

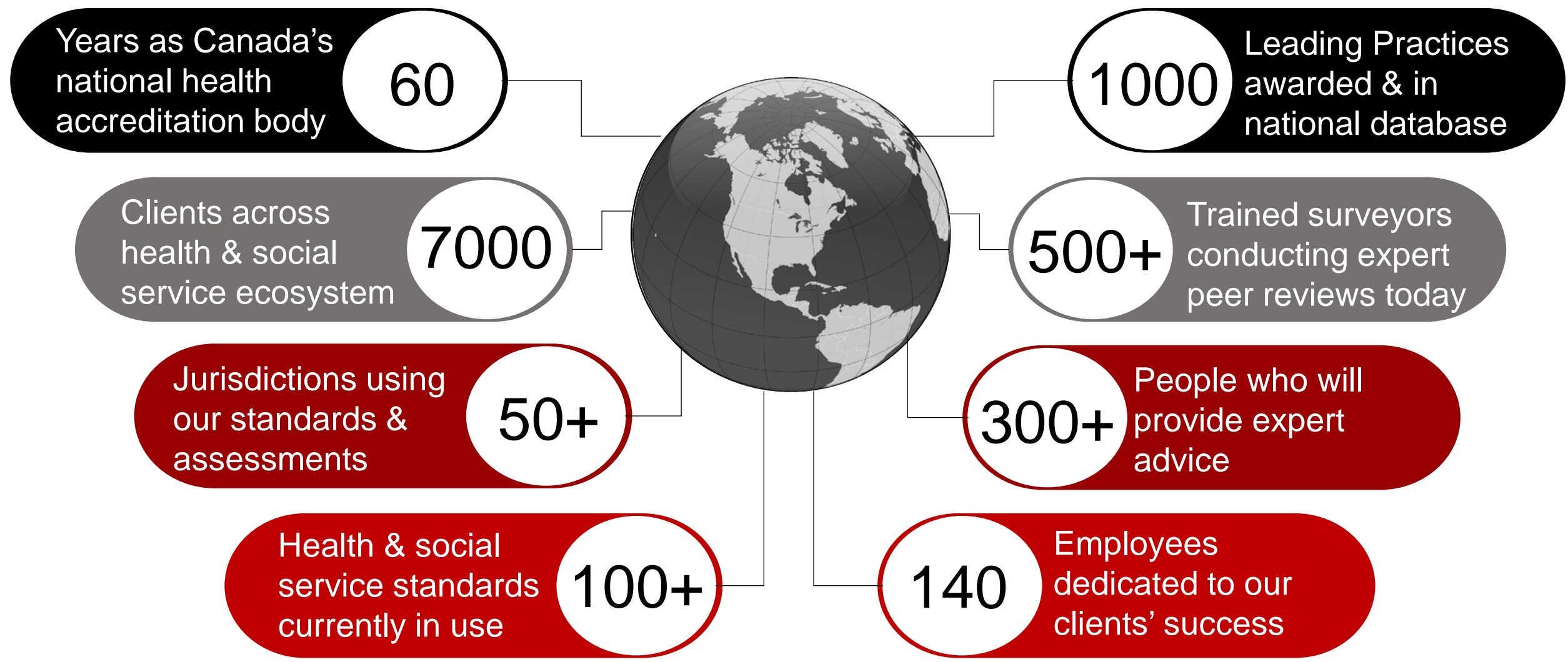
Healthcare Accreditation Model in Canada

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Accreditation Canada
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At a glance





Separating standards setting &
assessments



HSO is an independent, not-for-profit organization that develops world class standards and innovative assessment programs so people in their own jurisdictions can save and improve lives

HSO provides products and services to accreditation bodies, governments, health care organizations, associations & other stakeholders



Accreditation Canada is an independent, not-for-profit organization affiliated with HSO

AC is dedicated to providing high impact, high value assessment programs including certifications and accreditation to Canadian and international clients

