Multi-setting, Inter-Jurisdictional Approach to Health Care Assessment: An Arms-Length Model

ERN Conference, Brussels, June 23, 2014
Accreditation Canada

- Over fifty years of experience in standard setting
- Non-profit
- External Assessment across all health sectors
- Enduring presence in over 20 countries on 5 continents
- Internationally recognized standards
- Credibility, trust and support from governments and experts worldwide
- International collaboration through ACI, Accreditation Europe, NIAZ, etc.
Accreditation Canada

- CANADIAN TRADITION OF UNIVERSAL HEALTH CARE
- GLOBAL PRESENCE
- LOCAL SOLUTIONS

1958 1967 2013 Today

1300+ 6000+
One third of all new accreditation programs and standards developed worldwide have taken the lead from Accreditation Canada

Charles D. Shaw, ISQua
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
Programs Scope

- Integrate multiple theoretical frameworks
  - Self-Assessment, Peer Review, Mandatory Criteria, etc.
- Address a variety of settings
  - State-Wide Health Systems
  - Family Group Practice
  - Specialized Medical and Surgical Facilities
  - Diagnostic Imaging and Biomedical Laboratories
- Varying levels of assessments
  - Horizontal criteria and conditions that should be fulfilled by all healthcare providers
  - Criteria and conditions that may vary depending on the scope of the concrete area of expertise, disease or condition
Programs Scope

Qmentum International
- Organization-wide review
- 3-year award
- Option for completing a mock survey

Qmentum International Single Service Certification
- Review of core standards and a single service
- 3-year award

Distinction
- Condition-specific standards, indicators, protocols and project review
- 2-year award
Qmentum International
Perspectives on Quality

PATIENT
- Timely access to care
- Effectiveness of treatment
- Safety

ORGANIZATION
- Clinical effectiveness
- Availability of tools and resources

SYSTEM
- Efficiency of Services
- Cost-effectiveness
- Management

COMMUNITY
- Value for money
- Health of community at large
# Quality Framework

<table>
<thead>
<tr>
<th>QUALITY DIMENSIONS</th>
<th>TAG LINE</th>
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<tbody>
<tr>
<td>POPULATION FOCUS</td>
<td>Working with communities to anticipate and meet needs</td>
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<tr>
<td>ACCESSIBILITY</td>
<td>Providing timely and equitable services</td>
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<tr>
<td>SAFETY</td>
<td>Keeping people safe</td>
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<tr>
<td>WORKLIFE</td>
<td>Supporting wellness in the work environment</td>
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<tr>
<td>CLIENT-CENTRED SERVICES</td>
<td>Putting clients and families first</td>
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<tr>
<td>CONTINUITY OF SERVICES</td>
<td>Experiencing coordinated and seamless services</td>
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<tr>
<td>EFFECTIVENESS</td>
<td>Doing the right thing to achieve the best possible results</td>
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<tr>
<td>EFFICIENCY</td>
<td>Making the best use of resources</td>
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Program

Support Accreditation at three levels: Gold, Platinum, Diamond

Developed with the input and guidance of experts

Reflect best practices & emerging trends

Continuously monitored and refined as needed
Engaging Content Partners as an Inter-Jurisdictional Approach to Standards Development

- World Health Organization
- Provincial health councils
- Canadian Forces Health Services
- Canada Health Infoway
- Canadian Health Services Research Foundation
- Canadian Institute for Health Information
- Canadian Patient Safety Institute
- Canadian Partnership Against Cancer
- Canadian Standards Association
- Provincial health care associations
- Institute for Safe Medication Practices Canada
- Rick Hansen Institute
- Public Health Agency of Canada
- Conseil québécois d’agrément
- Canadian Stroke Network
- Correctional Services of Canada
- Health Canada First Nations & Inuit Health Branch
- Health Canada Secretariat on Palliative and End-of-Life Care
- Trauma Association of Canada
- Canadian Blood Services
- Trillium Gift of Life
- Université de Montreal
- Canadian College of Health Service Executives
- Community and Hospital Infection Control Association of Canada
Large Library of Standards

