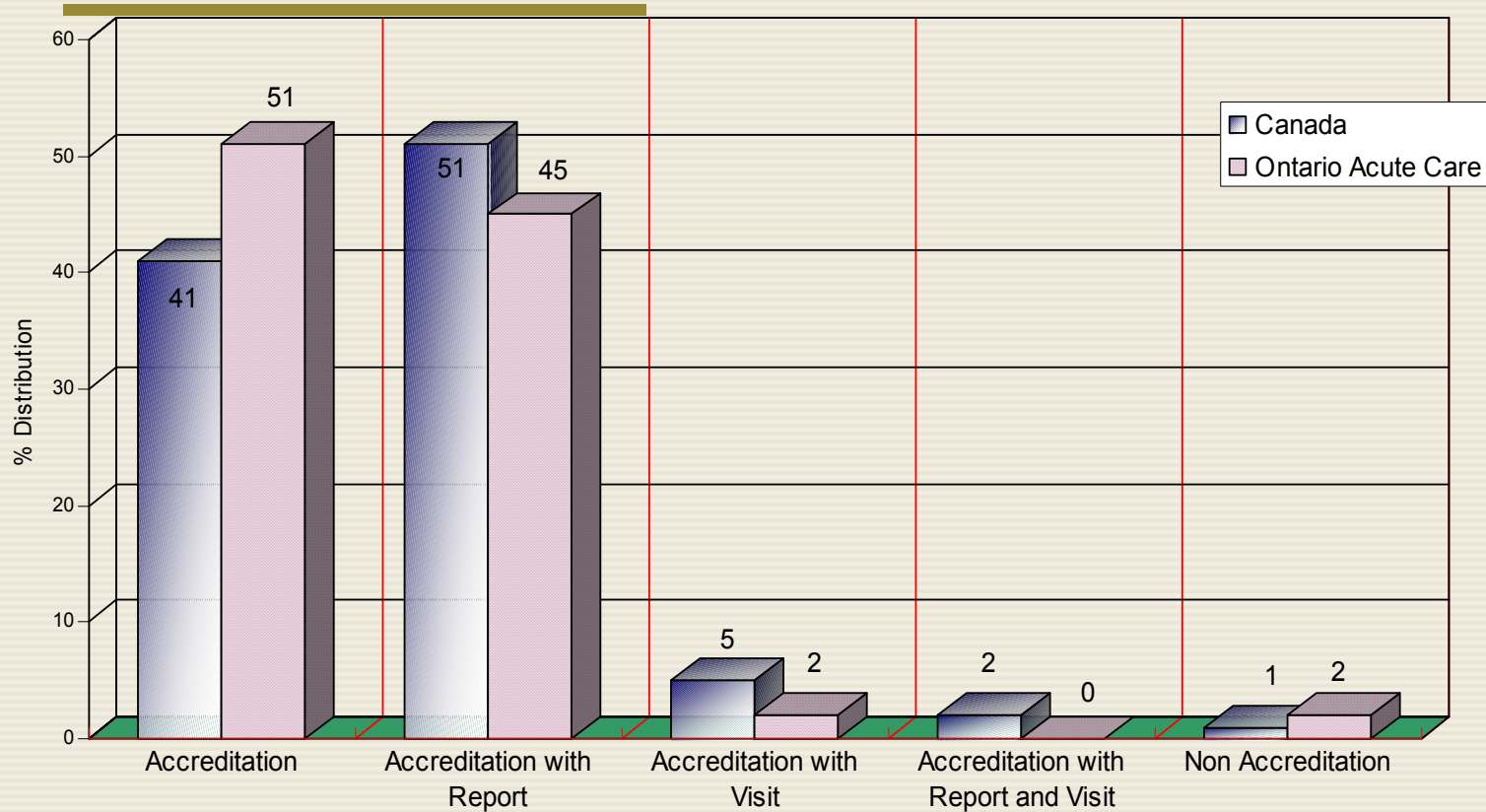


2003 National Accreditation Report: Table of Contents

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- **Conclusion**



2003 at a Glance: Award Distribution



Award Type	Canada		Ontario - Acute Care	
	# of Awards	%	# of Awards	%
Accreditation	135	41	24	51
Accreditation with Report	169	51	21	45
Accreditation with Visit	16	5	1	2
Accreditation with Report and Visit	8	2	0	0
Non Accreditation	2	1	1	2
Total	330	100	47	100