AC is an HSO Global Program Partner

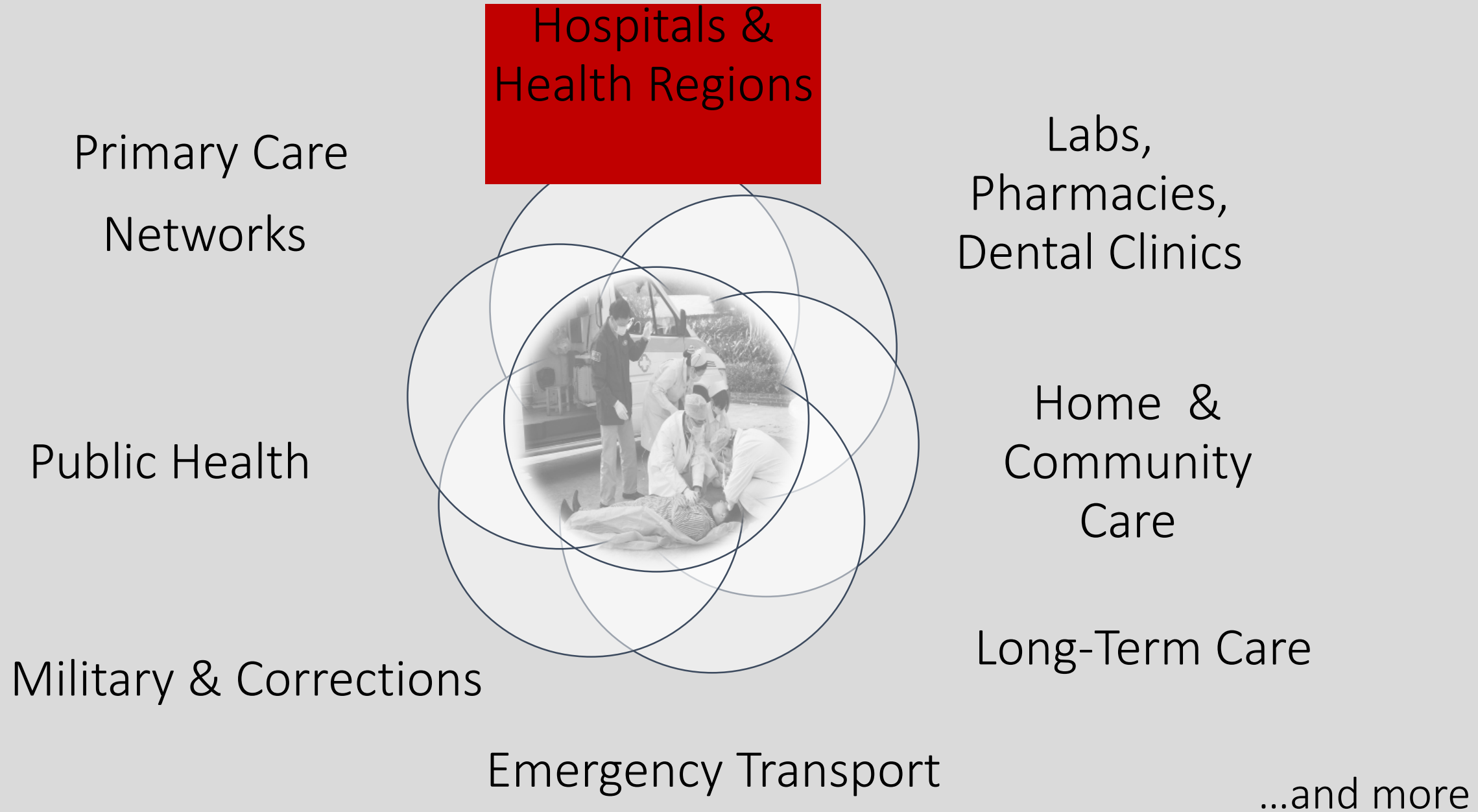
HSO provides AC with

- Growing library of national and international standards
- Assessment manuals-enables customization to address local context
- Assessment methods
- Surveyor models
- Instruments and benchmarking tools
- Innovative technology solutions
- 24/7 customer service
- Activation Services
- Global Learning
- Corporate Support Services



- 1998, 2002, 2006 for Standards and Organization
- 2010, 2014 for Standards, Organization, and Surveyor Training Programme (new in 2010)

Who we work with



Global Presence



Global Program Partners



Canadian healthcare landscape



- 32.3M population (2016 census)
- 13 Federated Provincial and Territorial Health Systems + Federal
- Publicly funded, single-payer health care system
- **Universal** health care coverage to Canadian citizens, permanent residents and certain temporary residents

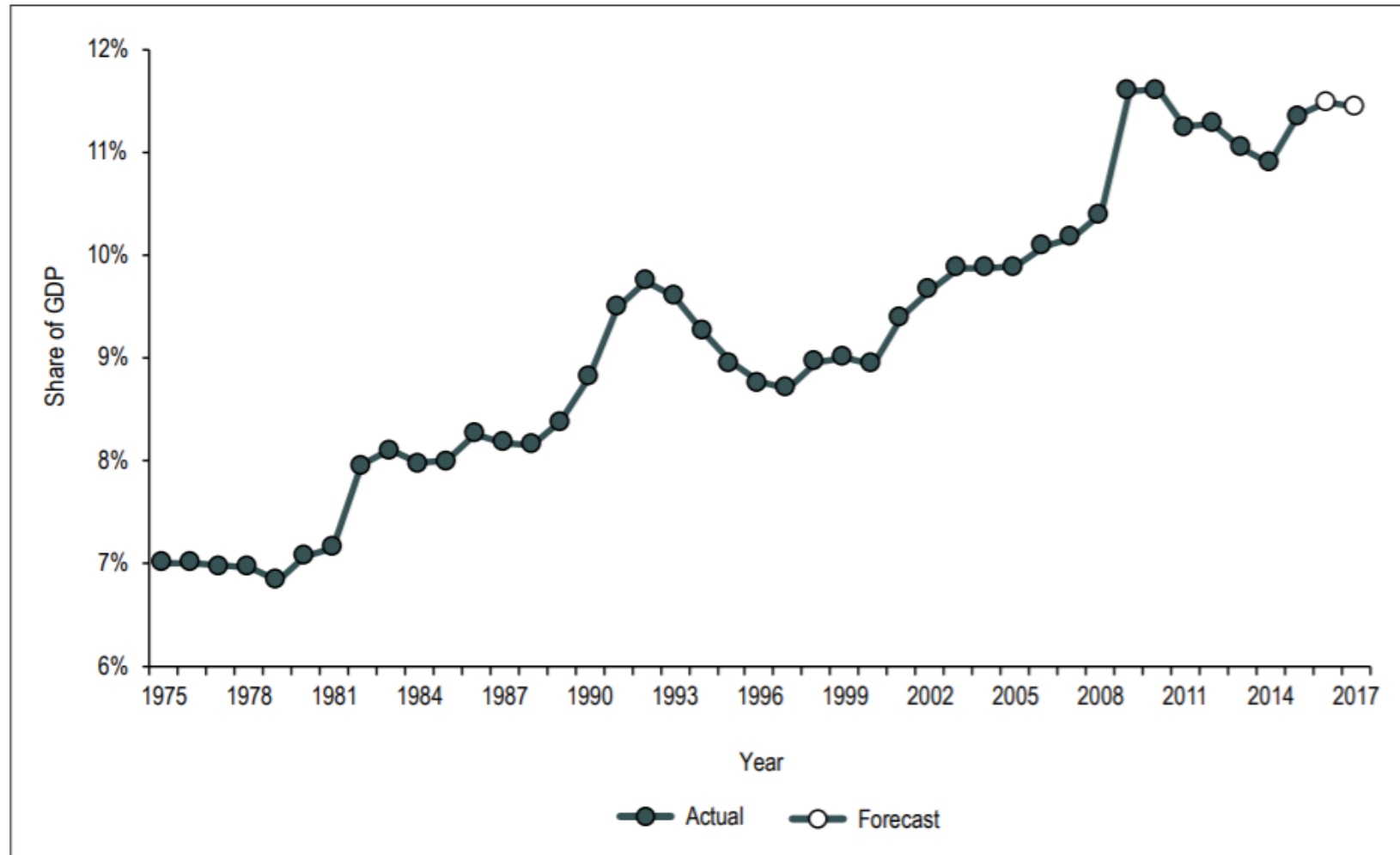
Note: Numbers in bar charts indicate number of health service providers listed on each LHIN website.

* Other Accreditor data is approximate and includes published information from CAC, CCA, and CARF

**Not accredited status is attributed to organizations that do not seem to have an accreditation award published on CARF's, CCA's, or CAC's websites and who are not accredited by Accreditation Canada.

