



DRIVING QUALITY HEALTH SERVICES

National Accreditation for Emergency Medical Services (EMS): SEMSA Conference, May 2009

www.accreditation-canada.ca



Presentation Outline

- Accreditation Canada
 - Vision, Mission and Values
 - Qmentum Accreditation Program
 - Role and Value of Accreditation
- EMS Standards of Excellence
- Benefits to You and Your Contractors



50 Years of Excellence

Accreditation Canada is a

- National, not-for-profit, independent organization

Offering a

- Rigorous, standards-based accreditation program

That enables

- Health service organizations to comprehensively assess and improve quality and safety



Accreditation Canada: Our Vision, Mission and Values

Vision
The leader in raising the bar for health quality

Mission
Driving quality in health services through accreditation

Accreditation Canada Values
Excellence, Integrity, Respect and Innovation




Accreditation Canada's Program

- Canadian accreditation program - incorporated in 1958
- High participation rates; continued growth
- Surveyors (approx.620) are senior health care professionals
- Surveys may be regional, institution specific, national or market specific (i.e. Aboriginal, Corrections, Canadian Forces)
- Average 400+ surveys per year
- Three year cycle
- Both public and private organizations participate
- Not-for-profit, funded by:
 - Client annual fees
 - Cost recovery for survey



The Value of Accreditation: Does Accreditation Make A Difference?

- Research shows accreditation leads to:
 - Organizational uptake of CQI initiatives
 - Enhanced use of indicators
 - Effective change management
 - Improved organizational learning practices
 - Improved communication among teams
 - Facilitation of organization and regional restructuring



Our clients report

- Better communication and collaboration with internal and external stakeholders
- Stronger service teams
- Safer patients and residents
- More effective and efficient service
- Increased credibility with staff, patients, and communities
- Enhanced accountability with governments and funding agencies

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Standards of Excellence

- **Accreditation Canada standards are:**
 - Written to reflect unique needs of organizations
 - Across continuum of health care
 - Differing in size and complexity
 - Based on the latest evidence and best practices
 - Designed to be relevant and easily integrated into daily work of organizations
 - 'Standards of excellence', they set the bar for health care practice

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Qmentum Accreditation Program

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Standards Areas

- Effective and Sustainable Governance
- Effective Organization
- Service Excellence
- Positive Client Experience

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SERVICE EXCELLENCE STANDARDS

STANDARD AREAS	Primary Health	Acute	Supportive/ Specialty	Hospice Palliative and End-of-Life
SUSTAINABLE GOVERNANCE	Public Health Community Health Services Primary Care Emergency Medical Services Inhalation	Medicine Surgical Care Cancer Care/Oncology Obstetrics/Gynaecology Emergency Department Trauma Anesthesiology Critical Care Operating Rooms Diagnostic Imaging Laboratory	Rehabilitation Home Care Long Term Care Mental Health Substance Abuse/ Problem Gambling Child Welfare Assisted Reproductive Technologies Apical Brain Surgery	Hospice/Palliative
EFFECTIVE ORGANIZATION				
SERVICE EXCELLENCE				
POSITIVE CLIENT EXPERIENCE				

Managing Medications Infection Prevention and Control

Population-Specific

Condition-specific	Cancer	Mental Health	Chronic Conditions
Age-specific	LABORATORY	Infants/Child	ADULTS
			SENIORS

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Standards of Excellence – Defining Quality

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
WORK/LIFE	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

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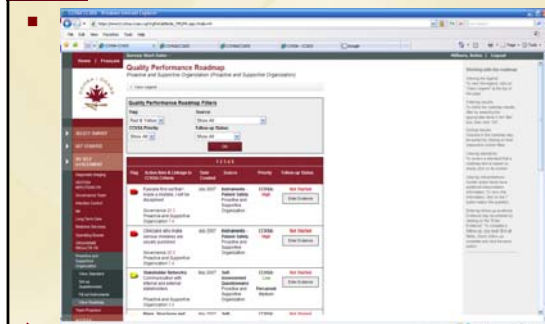
Qmentum Accreditation Process Self-Assessment

