Outline

- Accreditation in CCC/Rehab/LTC
- The study of “Getting Ready”
- Evidence beyond the guidelines
- Tips & pointers
What is accreditation?

• “An ongoing process of assessing your organization against standards to identify what you do well, where you can make improvements, and how to make them happen.” (Accreditation Canada)

• Voluntary exercise

• ~100% of facilities go through it

Accreditation / certification landscape
Accreditation Canada client organizations come from across the continuum of care. Our proportion of non-acute care clients continues to grow larger every year.

30% on-site surveys were conducted in a range of health care and social services sectors across Canada.

Accreditation Canada
Annual Report 2014
4 main mechanisms

- Engagement of staff in QI (e.g. self-assessment)
- Promotion of quality systems of care;
- Documentation, collation and use of data for internal and external benchmarking; and
- Implementation of best-practice guidelines

Accreditation Canada - Qmentum program

- Survey methodology
- Introduced in 2008
- Clear, available guidelines
- Reports of firsthand experiences are scant
Core program

- Leadership
- Governance
- Medication Management
- Infection Prevention and Control

Baycrest
Enriching Care
Enhancing Knowledge
Enlightening Minds

A Webber Training Teleclass
Hosted by Julie Langlois, Accreditation Canada
www.webbertraining.com
What’s special about Qmentum?

4 YEAR CYCLE

1. Get the Facts
2. Get Ready
3. Do the Self-assessment
4. Plan and Have the Survey
5. Use the Report
6. Make Ongoing Improvements
7. Act
8. Study

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Infection Prevention and Control with Accreditation Canada Qmentum Program
Chingiz Amrov, Canadian Journal of Infection Control
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What’s special about Qmentum?

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Plan and Have the Survey

Plan
Do
Act
Study

Get the Facts
Get Ready
Make Ongoing Improvements
Use the Report

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Tracer activities

1. REVIEW client files and documents
2. TALK and LISTEN individual interviews and group discussions
3. OBSERVE direct observation and tours
4. RECORD what is read, heard, and seen

Tracer Activities

Tracers

• Compliance with standards alone not enough

• Preparation two-pronged:
  1. demonstrate compliance with IPAC standards
  2. ensure POC staff convey their understanding of & adherence to these standards
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Baycrest

- 300-bed CCC/Rehab
- 472-bed LTC
- 220-bed Assisted Living

Providence Healthcare

- 262-bed CCC/Rehab
- 288-bed LTC

West Park Healthcare Centre

- 275-bed CCC/Rehab

Bridgepoint Health

- 404-bed CCC/Rehab

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16% of organizations are accredited with Exemplary Standing.

Getting ready: Infection prevention and control with Accreditation Canada Qmentum program

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ABSTRACT
Introduction
The experiences of organizations surveyed under Accreditation Canada's Qmentum program are only beginning to emerge. There is a paucity of published reports on getting infection prevention and control (IPPC) ready for accreditation in this format.

Methods
To summarize the experience of preparing IPPC for accreditation, authors compiled information from four recently accredited chronic and long-term care facilities using a qualitative/quantitative questionnaire specifically for IPPC accreditation standards and Required Organizational Practices (ROPs).

Results
Participating facilities were accredited with an average mark of 97% for compliance with the applicable IPPC standards.

Conclusion
Accreditation standards for IPPC continue to evolve. New standards and ROPs are expected to be added in the near future. Practical experience presented in this study may complement the existing body of knowledge on accreditation preparedness.

KEYWORDS
accreditation, Qmentum, required organizational practice

INTRODUCTION
Accreditation Canada’s Qmentum program is a relatively recent survey methodology introduced in 2008 (1), and experiences of organizations accredited in this format are only beginning to emerge. An important step in the Qmentum accredit-
Study design & methods

• Qualitative
  o case studies
  o applied and action research

• Questionnaire

• Analysis of common patterns
  o Identify themes
  o Retrieve concrete tips and actions

Questionnaire

• 29 open- & close-ended questions
  o Required Organizational Practices (ROPs)
  o Leading Practices
  o Overall experience

• Response of 4 teams collated in a single document for data analysis

• The following key themes emerged…
Ace your ROPs

- Generate ROP-specific roadmaps,
- Develop ROP-specific information sheets
- Conduct ROP-specific mock surveys

Create unit-specific reports

- No formal requirement to have *unit-specific stratification* of the infection rates.
- But…
- Emphasis on unit-specific reports of:
  - Infection rates;
  - Hand hygiene compliance;
  - Immunizations
Use ‘tip sheets’

- Heavy use of ‘tip sheets’ for accreditation standards
- Particularly for ROPs with specific tests of compliance
- Questions, answers, where to find them

Conduct mock surveys

- Extensive use of mock surveys
- Layered mocks:
  - tabletop within IPAC team;
  - mock tracer with the IPAC committee;
  - full mock with POC staff on the units;
  - Mock tracer on-site session
Conduct mock surveys (contd.)