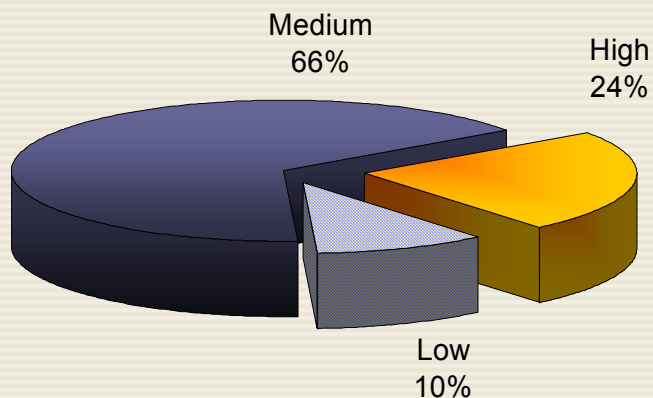


2003 at a Glance: Performance Measured Through Quality Framework

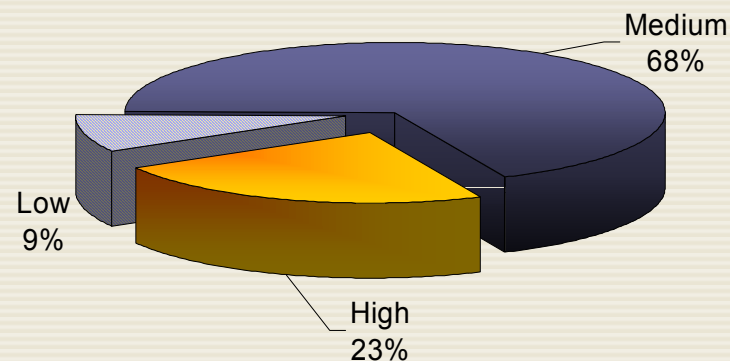
Quality Dimensions	National	Ontario Acute Care
System Competency	70.9	71.3
Responsiveness	72.4	70.3
Client/Community Focus	73.2	72.0
Worklife	70.8	71.0
Overall Mean	71.8	70.9



2003 at a Glance: Overall Recommendations by Urgency



Canada



Ontario Acute Care

	# of recs	%	# of recs	%	# of recs	%	# of recs
Canada	442	10	2,823	66	1011	24	4,276
Ontario Acute Care	50	9	398	68	137	23	585



Top 10 Recommendations by Number for Canada

301	L&P	12.0	The organization has a clearly defined and coordinated quality improvement system to continually monitor, evaluate and improve quality.
245	SD	3.0	The team monitors and improves the quality of its services to achieve the best possible outcomes .
176	L&P	6.0	The organization delivers services and makes decisions in accordance with its values, and with its own code of ethics or other recognized codes of ethics.
172	SD	10	The team protects and promotes the rights of its clients and families.
163	HRM	1.0	The organization's documented human resources plan anticipates and responds to current and future human resources needs.
162	SD	12.0	The team delivers safe, efficient and effective services .
158	HRM	5.0	The organization's leaders, staff and volunteers demonstrate competence .
157	ENV	5.0	The organization is prepared for disasters and emergencies .
134	L&P	5.0	The organization is effectively and efficiently governed .
131	SD	11.0	The team has an appropriate and integrated service plan for each client.

