



# Work Life/Workforce Q&A

## Question & Answer

### 1. What is the primary focus of the Work Life/Workforce goal?

The Work Life/Workforce goal is to create a work life and physical environment that supports the safe delivery of care and service. This goal covers a wide range of topics, from training and orientation to recruitment and culture, to fire safety and emergency preparedness.

### 2. What Required Organizational Practices are covered in the Work Life/Workforce goal?

There are three Required Organizational Practices (ROPs) in this goal. They are:

- Deliver client safety training and education at least annually to senior leaders, staff, service providers and volunteers.
- Provide ongoing, effective training to service providers on all infusion pumps.
- Implement an effective preventative maintenance program for all medical devices, equipment and technology.

### 3. What is the Work Life/Workforce Recommendation?

The Work Life/Workforce goal contains one Recommendation from Accreditation 2005. That Recommendation is to 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

### 4. How do we comply with the ROPs and Recommendation?

Details of the practices we have in place to address the ROPs and Recommendation are outlined in the Work Life/Workforce Fact Sheet, located in the Accreditation file on the H:Drive. It contains an outline of the training programs and procedures we have in place for achieving an environment of safety and sustainable care.

### 5. How will the Work Life/Workforce ROPs and Recommendation be evaluated?

Surveyors will use the traditional methods to assess compliance with standards, including team interviews, patient interviews, staff interviews, documentation review, tours, and review of indicator data. Surveyors will also follow a test for compliance that has been outlined for each ROP.



POPULATION  
ONCOLOGY



WORK LIFE/  
WORKFORCE



CULTURE  
OF SAFETY



INFECTION  
PREVENTION  
& CONTROL



MEDICATION  
MANAGEMENT



COMMUNICATION

## 6. Who needs to be aware of the Work Life/Workforce ROPs & Recommendation?

Surveyors will meet with teams, individual physicians and staff, students and volunteers, so everyone should be aware of the six Quality and Safety goals and their associated ROPs and Recommendations.

If you are asked a question on an unfamiliar topic, please refer the surveyor to the appropriate department or individual, or to your manager.

## 7. What kind of questions will surveyors ask about our Work Life/Workforce goal?

A sampling of the Work Life/Workforce questions that a surveyor may ask, include:

- Do you have a Code team or Medical Emergency Team?
- How do you ensure your safety and the safety of your patient when giving chemotherapy?
- What do you do if your patient waitlist is too long or you have too many patient demands for one clinic day?
- How do you assess your patient's pain level?

## 8. What are the other Quality and Safety goals?

In addition to Work Life/Workforce, our Accreditation program focused on:

- Population Oncology – Deliver a population-based cancer control program across the continuum of care, from prevention to end-of-life care
- Safety – Create a culture of safety throughout the BC Cancer Agency
- Infection Prevention and Control – Reduce the risk of site-acquired infections and their impact across the continuum of care/service
- Medication Management – Ensure the safe use of high risk medications
- Communication – Improve the effectiveness and coordination of communication among care/service providers and recipients across the continuum

## 9. When will we find out more about the other goals?

In February, we provided detailed information on the Population Oncology goal. Between now and June, we will provide information and training materials on the remaining four Quality & Safety goals – one goal area profiled every two-three weeks.

## 10. Where can I get more information?

To find out more about Accreditation and our Work Life/Workforce goal, please speak with your manager or visit the Accreditation folder on folder on **H:\EVERYONE\Accreditation 2009**, or email [accreditation@bccancer.bc.ca](mailto:accreditation@bccancer.bc.ca).

### About Accreditation 2009

From May 31-June 4, 2009, the BC Cancer Agency will host Accreditation Canada surveyors at each of our care and research centres.

By participating in the Accreditation program, we are able to showcase our population-based cancer control program and demonstrate our commitment to continuous quality improvement, patient safety, improved efficiency and accountability.

Learn more at **H:\EVERYONE\Accreditation 2009** or email questions to [accreditation@bccancer.bc.ca](mailto:accreditation@bccancer.bc.ca).