



Demonstrate Excellence

On-site survey

June 1-4, 2009

All BC Cancer Agency care & research centres

About Accreditation

We are proud of the Agency's strong and comprehensive cancer control program. Through the Accreditation process, we are able to showcase our approach to population based care, and demonstrate our commitment to continuous quality improvement, patient safety, efficiency and accountability.

While quality improvement is an ongoing effort, the formal Accreditation process takes place every 3-4 years. BCCA's last on-site Accreditation survey was held in 2005.

Peer surveyors

Six surveyors from across Canada will conduct the on-site surveys in all care and research centres. Through this peer review process, we are able to evaluate our quality of care and use that information to continue on to build on our strengths and improve operations.

Survey focal points

The on-site survey has evolved since 2005. It will focus on the following six Quality & Safety Goals areas:

1. Population Oncology
2. Work life/Workforce
3. Culture of Safety
4. Infection Prevention & Control
5. Medication Management
6. Communication

Each category contains a number of required organizational practices (ROPs), all of which must be met in order to successfully complete Accreditation. (See goal and ROP details on the next page.) Our Accreditation plan will also incorporate our response to previous Accreditation recommendations.

BCCA Accreditation leaders

Karim Karmali, Accreditation sponsor, COO & VP of Management & Operations

Sue Fuller Blamey, Quality, Safety & Accreditation Director

Our Quality & Safety Goal Area Leaders:

- Sandra Broughton, Population Oncology
- John French, Work Life/Workforce
- Anne Burgess, Culture of Safety
- Fiona Bees, Infection Prevention & Control
- Charles Blanke, Medication Management
- Ivo Olivotto, Communication

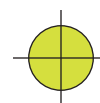
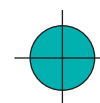
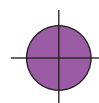
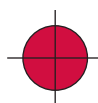
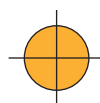
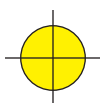
Employee involvement

During the on-site visit, surveyors will tour the facilities and speak with staff, physicians, students, volunteers, patients and families. Individuals will be interviewed and observed, so it is important understand our Accreditation program and Quality & Safety Goals.

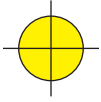
Additional Information

Between now and June, BCCA will provide education on each of the six Quality & Safety Goals, and host an Accreditation Fair.

For more information, please speak to your manager or visit the Accreditation folder on H:\EVERYONE\Accreditation 2009, or email accreditation@bccancer.bc.ca

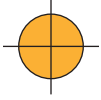


Six Quality & Safety Goals and Required Organizational Practices (ROPs)



Population Oncology

Goal: Deliver a population-based cancer control program across the continuum of care, from prevention to end-of-life care



Work Life/Workforce

Goal: Create a work life and physical environment that supports the safe delivery of care/service ROPs

- Deliver client safety training and education at least annually to senior leaders, staff, service providers and volunteers
- Ensure BCCA has defined roles, responsibilities and accountabilities of leaders, staff, service providers and volunteers for patient care & safety
- Provide ongoing, effective training to service providers on all infusion pumps
- Develop a more comprehensive emergency disaster plan based on the cancer centre's needs (in collaboration with host hospital) – including bomb threats, chemical spills, managing aggressive behaviours, fire safety, and internal and external disasters
- Implement an effective preventative maintenance program for all medical devices, equipment and technology

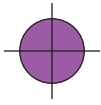


Culture of Safety

Goal: Create a culture of safety throughout the BC Cancer Agency

ROPs

- Establish a reporting system for sentinel events, adverse events and near misses, including appropriate follow-up
- Ensure BCCA has a formal and open policy/process to disclose adverse events to patients/families, including support mechanisms for clients, family, staff, and service providers involved in adverse events
- Provide the governing body with quarterly reports on client safety, including adverse incident investigation, follow-up, recommendations and improvements made
- Carry out and implement one client safety related prospective analysis per year
- Adopt Safety as a written strategic priority or goal
- Inform and educate patients/families in writing and verbally about the patient and family's role in promoting safety
- Develop and implement a patient safety plan and implement improvements to patient safety as required
- Implement and evaluate a fall prevention strategy to minimize the impact of patient falls

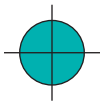


Infection Prevention & Control

Goal: Reduce the risk of site-acquired infections and their impact across the continuum of care/service

ROPs

- Track infection rates, analyze the information to identify clusters, outbreaks and trends and share this information throughout BCCA
- Adhere to international, federal and provincial or territorial infection control guidelines
- Develop and implement an organizational policy and protocol for administration of the influenza vaccine
- Deliver education and training for staff, service providers and volunteers on hand hygiene and evaluate compliance with hand-hygiene practices
- Monitor processes for reprocessing equipment and make improvements



Medication Management

Goal: Ensure the safe use of high risk medications

ROPs

- Standardize and limit the number of medication concentrations available in BCCA
- Evaluate and limit the availability of heparin and narcotic products and remove high dose, high-potency formats from patient care areas
- Remove concentrated electrolytes from client service areas (potassium chloride, potassium phosphate, sodium chloride)
- Reconcile medications with the patient at admission, referral or transfer and communicate information about the patient's medication to the next provider of service at referral or transfer to another setting, service provider or level of care within or outside the organization
- Implement verification processes for medications and other medication related checking systems for high risk activities



Communication

Goal: Improve the effectiveness and coordination of communication among care/service providers and recipients across the continuum

ROPs

- Effectively transfer information among providers at transition points
- Use at least two client identifiers prior to the provision of any service or procedure
- Use at least two client identifiers before administering medications
- Identify and implement a list of abbreviations, symbols and dose designations that are not to be used in the organization
- Implement verification processes and other checking systems for high risk activities

The information above is a summary of the Quality & Safety Goals and required organizational practices (ROPs).

To view the goals and ROPs in full, please visit **H:\EVERYONE\Accreditation 2009.**