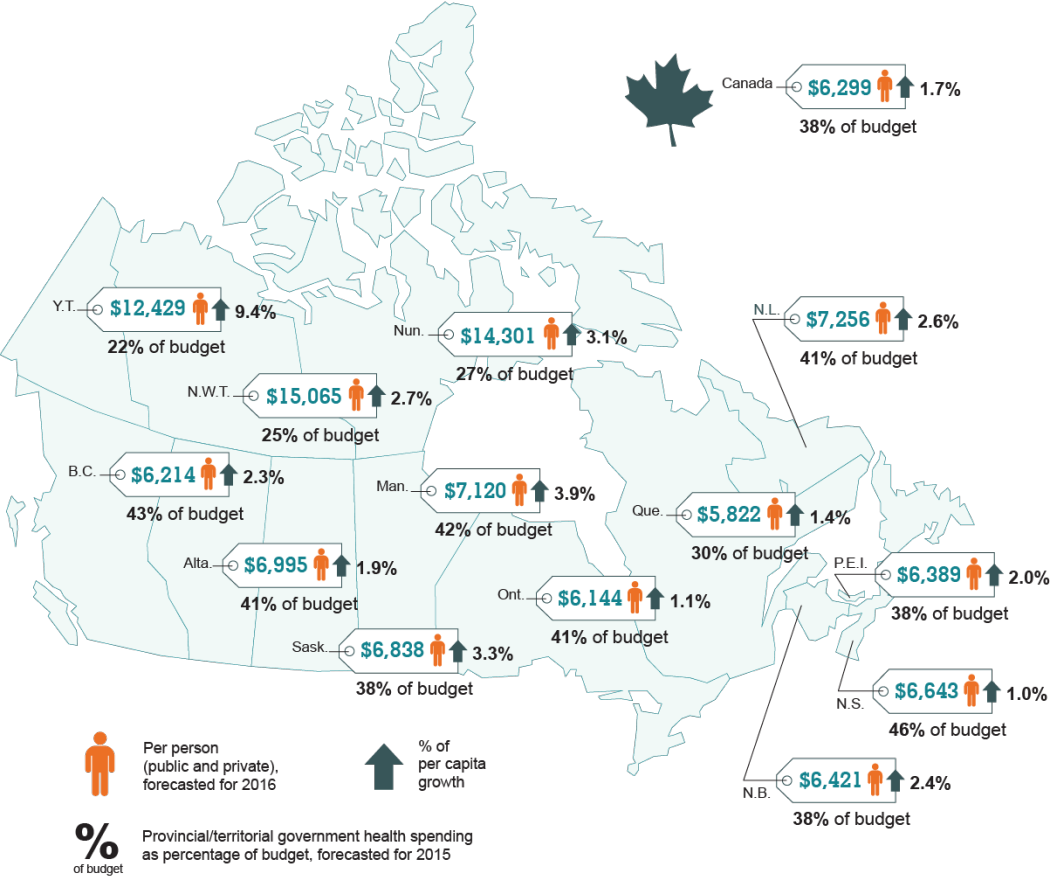
Healthcare expenditure 1975 - 2017

Figure 2 Total health expenditure as a percentage of GDP, Canada, 1975 to 2017



Source

National Health Expenditure Database, Canadian Institute for Health Information.



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National Health Expenditure Database, Canadian Institute for Health Information.

Country	Cost per person (Canadian dollars)	Percentage of GDP	Percentage public	Percentage private
OECD (average)	\$4,463	9.0%	73%	27%
United States	\$11,126	16.6%	49%	51%
Sweden	\$6,245	11.2%	83%	17%
France	\$5,384	11.1%	79%	21%
Germany	\$6,311	11.0%	85%	15%
Netherlands	\$6,505	10.9%	81%	19%
Canada	\$5,543	10.0%	71%	29%
United Kingdom	\$4,896	9.9%	80%	20%
New Zealand	\$4,361	9.4%	80%	20%
Australia	\$5,187	9.0%	67%	33%

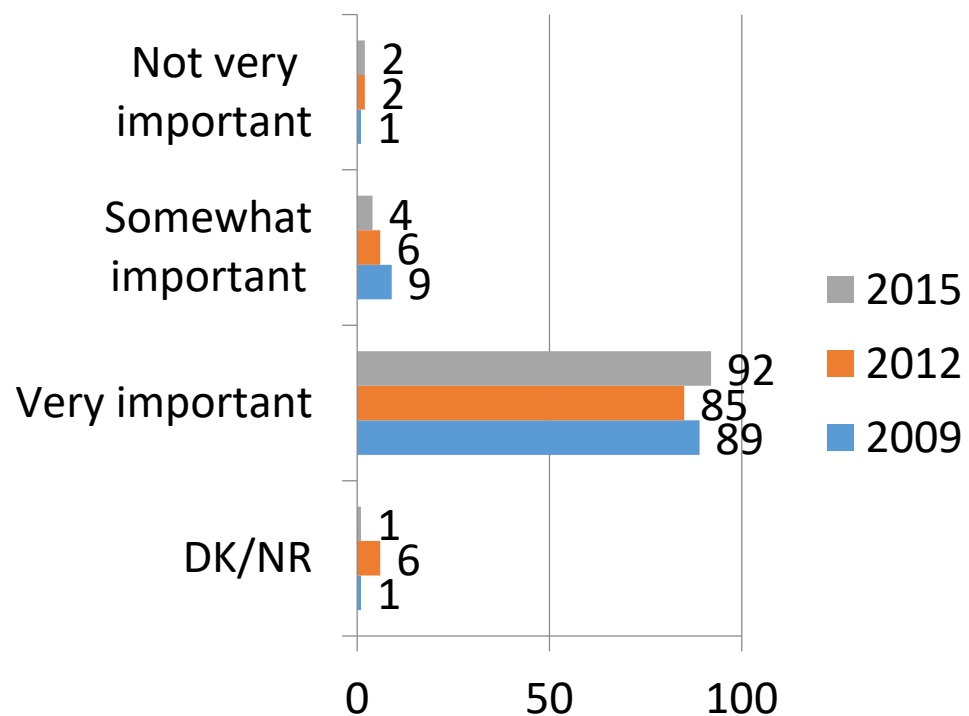
Notes
Total current expenditure (capital excluded). Expenditure data is based on the System of Health Accounts.
OECD: Organisation for Economic Co-operation and Development.
2014 is the most recent year of data available.
Source
OECD Health Statistics 2016 (June edition).

