



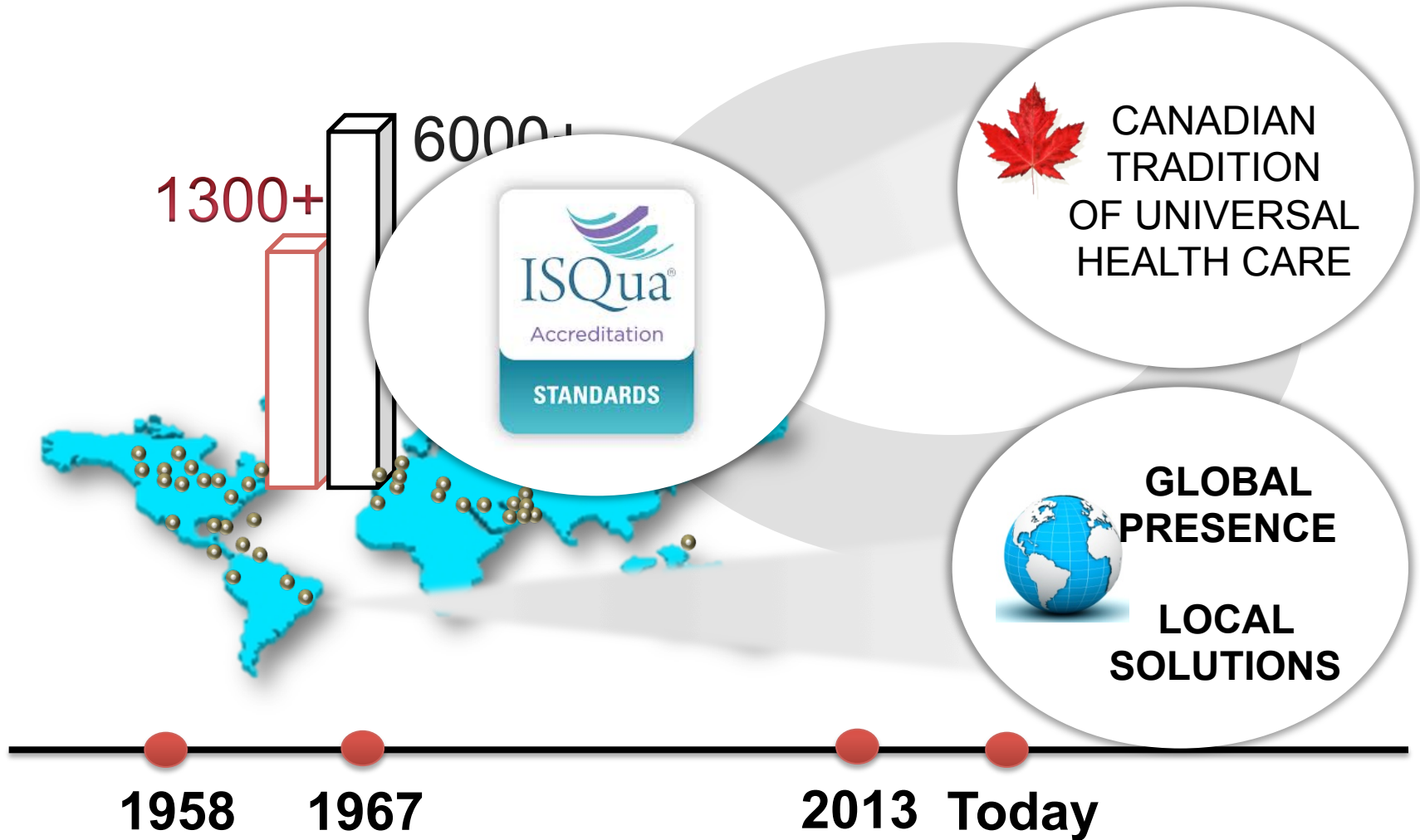
# Multi-setting, Inter-Jurisdictional Approach to Health Care Assessment: An Arms-Length Model

