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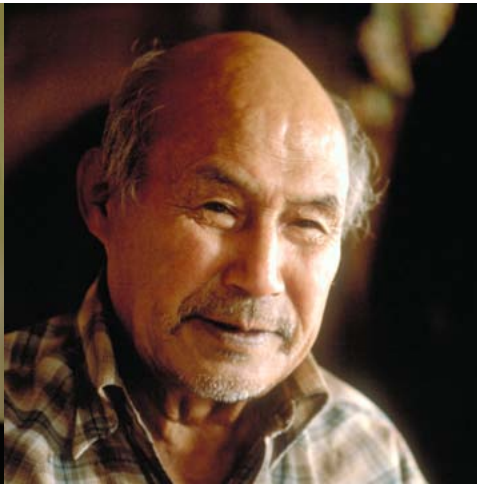
Santé
Canada


*Your health and
safety... our priority.*

*Votre santé et votre
sécurité... notre priorité.*

Accreditation - a tool for Quality Improvement in First Nations Communities

**BC Health Director's Forum
September 2008**



Canada 

Accreditation is...

- an **ongoing journey** or **process** that health organizations use to assess and improve the quality of their services in a team environment
- a **tool** that examines everyday activities and services against **standards of excellence** (It is **not** a monitoring service)
- a means to provide valuable measures to use within and among organizations



In addition, accreditation:

- reinforces organizational strengths
- helps to build important linkages within the organization, the community, **as well as** between community and other health services
- ensures client safety is a priority

“Without safe care, you cannot have quality care”

Accreditation Canada



Benefits of accreditation to FN communities

- Demonstrates to clients and the community that the organization is committed to quality improvement and patient safety
- Enables leadership to develop a 'roadmap' for quality improvement (QI) based on goals and recommendations
- Builds a foundation for key linkages with provincial health systems - a practical step in adopting 'continuum of services' approach



Organizational benefits of accreditation

- Pride that health services are comparable to like health services nationwide
- Stronger internal processes & teams
- Increased capacity
- Improved linkages
- Sharing of best/promising practices
- Supports community health planning
- Self-assessments identify strengths and areas for improvement



What communities have said about accreditation:

“At first the staff were overwhelmed by the process. Now I think that the process has given the staff an opportunity to have true input into decision-making and in offering administrative recommendations that are heard through this process.”

“..in the past we had a lack of information and made decisions based on perception. Today we make evidence-based decisions..”



“The report is a beautiful piece of work. ...it is a road map to every aspect of our organization and what we can improve.”

“We’ve improved many aspects of the organization, there’s more to do but the staff members are saying that they are much happier”

“When we started accreditation, we started to see the organization in a more systematic way and how the standards and all aspects of the organization were interdependent.”

“I don’t think we’ll ever stop using this process. We can actually live the process and concepts and continuously look to improve our operations.”



Building Strong Working Relationships

**First Nations
Community**

**FNIH
Regions**



**Accreditation Canada
Accreditation
Specialists**

FNIHB HQ

**Accreditation Canada
Surveyors**



First Nation Health Organizations

Health Board/Committee and Senior Management

- Support and steer the process

Accreditation Coordinator

- Plays the key role in organizing and coordinating the process

Self-assessment team

- Assess the quality of services provided by the organizations based on standards of excellence



Accrediting Bodies

- **Accreditation Canada** (*formerly the Canadian Council of Health Services Accreditation or CCHSA*) is the **national comprehensive health services** accrediting body and is the organization used to accredit the majority of health services in Canada
- **Other** accrediting bodies focus on specific services and include:
 - Commission on Accreditation of Rehabilitation Facilities (CARF)
 - International Standards Organization (ISO)
 - Provincial accrediting bodies, such as (CQA Quebec), (OCCHA Ontario)
 - Joint Commission (JCAHO - US)



About Accreditation Canada

- Accreditation Canada is the **major national** accrediting body for organizations across all health sectors in Canada
- Independent, non-profit, **non-government** organization with **voluntary** membership
- Through its **standards of excellence** and a peer evaluation process, Accreditation Canada helps organizations and health systems **across Canada** examine and improve the services/programs they provide
- Accreditation Canada is accredited by ISQua



In addition...Accreditation Canada

- Develops and distributes annual trends analyses for FN on accreditation activities and results
- Developed and implements readiness assessments to determine organizational capacity for accreditation
- Added a seat for Aboriginal representation on the Board of Directors
- Developed additional support systems to support the needs of First Nations clientele
- Continues to engage First Nations members in standards working groups, advisory committees, and pilot testing



