

Accreditation 2009: Demonstrate Excellence



BC Cancer Agency

CARE + RESEARCH

An agency of the Provincial Health Services Authority

Question & Answer

1. What is Accreditation?

Accreditation is an effective, internationally recognized and respected evaluation process used by many countries worldwide to assess the qualities of health services.

2. Why is Accreditation important?

By participating in the Accreditation program, the BC Cancer Agency is able to showcase our population-based cancer control program and demonstrate our commitment to continuous quality improvement, patient safety, improved efficiency and accountability. Accreditation improves communication and collaboration – both internally as well as with external stakeholders and partners.

3. When will BCCA be surveyed for Accreditation?

Accreditation Canada will be on site surveying all of the BC Cancer Agency's care & research centres on May 31 to June 4, 2009.

4. Who conducts the on-site survey?

Accreditation Canada (formerly Canadian Council on Health services Accreditation - CCHSA) conducts the on site survey. It is a not-for-profit organization and the surveyors, who will visit the BC Cancer Agency, are all senior health care professionals from across Canada.

5. What is the Accreditation process?

Our Accreditation process began in mid-2008 when we completed the Self Assessment Surveys. The survey results – combined with our response to previous Accreditations recommendations and a series of requirements from Accreditation Canada – will form the basis of our 2009 Accreditation program. In June, surveyors will be on site to meet with staff, patients, families and volunteers to better understand our care practices. Following the on site survey, BCCA will receive a report that outlines areas of excellence as well as opportunities for improvement.

6. How has the on-site survey process changed since our last Accreditation in 2005?

Accreditation Canada introduced an updated survey process in 2007 called Qmentum. Peer reviews by surveyors continue to be a key component of the Accreditation process. During the Qmentum survey, there is a greater focus on the high-risk areas of service delivery; in particular, on systems or processes known to have a significant impact on patient/client safety and quality care/service. These are called priority processes and are assessed during the survey using tracers.

7. What is a tracer?

A tracer is a process that is designed to follow the path of a patient or an administrative process. It allows the surveyor (who is usually accompanied by a staff member) to gather evidence about the quality and safety of our care and services. It often includes discussions with staff and/or patients.



POPULATION
ONCOLOGY



WORK LIFE/
WORKFORCE



CULTURE
OF SAFETY



INFECTION
PREVENTION
& CONTROL



MEDICATION
MANAGEMENT



COMMUNICATION

8. What are the main areas of focus for Accreditation?

Our Accreditation plans are grouped under six Quality & Safety Goals, each of which contains a variety of required organizational practices (see question #9) and standards. The goal areas are:

1. Population Oncology – Deliver a population-based cancer control program across the continuum of care, from prevention to end-of-life
2. Work Life/Workforce – Create a work life and physical environment that supports the safe delivery of care/service
3. Safety – Create a culture of safety throughout the BC Cancer Agency
4. Infection Prevention and Control – Reduce the risk of site-acquired infections and their impact across the continuum of care/service.
5. Medication Management – Ensure the safe use of high risk medications
6. Communication – Improve the effectiveness and coordination of communication among care/service providers and recipients across the continuum

9. What is a required organizational practice (ROP)?

There are 28 required organizational practices (ROP) that must be met in order to successfully complete Accreditation.

Each ROP has been designed to enhance patient safety and minimize risk. The 28 ROPs cross most of the Accreditation goal areas and will be the focal point of our Accreditation plan.

10. How are ROPs evaluated?

Surveyors will use the traditional methods to assess compliance with the ROPs, including team interviews, patient interviews, staff interviews, documentation review, tours, and review of indicator data. Surveyors will also use a tracer method that follows the path of a patient or administrative process. Non-compliance with any one of the 28 ROPs will result in a conditional award. Organizations with conditional awards have six months to put the appropriate processes and systems in place to meet and demonstrate the requirements of the ROP (though a report or focused visit). Our objective is to successfully meet all Accreditation standards without condition.

11. Who needs to be aware of the ROPs?

Surveyors will meet with teams, individual physicians and staff, students and volunteers, so everyone should be aware of how we comply with each of our ROPs. Many of the ROPs will be very familiar to you – such as hand washing – and may require nothing more than a quick review. Other ROPs will be less familiar to you and may require more in-depth education, which will be provided between now and June. Surveyors may interview you during the Accreditation survey, so it is important to keep up to date. Surveyors will also speak with patients and families about their care experience.

12. How will we learn more about the ROPs?

Between now and June, we will focus our attention on each of six goals and their associated ROPs – one goal area every two-three weeks. For each goal, we will provide the specific ROPs and our evidence of compliance, as well as fact sheets, posters and other material. Additionally, you can find all the Accreditation information on H:\EVERYONE\Accreditation 2009.

13. What happens during the surveyors visit?

The surveyors will be on site – in each of the Agency’s care & research centres – from May 31 to June 4. While they are here, they will:

- Review records and documents
- Talk & listen – via individual interviews/discussions and group discussions
- Observe – visit departments and will ask to speak to employees in the workplace
- Record – what they read, hear and see at work

14. Where can I get more information?

To find out more about the Accreditation Program, please speak with your manager or visit the Accreditation folder on **H:\EVERYONE\Accreditation 2009**, or email **accreditation@bccancer.bc.ca**.