FEDERAL PRIORITIES

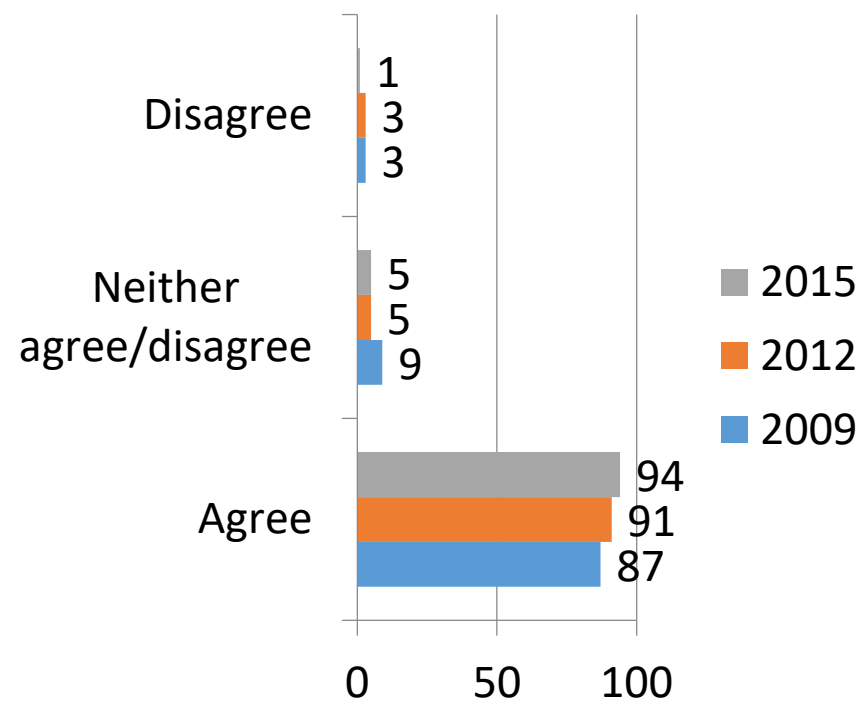
- Mental Health
 - Long-Term Care
 - Home Care
 - Indigenous Health
- Regional model in every jurisdiction except Ontario with varying scope of services
 - **Quebec**: mandatory accreditation for all health and social service orgs. that receive public funding, incl. privately owned facilities
 - The provinces of **Alberta** and **Manitoba** have adopted legislation that mandates accreditation in their regional health authorities, including acute care hospitals, contracted providers in continuing care, community, mental health and addictions and emergency medical services

What Canadians are telling us

In your opinion, how important is it for health care organizations to be accredited?



I would feel more comfortable interacting with a health care organization if I knew it met established standards



What Canadians are telling us

2015 EKOS Survey
(EKOS Canadian social and economic research company)

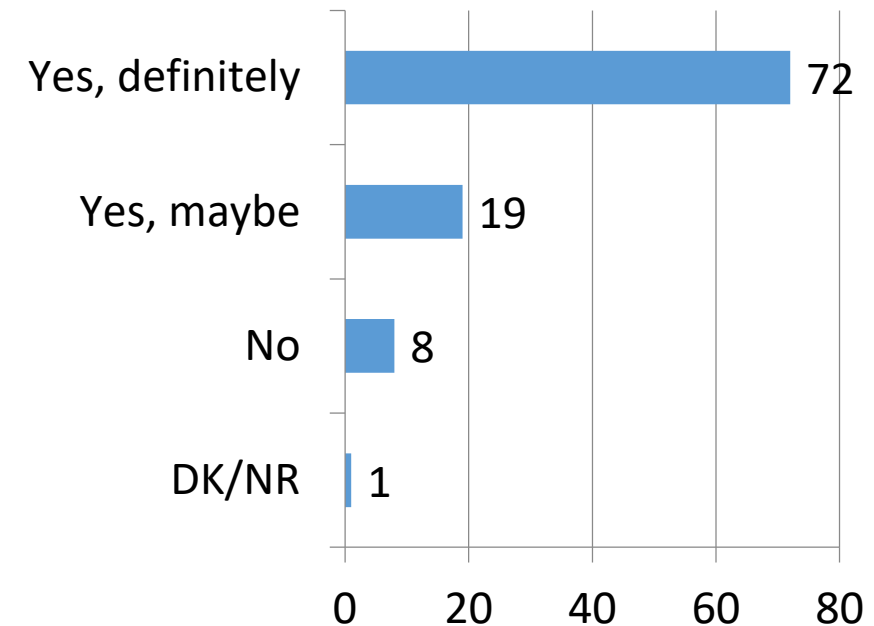
Objectives:

- Tracking “awareness”

Methodology:

- 1,106 Canadians, 18+ years of age
- Stratified for regional representation, gender and age
- Phone survey

Do you think accreditation should be mandatory?



Client-organizations in Canada



135

Individual Hospitals & Hospital Networks* Outside Regional Health Authorities (100% of market)

56

Regional Health Authorities (100% market – but scope varies)

240

Long Term / Residential Care* Outside Regional Health Authorities (~ 50% market)