- Emphasis not on memorizing what to say, but on where to find the information
- Help staff to get into the ‘survey mode’, boost comfort level of engaging with surveyors

Disseminate widely

- Use multiple venues to disseminate your messages
Don’t say “I don’t know”

- POC staff may not be used to being questioned by ‘strangers’
- Overcome the inertia of defaulting to the ‘easy answer’
- Offer more suitable alternatives

Don’t say “I don’t know” - Provide alternatives

- “I don’t know”
- “Let me show you!”
- “Let me refer you to someone”
Surveyors by discipline

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator</td>
<td>68</td>
</tr>
<tr>
<td>Biochemist</td>
<td>7</td>
</tr>
<tr>
<td>Counselor</td>
<td>4</td>
</tr>
<tr>
<td>Diagnostic Imaging Technologist</td>
<td>9</td>
</tr>
<tr>
<td>Lab Scientist/Technologist</td>
<td>4</td>
</tr>
<tr>
<td>Lab Technologist</td>
<td>23</td>
</tr>
<tr>
<td>Medical Doctor</td>
<td>60</td>
</tr>
<tr>
<td>Medical Microbiologist</td>
<td>2</td>
</tr>
<tr>
<td>Occupational Therapist</td>
<td>5</td>
</tr>
<tr>
<td>Paramedic</td>
<td>7</td>
</tr>
<tr>
<td>Pharmacist</td>
<td>15</td>
</tr>
<tr>
<td>Physical Therapist</td>
<td>11</td>
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<tr>
<td>Psychiatrist</td>
<td>3</td>
</tr>
<tr>
<td>Psychologist</td>
<td>2</td>
</tr>
<tr>
<td>Registered Nurse</td>
<td>198</td>
</tr>
<tr>
<td>Respiratory Therapist</td>
<td>12</td>
</tr>
<tr>
<td>RPN</td>
<td>17</td>
</tr>
<tr>
<td>Social Worker</td>
<td>17</td>
</tr>
</tbody>
</table>

Competencies

Surveyor
- Analytical thinking
- Client focus
- Communications
- Planning and Organizing
- Teamwork

Team Lead
- Issues Management
- Team Leadership
Make it stick

• ‘Accreditation overdrive’
• Attention deficit, competing priorities
• Think outside the box
• Make it memorable, make it stick

Submit Leading Practice(s)

• No evidence Leading Practice awards correlate with high accreditation mark
• But…
• Accreditation Canada actively seeks and recognizes them for their contributions
Accreditation Canada Quality Framework

<table>
<thead>
<tr>
<th>DIMENSION</th>
<th>TAG LINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety</td>
<td>Keep me safe</td>
</tr>
<tr>
<td>Client-Centred Services</td>
<td>Partner with me and my family in our care</td>
</tr>
<tr>
<td>Worklife</td>
<td>Take care of those who take care of me</td>
</tr>
<tr>
<td>Efficiency</td>
<td>Make the best use of resources</td>
</tr>
<tr>
<td>Appropriateness</td>
<td>Do the right thing to achieve the best results</td>
</tr>
<tr>
<td>Accessibility</td>
<td>Give me timely and equitable services</td>
</tr>
<tr>
<td>Population Focus</td>
<td>Work with my community to anticipate and meet our needs</td>
</tr>
<tr>
<td>Continuity</td>
<td>Coordinate my care across the continuum</td>
</tr>
</tbody>
</table>

Accreditation Canada Quality Dimensions: Changing the philosophy from doing to or doing for clients, to **doing with the client**.
Leading Practices Database

Our presence in all sectors across the care continuum provides an excellent opportunity for sharing innovative practices from health organizations nationally and internationally. The Leading Practices Database is proud to serve as the new location for innovative practices from the former Health Council of Canada Health Innovation Portal. The Leading Practices Database fosters inter-organizational learning and harvesting of new ideas. It includes nearly 1,000 practices recognized as being particularly innovative and effective in improving quality.

These practices are leading in a service delivery area, in a particular health care setting, or for a specific health care challenge. Some are ingenious in their simplicity. Often, they are implemented by organizations with limited resources, showing how innovative and creative strategies can achieve positive results at a minimal cost.
• Fast peer review
• Short time submission-to-publication
• Designated section: QI in IPAC
• Submission is easy. Email me at: editor-in-chief@ipac-canada.org
In conclusion...

1. Ace your ROPs
2. Create unit-specific reports
3. Use ‘tip sheets’
4. Conduct mock surveys
5. Disseminate widely
6. Don’t say ‘I don’t know’
7. Make it stick
8. Submit Leading Practice(s)
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May 4  (FREE ... WHO Teleclass - Europe)
HAND HYGIENE SUPPORTS SAFE SURGICAL CARE
Prof. Didier Pittet & Dr. Benedetta Allegranzi, World Health Organization
Sponsored by the World Health Organization

May 12  INFECTION PREVENTION RESOURCES: TOO FEW? TOO MANY? A DISCUSSION OF STRATEGIES TO CALCULATE APPROPRIATE IP PERSONNEL RESOURCES
Kate Gase, BJc Learning Institute, St. Louis

May 16  (FREE Teleclass - Broadcast live from the 2016 IPAC-Canada conference)
PHYSICIANS, FARMERS, AND THE POLITICS OF ANTIBIOTIC RESISTANCE
Dr. Laura H. Kahn, Woodrow Wilson School of Public and International Affairs, Princeton University
Sponsored by Virox Technologies Inc. (www.virox.com)

May 17  (FREE Teleclass - Broadcast live from the 2016 IPAC-Canada conference)
WHAT'S NEW IN NUMBER 2? UPDATE ON DIARRHEAL DISEASE

www.webbertraining.com/schedulepl.php

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15 YEARS

TELECLASS EDUCATION

THANKS FOR YOUR SUPPORT

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