127	IM	1.0	The organization's information management processes meet current and future information needs and enhance its performance.
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L&P : Leadership and Partnerships; ENV : Environment; HRM : Human Resources; IM : Information Management

SD : Service Delivery



Top 10 Recommendations by Number for Ontario Acute Care

# of recommendations	Standard Section	Standard	
39	SD	11.0	The team protects and promotes the rights of its clients and families.
33	L&P	12.0	The organization has a clearly defined and coordinated quality improvement system to continually monitor, evaluate and improve quality.
30	SD	13.0	The team delivers safe, efficient and effective services .
27	SD	1.0	The team continually plans and designs its services to meet the current and future needs of the population it serves , and to achieve the best possible outcomes.
26	ENV	5.0	The organization is prepared for disasters and emergencies .
24	SD	3.0	The team monitors and improves the quality of its services to achieve the best possible outcomes .
23	SD	12.0	The team has an appropriate and integrated service plan for each client.
23	SD	3.0	The team monitors and improves the quality of its services to achieve the best possible outcomes .
22	SD	8.0	The team has access to diagnostic services that are safe, efficient and accurate.
18	HRM	5.0	The organization's leaders, staff and volunteers demonstrate competence .
13	IM	1.0	The organization's information management processes meet current and future information needs and enhance its performance.

L&P : Leadership and Partnerships; ENV : Environment; HRM : Human Resources; IM : Information Management

SD : Service Delivery



Top 3 Recommendations by Standards Section for Canada

Leadership and Partnerships

Number of Recommendations	Standard	
301	12.0	The organization has a clearly defined and coordinated quality improvement system to continually monitor, evaluate and improve quality.
176	6.0	The organization delivers services and makes decisions in accordance with its values, and with its own code of ethics or other recognized codes of ethics.
134	5.0	The organization is effectively and efficiently governed.

Environment

Number of Recommendations	Standard	
157	5.0	The organization is prepared for disasters and emergencies.
86	4.0	The organization prevents and controls infections.
74	2.0	The organization uses equipment, supplies, medical devices and space safely, efficiently and effectively.



Top 3 Recommendations by Standards Section for Canada

Human Resources

Number of Recommendations	Standard	
163	1.0	The organization's documented human resources plan anticipates and responds to current and future human resources needs.
158	5.0	The organization's leaders, staff and volunteers demonstrate competence.
64	2.0	The organization regularly evaluates and improves human resources processes to achieve the desired results.

Information Management

Number of Recommendations	Standard	
127	1.0	The organization's information management processes meet current and future information needs and enhance its performance.
69	2.0	The organization regularly evaluates and improves information management processes to achieve the best possible results.
43	8.0	The clients' files are current, accurate, comprehensive and secure.