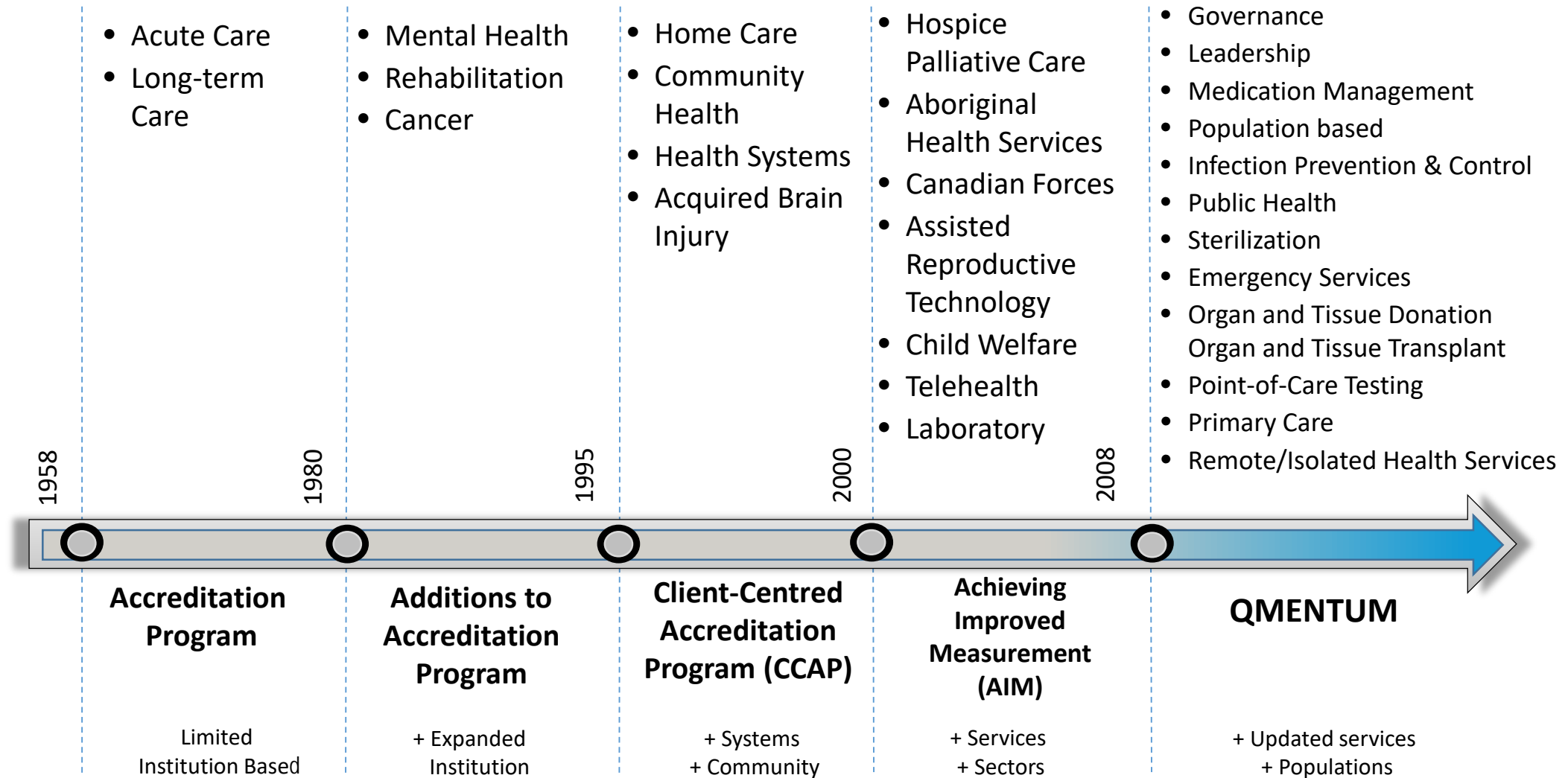
575

Small & Specialized Organizations, Clinics & Services (poor market data)

Benefits to organizations

- Reduce risk
- Demonstrate accountability
- Standardize processes
- Develop staff knowledge and skills
- Manage change
- Monitor quality improvement throughout the organization
- Support achievement of provincial requirements
- Increase organizational efficiency
- Mutually beneficial partnership among staff and the clients and families they serve
- Ensuring clients receive care that is respectful, compassionate, culturally safe and competent
- Responsiveness to clients and families needs, values, cultural backgrounds and beliefs

Program History



System-wide

Governance • Leadership • Infection Prevention and Control • Managing Medications

Service Excellence

- Aboriginal Community Health and Wellness
- Aboriginal Integrated Primary Care
- Aboriginal Substance Misuse Services
- Acquired Brain Injury Services
- Ambulatory Care Services
- Assisted Reproductive Technology (ART) Services
- Biomedical Laboratory Services
- Cancer Care
- Case Management
- Child Welfare Services
- Community Health Services
- Community-Based Mental Health Services and Supports
- Correctional Service of Canada Health Services Standards
- Critical Care
- Developmental Disabilities
- Diagnostic Imaging Services
- Emergency Department
- EMS and Interfacility Transport
- Health Care Staffing Services
- Home Care Services
- Home Support Services
- Hospice, Palliative, and End-of-Life Services
- Independent Medical/Surgical Facilities
- Long-Term Care Services
- Medical Imaging Centres
- Medicine Services
- Mental Health Services
- Obstetrics Services
- Organ and Tissue Donation and Transplant
- Perioperative Services and Invasive Procedures
- Point-of-Care Testing
- Primary Care Services
- Provincial Correctional Health Services Standards
- Public Health Services
- Rehabilitation Services
- Remote/Isolated Health Services
- Reprocessing of Reusable Medical Devices
- Residential Homes for Seniors
- Spinal Cord Injury
- Substance Abuse and Problem Gambling
- Telehealth
- Transfusion Services

Population Health and Wellness

Two-step approach



Accreditation Primer

Introductory program

2-year accreditation award

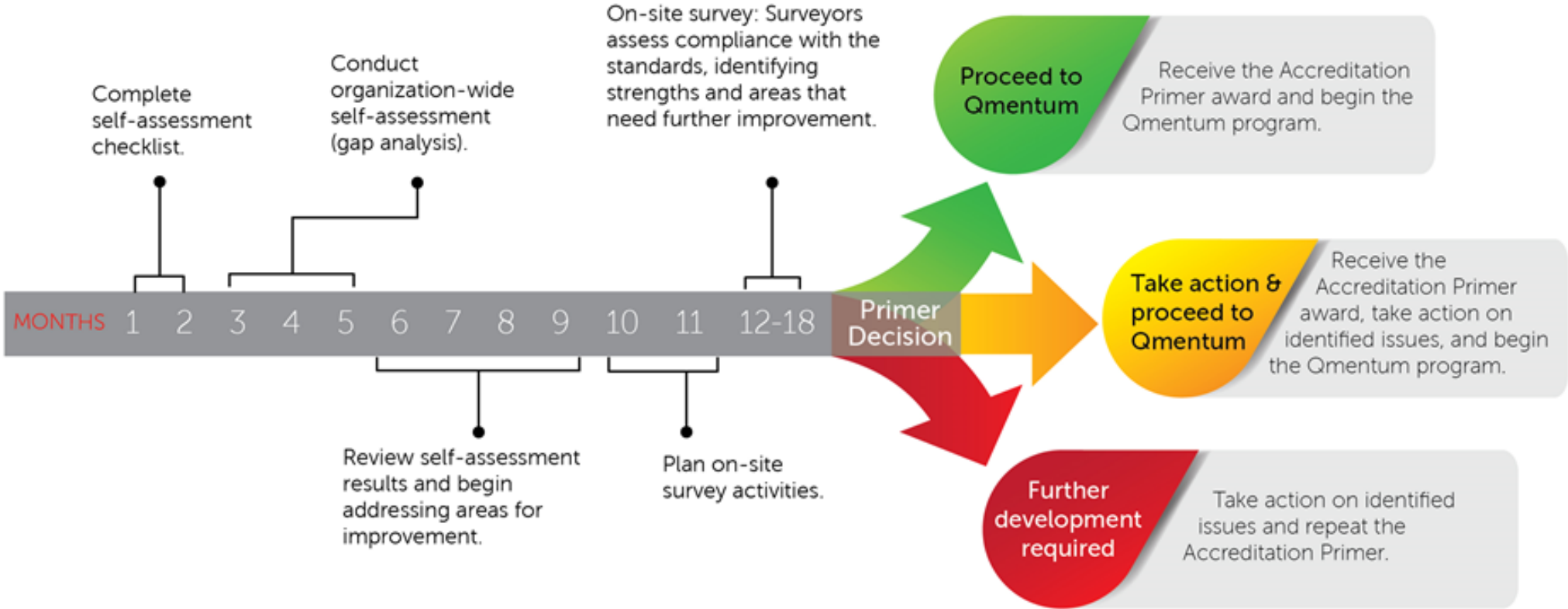
Qmentum

Comprehensive program

4-year accreditation award



ACCREDITATION PRIMER



Work with a dedicated Accreditation Specialist to receive ongoing coaching, education, and support during every step of the Accreditation Primer.

