



STAFF REPORT INFORMATION ONLY

Current Status of Long-Term Care Homes and Services in the Accreditation Process

Date:	December 5, 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 spring of 2008, Long-Term Care Homes and Services signed an agreement with Accreditation Canada to move to a division-wide accreditation process in 2009. This restructured survey process will include all 10 long-term care homes, the adult day programs, homemakers and nurses services and supportive housing. Also in 2008, Accreditation Canada implemented its new accreditation program called Qmentum. The on-site survey visit is scheduled to take place from May 24 to May 29, 2009.

With the decision to move to a division-wide survey and participate in a newly developed accreditation program, efforts have been made to increase knowledge and awareness about this process throughout the division. Some of the activities that have taken place to prepare the division have included completing reviews of the revised standards, having introductory information sessions for managers and staff, producing a joint letter with CUPE Local 79 to encourage participation in the process, writing articles in Homefront, and distributing monthly Qmentum information flyers. More education and inservices for staff continue to take place at each home and program.

Part of the Qmentum program is a revised self-assessment which includes two survey instruments and several questionnaires assessing our compliance with the Qmentum standards. In the last two weeks of November, all managers and staff were invited and encouraged to complete the two surveys, Worklife Pulses and Patient Safety Culture. Over 2,200 staff across the division completed both surveys, as each home and program reached 100 percent of the target number that was set for them. The results of these surveys are summarized by Accreditation Canada's online portal and given back to the division in our Quality Performance Roadmap (QPR). The self-assessment of the

standards, which individuals in specific service areas will be completing, are also be included in the QPR.

In January, we will begin work on our action plans to follow up on items flagged in our QPR. Implementation of these plans will take place from January to March, at which point we will need to submit “evidence of action taken” to Accreditation Canada. We will also continue with plans to prepare the division for the on-site visit in May.

Financial Impact

There are no financial implications arising out of this report.

COMMENTS

During the last two (2) weeks of November, over 2,200 staff from across the division completed individual self-assessments (instruments) related to their opinions about Worklife and Resident/Client Safety. This is an exceptional level of response, which is not generally seen by Accreditation Canada.

During the first two (2) weeks of December, staff teams are completing individual self-assessment (surveys) related to the standards of excellence themselves, in the areas of governance, leadership, medication management, infection prevention and control, long-term care and community health services.

All instruments and surveys are completed on-line and submitted in confidence to Accreditation Canada. Staff at Accreditation Canada will now summarize the data and provide the division with summarized feedback (expected by early January) in the form of a Quality Performance Roadmap (QPR) to guide improvement. Divisional staff will continue ongoing quality improvement work, as part of the commitment to integrated quality management.

The self-assessments will provide the division with very good data to move forward and to plan for the May 2009 survey visit.

CONTACT

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SIGNATURE

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