- Acquired Brain Injury Services
- Ambulatory Care Services
- Assisted Reproductive Technology (ART) Standards for Clinical Services
- Assisted Reproductive Technology (ART) Standards for Laboratory Services
- Assisted Reproductive Technology (ART) Standards for Working with Third Party Donors
- Biomedical Laboratory Services
- Blood Bank and Transfusion Services
- Cancer Care and Oncology Services
- Cancer Populations
- Case Management Services
- Child and Youth Populations
- Child Welfare Services
- Community-Based Mental Health Services and Supports
- Community Pharmacy (in development)
- Community Health Services
- Correctional Service Health Services
- Critical Care
- Developmental Disabilities Services
- Diagnostic Imaging Services
- Effective Organization Standards for Primary Care
- Emergency Department
- Emergency Medical Services
- Health Care Staffing Services
- Home Care Services
- Home Support Services
- Hospice, Palliative, and End-of-Life Services
- Independent Medical/Surgical Facilities
- Laboratory and Blood Services

- Leadership
- Leadership (Customized)
- Leadership for Assisted Reproductive Technology (ART)
- Long Term Care Services
- Medication Management
- Medication Management (Customized)
- Maternal/Child Populations
- Medicine Services
- Mental Health Populations
- Mental Health Services
- Obstetrics/Perinatal Care Services
- Operating Rooms
- Organ and Tissue Donation Standards for Deceased Donors
- Organ and Tissue Transplant Standards
- Organ Donation Standards for Living Donors
- Point-of-Care Testing
- Primary Care Services
- Primary Care Services (Customized)
- Public Health Services
- Rehabilitation Services
- Reprocessing and Sterilization of Reusable Medical Devices
- Spinal Cord Injury (Acute Care and rehabilitation)
- Stroke Services (Distinction program)
- Systemic Cancer Therapy Services
- Substance Abuse and Problem Gambling Services
- Surgical Care Services
- Sustainable Governance
- Telehealth Services
- Trauma Care (Distinction program)
QUALITY IMPROVEMENT
Three-year Cycle

SELF-ASSESSMENT
- Client organization completes questionnaires and submits instrument and indicator data
- Organization updates on-line profile

ON-SITE SURVEY
Surveyors assess services and report findings

EDUCATION
Core and comprehensive sessions available

ACCREDITATION DECISION and REPORT
Accreditation Canada reviews evidence of action taken and amends accreditation decision if applicable. Annual update of indicators required

READINESS ASSESSMENT and REPORT
- Organization completes on-line profile
- Assessment of fundamental elements of quality and safety using questionnaires and initial visit

GUIDANCE

ACTION PLAN

EVIDENCE OF ACTION PLAN

QUALITY PERFORMANCE ROADMAP

CLIENT ORGANIZATION

MONITOR RESULTS

PROGRESS REVIEW
Required Criteria for Healthcare Providers - Examples

• Patient safety programme (specific goals, procedures and outcome indicators focusing on key areas)
• System for reporting/learning from adverse events
• Patient safety training
• Hand hygiene policies and audit
• Safe use of medications
• Prevention/monitoring of healthcare related infections
• Safe surgical procedures
• Safe patient identification
High Priority Criteria for Healthcare Providers - Examples

- Strategies in place to ensure that care is patient-centred and patients’ rights are respected
- Clear and transparent information about complaint procedures
- Active evaluation of patient experience
- Personal data protection rules and access to medical records and clinical information
- Transparency, including providing information about clinical outcomes, treatment options and the quality and safety standards put in place
- Informed consent is given freely, unambiguously and explicitly
Assessment Model for Reference Networks – Trauma Network Distinction

Level I
- Patient Assessment
- Triage to Local Hospital / Trauma Centre
- Activation of Trauma Response Team
- Transfer to Low/High Level ICU
- Treatment of Patient in ICU/OR
- End of Life Care (if applicable)
- Initial Assessment of Rehab and Mental Health Needs
- Recovery in In-patient Rehab
- Referral to Specialized Rehab/Community Services

Level V
- Trauma Centre

Level II
- Trauma Network

Level III
- Trauma Network Distinction

Level IV
- Trauma Network
NIAZ – the Netherlands and Flanders

- Adaptation of Qmentum International as a Dutch/Flemish external assessment program (NIAZ 3.0)
- Train-the-trainer program
- Development of IT platform
- Ongoing maintenance of standards
- Joint innovation program
- Development of regional-specific standards (phase 2)
Other European Experiences

• Haute Autorité de Santé, France (formerly ANAES) - Governance Support
• ARSS Veneto, Italy - Standards and Program Development (AIM 7)
• Ireland – Program Development
• Agency for Health Quality of Andalucia, Spain - Surveyor Training
• Albania - Surveyor Training
Thank you!