



**STAFF REPORT
INFORMATION ONLY**

Role of Advisory Committee on Long-Term Care Homes and Services in the Accreditation Experience (Qmentum)

Date:	June 9, 2008
To:	Advisory Committee on Long-Term Care Homes and Services
From:	General Manager, Long-Term Care Homes and Services
Wards:	All
Reference Number:	

SUMMARY

In March 2008, after months of planning, the Long-Term Care Homes and Services Division signed an agreement with Accreditation Canada to move to a division-wide accreditation and survey experience in 2009. The 2009 survey is planned for the week of March 24, 2009 and will involve all ten (10) homes, the four (4) adult day programs, supportive housing and homemakers and nurses services.

The revised Accreditation Canada standards that will be utilized in the 2009 survey experience are organized around the following areas: Effective and Sustainable Governance, Proactive and Supportive Organization, Medication Management, Infection Prevention and Control, Long-Term Care and Community Health Services. In addition to the standards areas, the division will be assessed for compliance to the ‘required organizational practices’ including safety goals related to culture, communication, medication management, infection prevention and control, falls management, worklife – workforce, hand hygiene, skin and wound care, suicide prevention and high risk medications. The revised accreditation program also includes ‘survey instruments’, i.e. individual on-line surveys that will be completed by individual members of staff related to safety and worklife. By 2009, Accreditation Canada expects to have a survey instrument available to measure resident/family satisfaction.

The survey instruments are completed in advance of the survey visit, with all data submitted on-line to Accreditation Canada. Upon receipt of the raw data, Accreditation Canada summarizes the data and provides the summaries back to the organization, in the format of a ‘quality roadmap plan’ (QRP) to guide improvement work. The QRP will be

categorized with green, yellow and red flags indicating the priority areas for re-assessment and/or improvement work.

At the April 2008 and May 2006 meetings of the Advisory Committee on Long-Term Care Homes and Services, the committee began a review of the revised Accreditation Canada Governance standards, with the objective of identifying how the committee will best be able to support the division in the accreditation experience. This report provides an update to that initial discussion.

Financial Impact

There are no financial implications arising out of this report.

COMMENTS

At the May 23, 2008 meeting of the Advisory Committee on Long-Term Care Homes and Services, the Chair of the committee led committee members in a review of the Governance standards, soliciting discussion regarding the role that the committee might play in supporting the division in meeting the Governance standards on an ongoing basis and in preparing for a successful 2009 survey experience.

Following this discussion, the Chair of the committee asked the General Manager to develop a draft work plan for the committee, presenting the initial draft at the June meeting of the Advisory Committee on Long-Term Care Homes and Services, for further discussion and revision. The draft work plan will be distributed at the meeting on June 20, 2008.

CONTACT

Sandra Pitters, General Manager, Long-Term Care Homes and Services
Tel: (416) 392-8907; Fax: (416) 392-4180; E-mail: spitters@toronto.ca

SIGNATURE

Sandra Pitters
General Manager, Long-Term Care Homes and Services Division