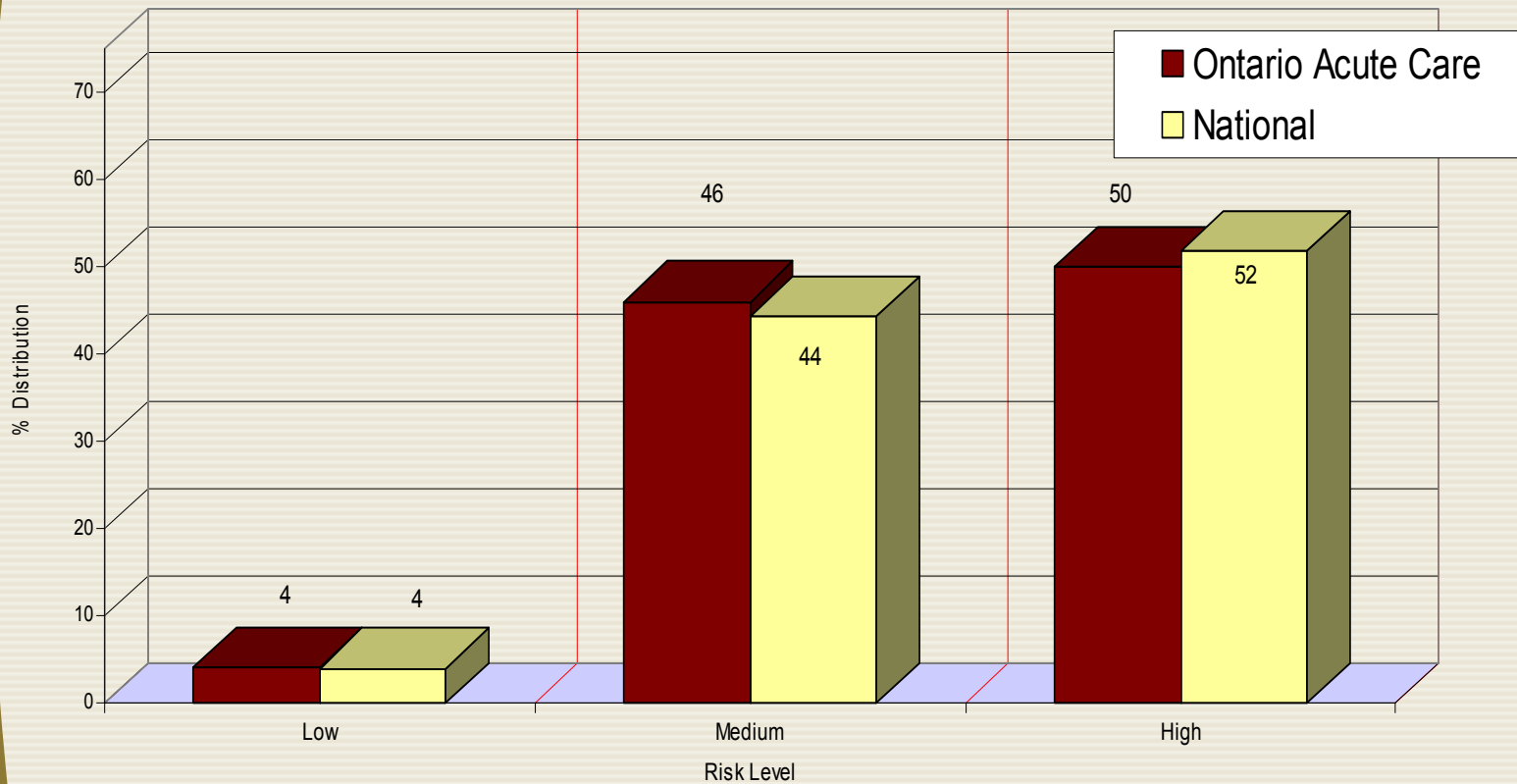
Top 3 Recommendations by Standards Section for Canada

Service Delivery

Number of Recommendations	Standard	
248	3.0	The team monitors and improves the quality of its services to achieve the best possible outcomes.
174	10.0	The team protects and promotes the rights of its clients and families.
162	12.0	The team delivers safe, efficient and effective services.



Percent of Patient Safety Recommendations in 2003 by Risk



	Low	Medium	High
	% of recs	% of recs	% of recs
Ontario Acute Care	4	46	50
National	4	44	52

Based on the Recognition Guideline Criteria only.

Ontario Acute Care Patient Safety Themes for 2003

- Preventing accidents, injuries, and infections
- Review of disaster and emergency plans
- Timeliness of diagnostic services, results and consultation or advice
- Waiting lists
- Managing aggressive or violent behaviour
- Processes for preparation of emergency or crisis situations
- Use of medication
- Informed consent
- Process to identify, assess, and manage risk
- Investigates incidents related to hazards and risks; prevention
- Seclusion and restraint control; modification of problem behaviour
- Similar/same processes for disaster risk reduction at all sites
- Dealing with complications, crisis, emergency
- Organization's physical space
- Manages utilities to minimize risk and failures
- Processes to reduce the risk of fire
- Accurate and reliable diagnostic test results and interpretation



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