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



# Accreditation Canada



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

Charles D. Shaw , ISQua

# ACI/Accreditation Europe

## **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

***NEW***

- 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

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

# Program

## Qmentum International

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

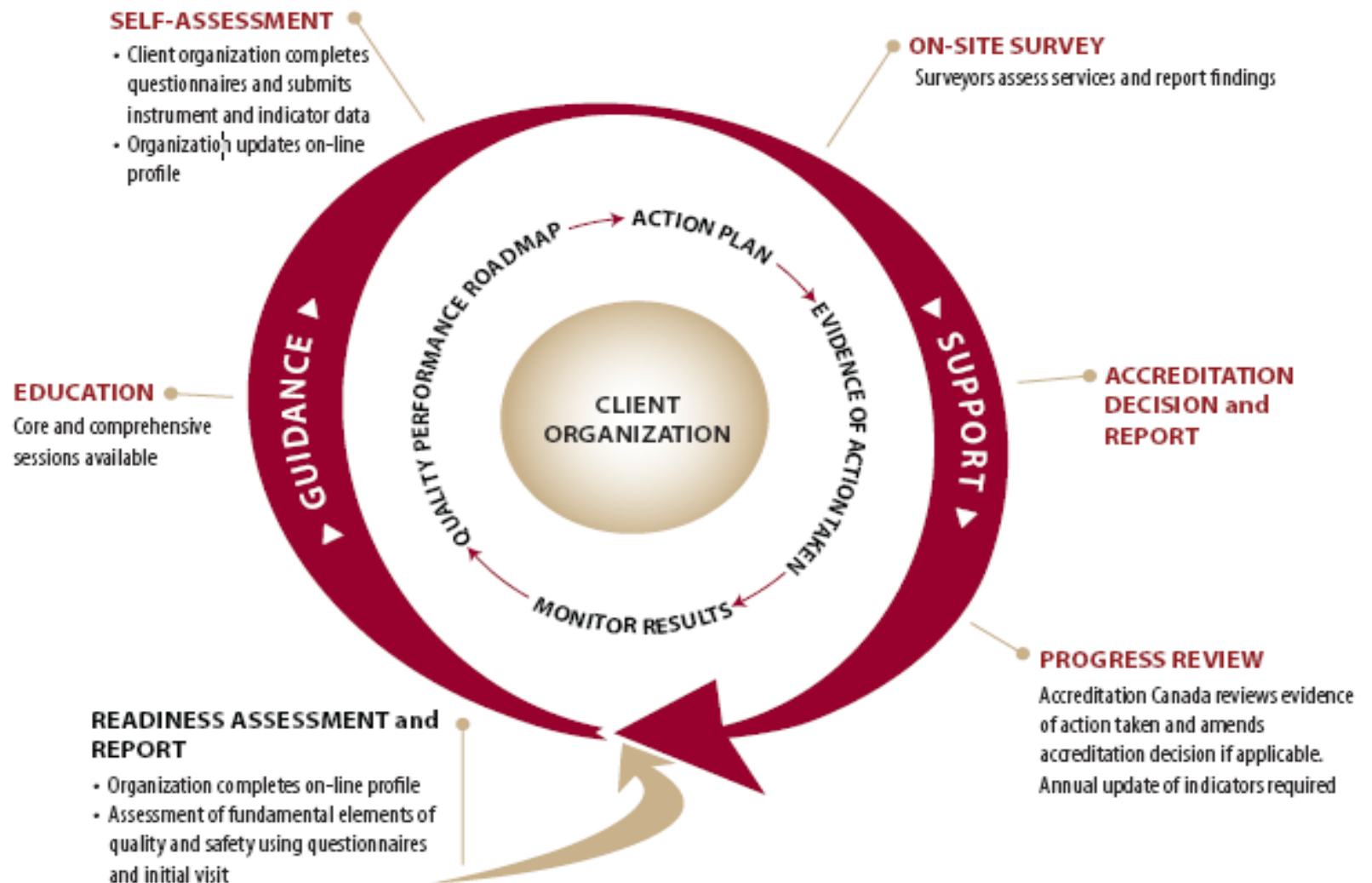
# Engaging Content Partners as an Inter-Jurisdictional Approach to Standards Development

- 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 Montréal
- 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