Successful completion of the Accreditation Primer results in a two-year award. Your organization will have their Qmentum on-site survey within two years of receiving the Accreditation Primer award.

FOUR-YEAR CYCLE



Accreditation Canada offers different training sessions to support health service providers to be prepare and achieve success in quality improvement.

- Quality Improvement for Health Professionals
- Introduction to Qmentum Policies and Procedures in Health Care Organizations
- People-Centered Care in Qmentum
- Introduction to Tracer Methodology
- Infection Prevention and Control
- Physician Engagement
- Patient Safety and Required Organizational Practices
- Best Practices in Medication Reconciliation
- Ethical Decision Making in Health Care Organizations

ENABLING TECHNOLOGY – [e]volve – Managing the Accreditation Program in One Solution



Administrators

- Manage client information
- Create, edit and manage standards
- Generate customized assessment manual templates
- Manage surveyor information, availability and assignments
- Create and manage assessments
- Review ratings and evidence, set conditions for improvement and assign awards

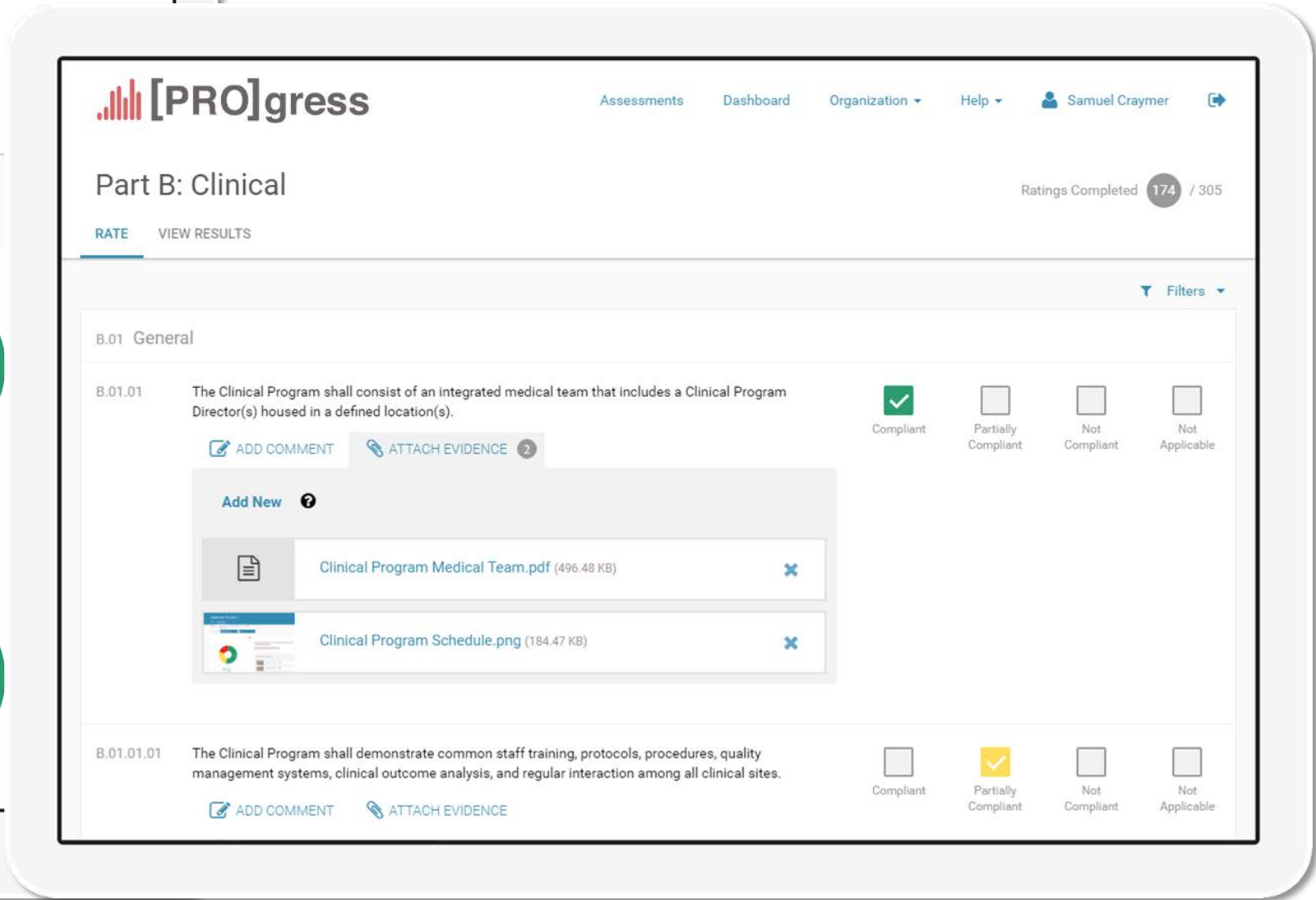
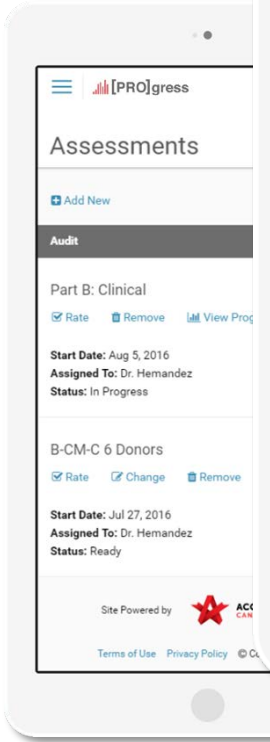
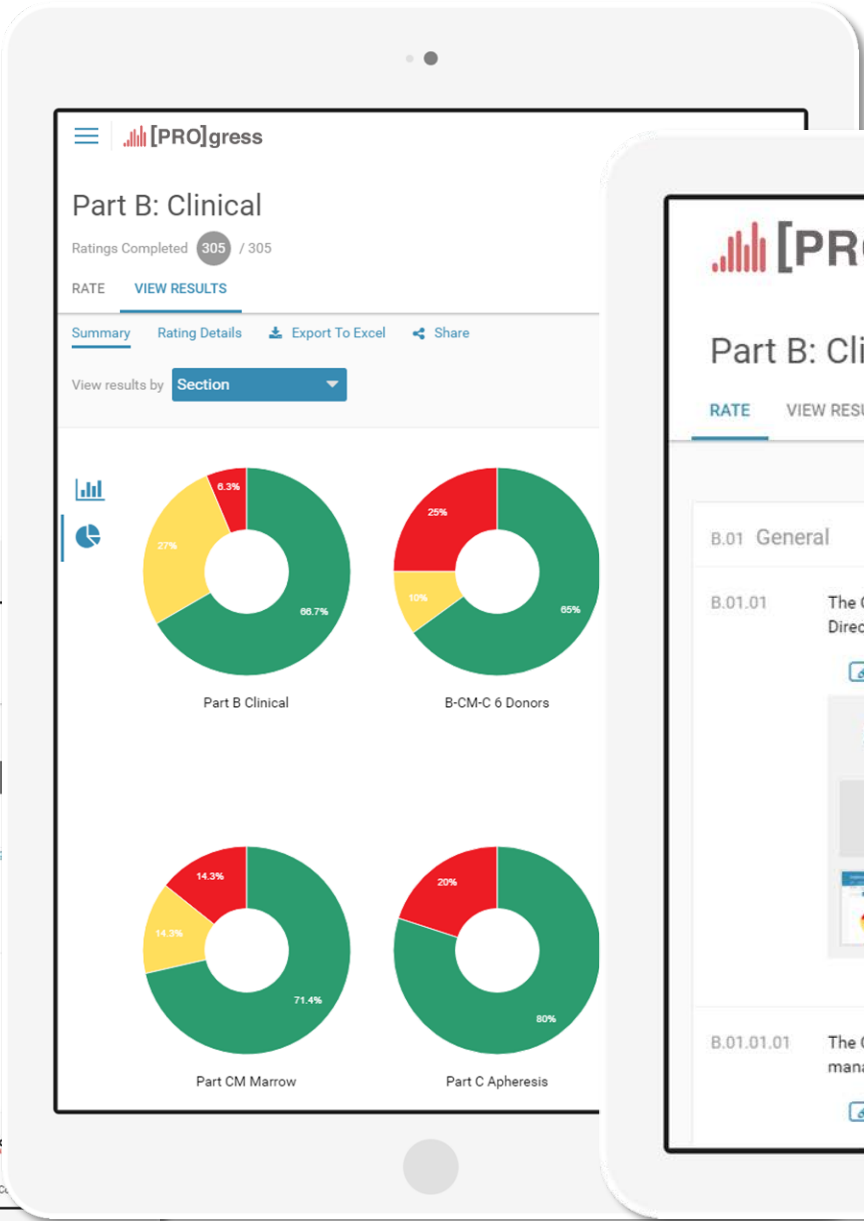
Client Organizations