- Self-Assessment Questionnaires:
 - Online questionnaires
 - Capture key areas of the standards content
 - Tailored questionnaire for each standard section
 - Anonymous and confidential
- Who is involved?
 - Each individual in a particular service or area of the organization

Qmentum Accreditation Process Quality Performance Road Map

1. Reflect on self-assessment results
2. Determine the organization's action plan to address high risk areas or areas for further improvement
3. Provide evidence of actions taken
4. Update the self-assessment and indicators/survey instruments data

Qmentum Accreditation Process The Quality Performance Roadmap (cont'd)



Qmentum Accreditation Process Customized Survey Plan

- Develop a customized survey plan to address high risk areas and areas for improvements
 - Based on results of the self-assessment questionnaires
 - Based on evidence of action submitted
 - Results are displayed using red, yellow or green flags to indicate priority for action

Qmentum Accreditation Process On-Site Visit from Surveyors

- To validate questionnaire results
- To assist organizations with prioritizing action
 - How to prioritize areas for improvement
 - How to address these gaps in quality and safety

Tracer Activities



Priority Processes *drive the tracer methodology*

1. Planning and service design
2. Emergency Preparedness
3. Communication
4. Integrated quality management
5. Resource management
6. Human capital
7. Principle-based care and decision-making
8. Clinical leadership

Priority Processes (con't.)

9. Episode of care including decision support
10. Impact on outcomes
11. Physical environment
12. Medical devices/equipment
13. Infection prevention and control
14. Competency



DRIVING QUALITY HEALTH SERVICES

Emergency Medical Services:
National Standards of Excellence

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Emergency Medical Services Standards

- Accreditation Canada has developed the **first Canadian standards for Emergency Medical Services (EMS)**
 - Supports EMSCC's White Paper's Strategic Direction: « EMS systems should demonstrate high accountability and transparency through the development of a Canadian Accreditation system »
- The new EMS standards are part of broader Emergency Health Services initiative, including
 - EMS
 - Emergency Department
 - Trauma

EMS Standards Development

Oversight from Emergency Health Services Advisory Committee to ensure

- Integration and linkage between standards, e.g. EMS and Emergency Department and Trauma

Guidance from EMS Standards Working Group to provide

- Input on core topic areas
- Direction and feedback for standard development
- Key contacts, e.g. Paramedic Association of Canada

EMS Standards Focus

Standards focus on key topics

- Providing high quality Emergency Medical Services
 - Communications and call taking
 - Preparing for arrival, and assessing the incident scene
 - Patient assessment and treatment
 - Transporting the patient, and transfer

EMS Standards Focus (cont'd)

- Preventing infections and minimizing exposure to hazards
- Ensuring safe operation of EMS vehicles, equipment, and medical devices
- Increasing community awareness of EMS and establishing strong partnerships for public education and emergency preparedness

Standards Focus (cont'd)

- Building a high performing EMS team, including medical oversight, interdisciplinary teams and worklife balance
- Maintaining user-friendly and effective clinical and information systems for all patients and calls
- Monitoring quality and safety and achieving positive outcomes through data collection and the use of quality indicators

EMS Standards Subsections

- The standards are organized into subsections:
 - Increasing community awareness and establishing strong partnerships
 - Building a high performing EMS team including medical oversight, interdisciplinary teams and worklife balance
 - Preventing infection and minimizing exposure to hazards
 - Safely operating EMS vehicles and equipment
 - Providing high quality Emergency Medical Services including communications and call taking, preparing for arrival, assessing the incident scene, patient assessment, treatment and transport.
 - Maintaining user-friendly and effective clinical and information systems
 - Monitoring quality and safety, and achieving positive outcomes

Example of EMS Standard

2.0 INCREASING COMMUNITY AWARENESS AND ESTABLISHING STRONG PARTNERSHIPS

The team works with the community to enhance community education, health promotion and injury prevention.

