September 27, 2005

To: Community Services Committee

From: General Manager, Homes for the Aged

Subject: Canadian Healthcare Excellence in Quality Awards (CHEQA)

Purpose:

To advise Community Services Committee that two (2) of the City's Homes for the Aged were amongst the five (5) finalists for the national 2005 Canadian Healthcare Excellence in Quality Award, sponsored by the Quality Healthcare Network and rL Solutions.

Financial Implications and Impact Statement:

There are no financial implications arising from this report.

Recommendations:

It is recommended that this report be received for information by the Community Services Committee.

Background:

The Quality Healthcare Network (QHCN) is a voluntary network of Canadian healthcare providers who are focused on achieving the best possible quality in health care planning, delivery and integration. The network draws its membership from government and both public and private healthcare providers and has positioned itself as the voice of quality for healthcare. In championing quality in healthcare, QHCN sponsors education about quality, promotes the continuous use of the principles of quality improvement and identifies emerging trends and system-wide challenges, working collaboratively to find solutions and improvements. QHCN recognizes that the best asset of Canada’s healthcare providers is their collective wisdom and that appropriate, sustained change is best realized through their cooperative efforts.

In 2005, QHCN initiated a new national awards competition, to inspire healthcare organizations to successfully use the principles, tools and techniques of quality improvement and share their success stories with healthcare colleagues. The Canadian Healthcare Excellence in Quality
Award (CHEQA) was launched, with the corporate sponsorship of rL Solutions, to honour excellence in quality and to present the national award to “a Canadian healthcare organization that has demonstrated excellence in the areas of patient safety and overall quality of care”.

CHEQA is “based on the belief that by providing inspiration and working together, we can make a positive impact in Canadian healthcare”. The award is based on three objectives: to inspire positive change, to recognize excellence and to promote best practices.

Submissions were invited from healthcare organizations across Canada. Judging of the submissions was done by a panel of judges from:

1. Canadian Council on Health Services Accreditation;
2. Canadian Healthcare Association;
3. Canadian Patient Safety Institute;
4. Ethicist from the Centre for Bioethics, University of Toronto; and
5. rL Solutions.

After the judging of all submissions, the five (5) finalists were invited to post their virtual storyboards on the www.cheqa.ca website and members of the Quality Healthcare Network were invited to vote online for the national winner. The national winner was announced at an awards reception held on September 26, 2005, the QHCN Fall Forum, held in Toronto at the Renaissance Skydome Hotel.

QHCN received submissions on quality improvement projects from healthcare organizations from across Canada. Organizations were asked to summarize their quality improvement projects, in QI storyboard format, identifying the processes used and the improvements achieved. Toronto Homes for the Aged was delighted to be among the top five (5) finalists. In fact, two (2) of the Toronto Homes submitted quality improvement projects that were judged to be finalists.

The five (5) finalists were:

1. City of Toronto Homes for the Aged (Wesburn Manor); Toronto, Ontario – Quality Improvement Project: Falls Reduction;
2. City of Toronto Homes for the Aged (Carefree Lodge); Toronto, Ontario – Sustaining a Restraint-Free Environment in a Long-Term Care Home;
3. The Rehabilitation Centre of Ottawa; Ottawa, Ontario – TRC Outpatient Service Delivery Program;
4. South Shore Health; Bridgewater Lunenburg, Nova Scotia – Development of an Asset Management and Electromechanical Program; and
5. Sunnybrook & Women’s College Health Sciences Centre; Toronto, Ontario – Improvements in Patient Allergy Reporting.

Comments:

The Rehabilitation Centre of Ottawa was the 2005 recipient of the CHEQA award for their quality improvement project on improving the wait time for patients requiring rehabilitation.
services, and staff from Toronto Homes for the Aged had the opportunity to congratulate them at the awards reception.

Notwithstanding the fact that a City Home was not the 2005 award winner, it is extremely prestigious that two of the City’s Homes were selected as being amongst the five finalists by an esteemed panel of judges. The criteria that the panel used for judging were based on: the clarity of the quality improvement project, the accuracy in measuring improvement, the process changes made as a result of the quality improvement project, the results of the project in improving clinical outcomes or quality of life, and whether the learning from the project could be easily transferred and used for improvement in other healthcare organizations.

As a result of being amongst the five finalists, the quality improvement storyboards from Wesburn Manor and Carefree Lodge have been posted on the QHCN website, as a resource to other healthcare organizations. Also, each of the five finalists was presented with both a large, framed summary of their QI storyboard, for posting in a public area within their organization and a certificate recognizing them as a finalist in the 2005 Canadian Excellence in Quality Award process.

All of Toronto’s ten (10) Homes for the Aged are very committed to ensuring high quality care and service. However, the work done by Wesburn Manor and Carefree Lodge to earn the distinction of being amongst the five (5) national finalists cannot be understated. The teams at these Homes work very hard there each day, to provide the highest possible care and ensure the highest possible achievable quality of life for residents. The commitment of the staff at Wesburn Manor and Carefree Lodge to achieve positive outcomes through proper use of quality improvement techniques is commendable.

Conclusions:

Wesburn Manor and Carefree Lodge were honoured to be among the five (5) finalists for the 2005 Canadian Healthcare Excellence in Quality Award (CHEQA). This achievement is significant and it is recommended that staff be congratulated for their achievement and for their unrelenting focus on quality, safety and ongoing improvement.

Contact:

Sandra Pitters, General Manager, Homes for the Aged
Tel: (416) 392-8907; Fax: (416) 392-4180; email: spitters@toronto.ca

General Manager, Homes for the Aged