Accreditation Canada Accreditation Specialists

- Assist organizations in developing an accreditation strategy – objectives, timelines, community partners
- Works very closely with the Accreditation Coordinator in the organization
- Provide organizations with materials and tools to support the accreditation journey
- Organize and facilitate on-site education sessions
- Work closely with surveyors



Accreditation Canada Surveyors

- 30 surveyors (approx. 15 Aboriginal) with experience in Aboriginal health services
- Work in accredited organizations across the country
- Trained, educated and supported to conduct surveys
- Assess health care organizations' performance against national standards of excellence by conducting on-site surveys
- Provide information while on-site and share experiences and leading practices



Why FNIHB works with Accreditation Canada


- Nationally and internationally recognized program
- Comprehensive process focusing on all aspects of health service delivery - based on a holistic framework
- Accredits various health services across Canada and abroad
- Culturally relevant – willing to develop and pilot test standards and processes in conjunction with First Nations representatives
- Surveyors recruited from Aboriginal health services organizations



Partnership History

- FNIHB and Accreditation Canada have worked in partnership for almost 10 years
- Previously, FNIHB was involved with CCHSA in two separate streams of accreditation:
 - Addictions Treatment Centres
 - Community Health Services
- The two streams are now united as one system within Accreditation Canada and supports the First Nations holistic view of health





FNIHB recognizes the value of accreditation as a **tool** for quality improvement in First Nations and Inuit health organizations

- Ensuring supportive structures in regional offices
- Securing funding to support communities
- Supporting FN accreditation team at Accreditation Canada to ensure culturally responsive process



FNIHB Support for Accreditation

- Provides funding to regions to support organizations in accreditation
- Negotiates “package” fees with Accreditation Canada for client organizations
- Provides funding to Accreditation Canada for extra Accreditation Specialists, enhanced education programs and services, including Taking Root, Bearing Fruit and an annual Accreditation Coordinator Forum
- Funds development and training of Regional Accreditation Managers



FNIHB HQ

Aside from providing funding, FNIHB HQs role includes

- Supporting Regional Accreditation Managers
- Identifying common regional requirements and developing processes to assist
- Developing national system supports, tools and linkages
- Quality improvement policies to build linkages in health system improvements (e.g. BPMD, homecare, e-health, etc)
- Supporting the cultural validity of all relevant standards



Accreditation Advisory Committee

Guide the development of a Branch Framework on Accreditation

- FN reps from community health services and treatment centres
- Support the alignment of Branch processes to reduce duplication



Branch Coordination

Branch Accreditation Reference Group

- Supporting a collaborative approach to the development of a policy framework regarding accreditation
- Bringing together representatives from relevant areas of FNIHB and HC regional managers to identify integration opportunities that support accreditation and quality improvement within the Branch
- Facilitating policy linkages to program activities
- Aligning health planning guidelines with quality improvement standards



FNIH Regional Accreditation Managers

- Provide support for the accreditation process
- Assist with capacity building
- Provide networking and mentoring opportunities
- Partners in accreditation
- Participate in focus groups – as partners
- Allocate funds to organizations to support the accreditation process
- Locate and disseminate resources/information
- Identifies links with community health planning



Funding Principles

- Accreditation is a voluntary process (except where NNADAP contribution agreements mandate)
- Organizations must provide evidence of engaging in an accreditation process
- Organizations will NOT lose accreditation funding upon receipt of a “non-accreditation” award, as long as they remain in the process and continue to make improvements towards reaching accredited status



Communities seeking Accreditation

FNIHB will provide communities with:

- Funds to cover Accreditation Canada single annual fee which includes: membership fees, a readiness assessment, tailored education sessions, surveyor visits and ongoing accreditation specialist support. This amount is determined by Accreditation Canada and will vary depending on size and scope of health services.
- Resources to support the process of accreditation, for example: board meetings, replacement staff during meetings, part-time Accreditation Coordinators, additional training, etc. Currently \$20K/year for first 5 years, \$10K/year ongoing.



The Vision

Accreditation is positioned as a key element of patient safety and quality improvement = **community-based primary health care reform**

Build a sustainable foundation of quality health services that supports a continuum of care for FN

First Nations receive services in a seamless way due to improved linkages across health systems



Next Steps

Where to go from here?

- Contact peers and listen to their accreditation stories
- Contact Regional Accreditation Manager (**Jamal Harb**) for further information and networking opportunities
- Discuss accreditation requirements with board/council and staff – obtain buy-in!!
- Contact Accreditation Canada for further information and/or to receive an application package



*Thank you and good luck in
your journeys!*

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