- Manage profile information, add users and share permissions through the client portal
- Launch self-assessments, internal audits and other instrument surveys
- Track performance, submit evidence and review assessment results
- Access resource materials, tools and education

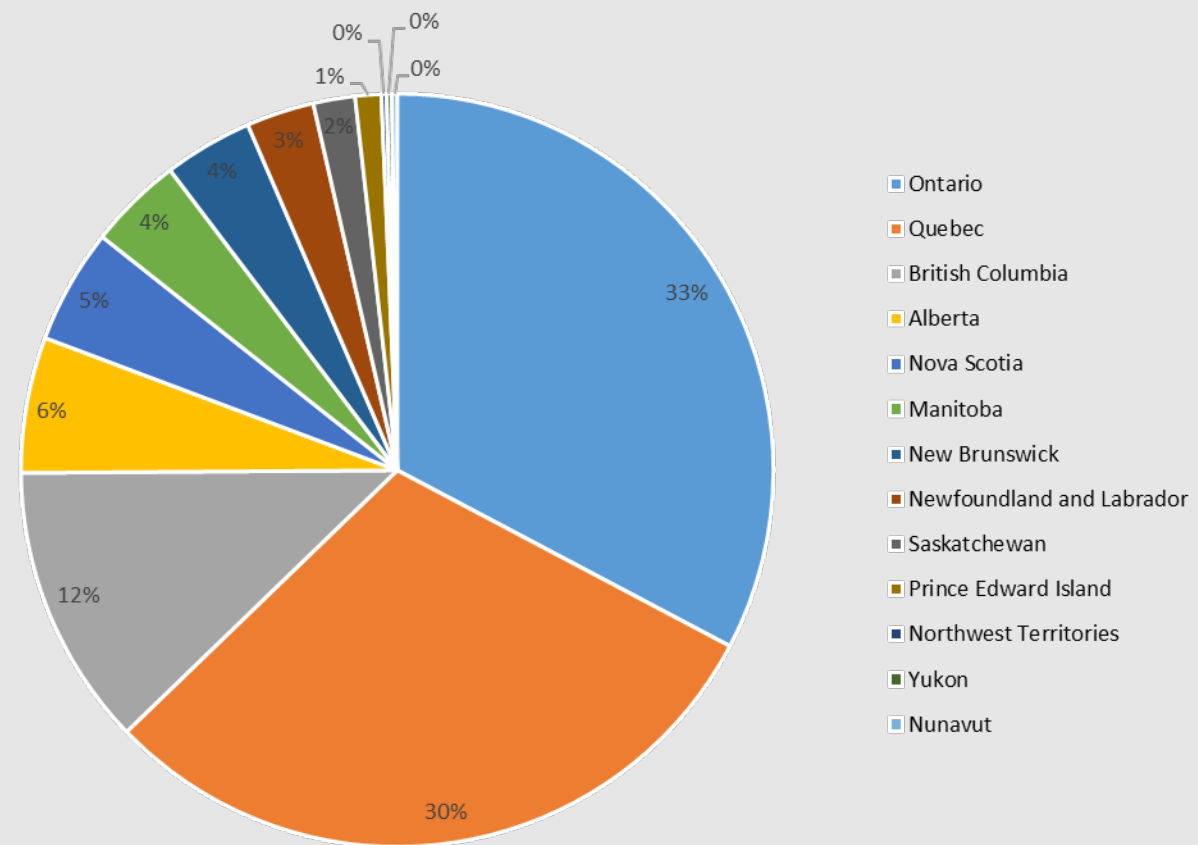
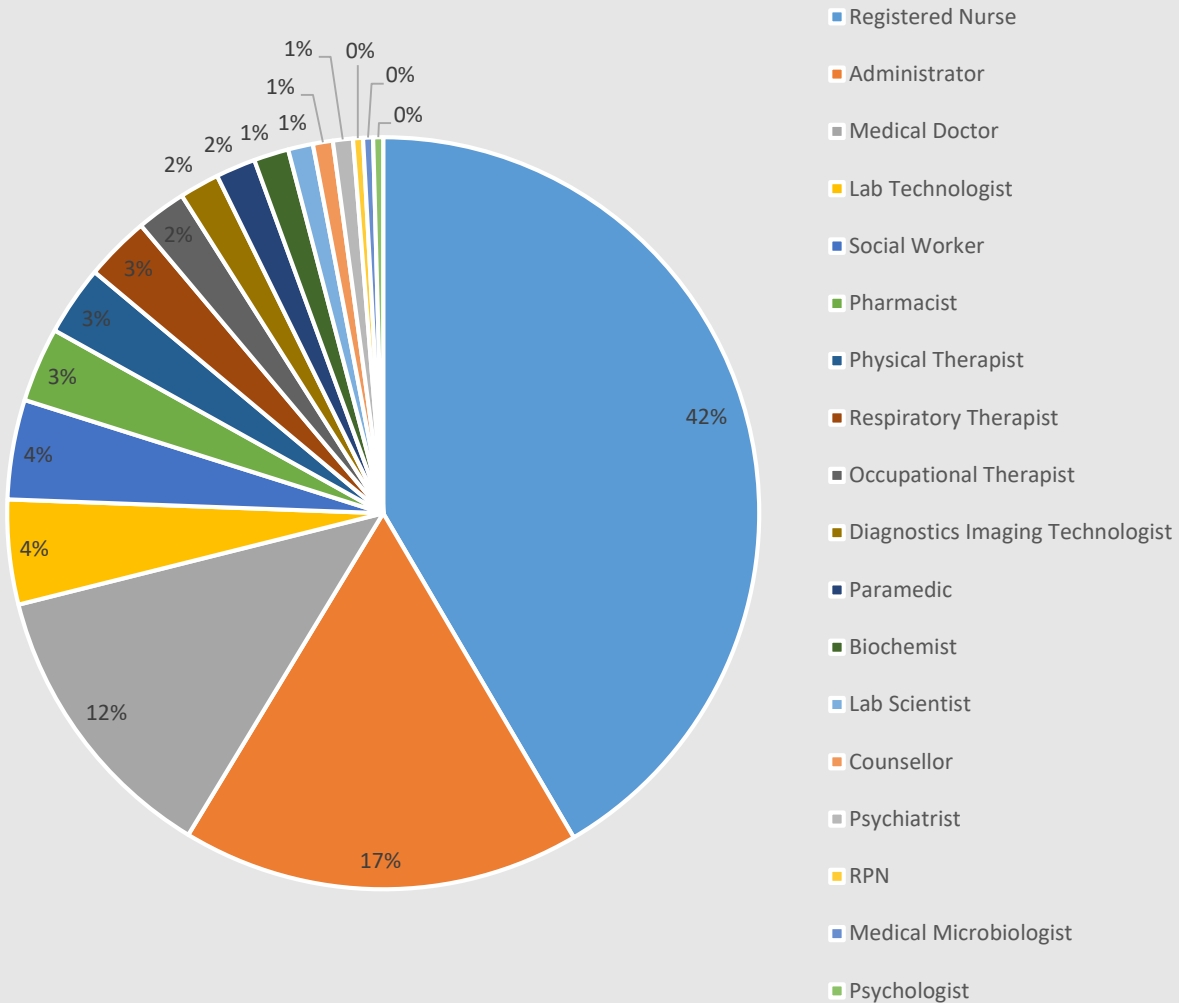
Surveyors

- View, track and organize upcoming assigned assessments
- Conduct tracers, provide ratings and comments during assessments
- Monitor assessment progress with statistical information and graphs
- Transfer data back to the portal at the click of a button

ENABLING TECHNOLOGY - [PRO]gress



Our surveyors



Over 50% of surveyors are
nurses/doctors



“It is no longer sufficient to focus on only providers, institutions or individual episodes of care. In fact, it’s dangerous.”

- 1/700 voices we heard in our strategy design process

Our stakeholders



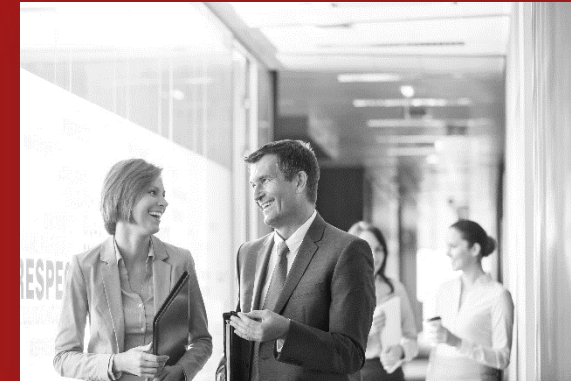
PATIENTS

Partners in standards development
Patients as surveyors
Patient pathway standards
PROMs



PRACTITIONERS

Clinical engagement
Relevant standards
Reduced duplication
Process + outcomes



POLICY MAKERS

Integrated systems
Populations focus
Rigour and reliability
Value for money

Stakeholder Needs

Better
connect with
each other.

Listen to all
voices.

Design systems and
solutions for people.

Boil it down to
what matters.

Make it easier
to do the right
thing.

Link data, decisions &
process to better
health outcomes.

Our patients as partners strategy

Establishing supportive structures and mechanisms for patient partnership

- Internal community of practice
- Co-create practices and tools
- Monitor patient partner experiences

Building HSO “patients as partners” network

- Stakeholder mapping
- Strategic communications
- Recruitment

Co-designing the role of patients in the assessment process

- Working group
- Iterative testing
- Defined roles, training & support



Our bold ambition: To unleash the power and potential of people around the world who share our passion for achieving quality health services – for all.



Thank you!
Спасибо!