2.1 The team participates in community education about EMS and out-of-hospital-care.

Quality Dimension: Population Focus

Guidelines: Community education includes working at public events, school programs, and participating in community health committees.

2.2 The team delivers injury prevention and health promotion programs.

Quality Dimension: Population Focus

Guidelines: Health promotion and injury prevention includes teaching First Aid courses, conducting wellness clinics, and programs to teach safe practices, e.g. Prevent Alcohol and Risk-Related Trauma in Youth (PARRTY) programs, car seat clinics.

2.3 The team has a communications policy and process to share information and raise awareness about emergency medical services.

Quality Dimension: Population Focus

Guidelines: An effective communication policy and process includes responding to inquiries in a timely manner, establishing a formal process for interacting with the media and monitoring media coverage, and using EMS in local directories, e.g. telephone books and online equivalents.

2.4 The team addresses cultural and language diversity within the community it serves.

Quality Dimension: Client-Centered Services

Guidelines: The team addresses diversity by having materials available in different languages, access to interpretation services, and awareness programs to understand different cultures and age groups.

Pilot Testing EMS Standards

- Pilot test EMS standards across Canada at 4 organizations in May/June 2008:
 - BC Ambulance Services (BC)
 - Island EMS (PEI)
 - City of Calgary (Alberta)
 - MD Ambulance (Saskatchewan)
- Further pilot testing of French version planned in Quebec

Gearing up to Product Launch

- Reach out existing clients via existing newsletters and Accreditation Specialists (Fall/Winter)
- Reach out to potential new clients (Fall/Winter)
- Organize communication with key stakeholders (e.g. Ministry of Health, Regional health authorities)
- 2009 Conferences:
 - 2009 SEMSA Conference (May 2009)
 - 2009 EMSCC Conference (June 2009)
 - 2009 AMEMSO Conference (September 2009)



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Quantum Primer – For new clients coming to Accreditation

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Accreditation Primer

- Progressive approach to accreditation
- Available for new clients
- A preparatory step to moving into the full accreditation program within a 2 year timeframe

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Accreditation Primer: Purpose

- To provide a measure of the basic elements of safety and quality
- To work with organizations to establish the supports, structures, and processes necessary to successfully participate in the full accreditation process

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Accreditation Primer (cont'd)

- Components
 - Client Questionnaire
 - Organization Questionnaire
 - On-site visit by Accreditation Canada surveyor(s)
- Accreditation Primer Award

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Accreditation – What Does it Mean for You ?

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Why Contractors are Interested in Accredited EMS providers

- Any ambulance company can claim it is delivering quality service – an accredited agency can prove it
- Visible accountability as a result of problem identification and resolution
- Tracking of clinical training and certification
- Focus on addressing risk and patient safety

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Why Contractors are Interested in Accredited Providers

- Provider meets the highest national standards for the EMS industry
- Community receives first rate patient care
- Liability is decreased
- Community emergency needs met
- Efficient management practices followed
- Community safety and education programs supported

What Does Accreditation Mean for YOU

- May be able to negotiate improved insurance rates due to decreased liability
- Provides a competitive edge in bidding for contracts
- May be helpful in gaining funding from government for new equipment and initiatives
- Highlight involvement in community education and partnerships

What Does Accreditation Mean for YOU (con't)

- Marked improvement in employee retention
- Use accreditation status in employee recruitment initiatives
- Achieving accreditation status in a journey of discovery and team work.

What is Your Investment

- Assign an accreditation coordinator as the point of contact with Accreditation Canada's Accreditation Specialist. S/he works with internal team leaders to coordinate the process and follow up on action plans/reports, recommendations.
- Application fee of \$1,125 (2009)
- Annual Fees paid in January or each year
- Survey fee (per surveyor day).

Questions?



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