



A closer look at Work Life/Workforce

On-site Accreditation survey

May 31 to June 4, 2009

All BC Cancer Agency care and research centres

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.

Within this goal area, there are three Required Organizational Practices (ROPs), which must be met in order to successfully complete Accreditation. The ROPs include:

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

This goal also contains a variety of Standards and one Recommendation from the 2005 Accreditation survey: to develop more comprehensive emergency disaster preparedness plans in concert with our host hospitals.

About Accreditation

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

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

Six Quality & Safety Goals

In addition to the Work Life/Workforce goal, the other Quality & Safety Goals are:

- 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



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Demonstrated Excellence

The Work Life/Workforce goal covers a wide range of topics, from training and orientation to recruitment and culture, to fire safety and emergency preparedness. Below you will find more information about this goal's Required Organizational Practices (ROPs) and Recommendation, and the many practices we have in place to address them.

ROP: Deliver client safety training and education at least annually to senior leaders, staff, service providers and volunteers

Evidence:

BCCA delivers safety training and education on a regular basis to staff. Examples of training include:

- The implementation of the Patient and Safety Learning System (PSLS)
- Radiation safety training
- Chemotherapy certification program for nurses
- CPR certification and re-certification
- Injury prevention training and education
- On-line Workplace Hazardous Materials Information System (WHMIS) training
- Ongoing training for use of sterilizing equipment

ROP: Provide ongoing, effective training to service providers on all infusion pumps

Evidence:

All nurses working in patient care areas are trained in the use of IV infusion pumps. Their training occurs at the time of the unit orientation, when new pumps are introduced, or when required by a nurse as part of continuing competency.

BCCA documents the training in the unit skills checklists, and maintains a database of all chemotherapy certified nurses.

BCCA continues to work on improving the resources our nurse preceptors use during orientation, including standardizing the documentation of pump education.

Currently, efforts are underway to test and select the new IV infusion pumps, which will be in place in 2010.

ROP: Implement an effective preventative maintenance program for all medical devices, equipment and technology

Evidence:

All medical equipment at BCCA is maintained and checked on a regular basis, including preventative maintenance. This is done through:

- Facilities maintenance staff
- Contracted agreements with the manufacturer or the biomedical departments at our host hospitals
- Trained and qualified Agency staff – in cases such as a radiation therapy device

This keeps the equipment safe and ensures the equipment meets any regulatory or recommended standards. It also enables us to keep our equipment running at optimal levels. For example, our radiation therapy machines are out of operation (due to breakdowns) less than 5% of the time.

Recommendation: 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

Evidence:

BCCA has a provincial emergency management committee. The Committee has developed a provincial emergency response policy.

There is also an Emergency Management Committee in place at each of the Agency's care and research centres. Our Emergency Management Committees have a mandate to:

- Co-ordinate emergency response activities
- Ensure emergency plans are in place
- Provide ongoing emergency management training

BCCA provides ongoing emergency management training to employees. Fire safety training is provided during staff orientation, and regular fire drills are held at each of the centres.





Emergency plans are being developed for BCCA, our individual facilities and departments. These plans contain information on how departments will respond to an emergency, how communication will occur, and critical services that are required to maintain service delivery.

Emergency plans are also being developed in conjunction with our host hospitals. As an example, we have standardized the emergency colour codes (code blue, code white, etc) between our centres and host hospitals. We are in the process of disseminating “Emergency Colour Code” information for posting in employee workspaces, as well as personalized cards (similar in size to identification cards).

A variety of emergency management exercises, with relevant threat scenarios, will unfold during the year. Staff may be asked to play specific roles during these exercises.

Standards

In addition to the three Required Organizational Practices and the Recommendation from 2005, the Work Life/Workforce goal area contains a wide range of standards. Two of the standards designed to address work life culture and balance are summarized below.

Standard: The organization has a positive work life culture and supports work life.

Evidence:

BCCA works to create and maintain a healthy and productive work environment for employees. As part of this effort, BCCA’s first Employee Engagement Survey was administered in 2007. The survey included questions such as:

- I have received recognition or praise for doing good work
- I know what is expected of me at work
- How satisfied are you with your organization as a place to work?

The survey results were shared at the departmental level, and each department has developed action plans to address engagement opportunities. A follow up survey will occur this spring.

Standard: The organization has healthy workplace strategies to help staff and service providers manage their health.

Evidence:

BCCA has a variety of employee wellness and safety programs (i.e. STEPS) in place. Some examples of our programs and initiatives include lunchtime yoga/fitness classes, smoking cessation program, secure bicycle storage, recent healthy living challenge and an influenza immunization campaign.

Get involved

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 to understand our Accreditation program and our Safety & Quality goals.

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

- Tell us about the orientation you received when you started at BCCA.
- Have you participated in a fire drill recently?
- Has there been an emergency situation in your department and can you tell me about it?
- Please tell me about the safety training in your department.
- If your equipment (i.e. a computer, blood pressure machine, linear accelerator) broke down, what would you do?

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

Learn more

Between now and June, BCCA will provide ongoing education and support on each of the six patient safety goal areas, and host an Accreditation Fair.

For more information about Accreditation 2009 or the Work Life/Workforce goal area, please ask your manager or visit the Accreditation folder at H:\Everyone\Accreditation 2009\Work Life Workforce.