# Required Criteria for Healthcare Providers

## - Examples

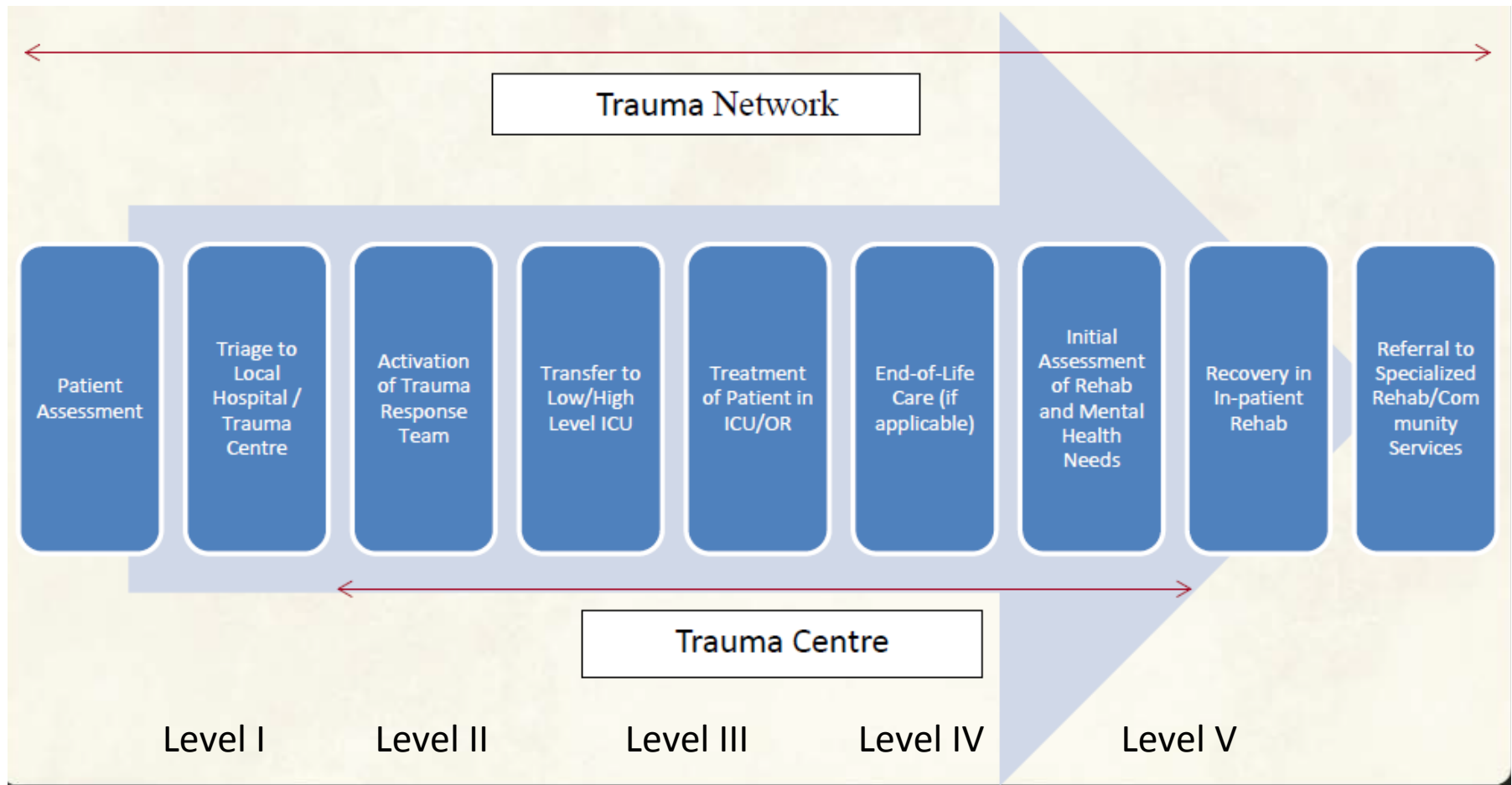
- Patient safety programme (specific goals, procedures and outcome indicators focusing on key areas)
- System for reporting/learning from adverse events
- Patient safety training
- Hand hygiene policies and audit
- Safe use of medications
- Prevention/monitoring of healthcare related infections
- Safe 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



# 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 Andalusia, Spain - Surveyor Training
- Albania - Surveyor Training

Thank you!