



# Communication Q&A

## Question & Answer

### 1. What is the goal of Communication?

The Communication goal for Accreditation is to improve effectiveness and coordination of communication among care/service providers and recipients across the continuum of care. The goal covers a variety of topics, including transition processes, patient identifiers, informed consent, standard abbreviations, high-risk process verifications, patient & family education, and access to service.

### 2. What Required Organizational Practices are covered in the Communication goal?

There are five Required Organizational Practices (ROPs) within this goal. They call for BCCA to:

- 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; and
- Implement verification processes and other checking systems for high-risk activities.

### 3. How do we comply with its ROPs?

Details of the practices we have in place to address the ROPs are featured in the Communication Fact Sheet, located in the Accreditation file on the H:Drive. It contains an outline of the procedures we have in place to improve effectiveness and coordination of communication among care/service providers and patients across the continuum of care.

### 4. How will the Communication ROPs 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.

### 5. Who needs to be aware of the Communication ROPs?

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

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



POPULATION  
ONCOLOGY



WORK LIFE/  
WORKFORCE



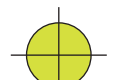
CULTURE  
OF SAFETY



INFECTION  
PREVENTION  
& CONTROL



MEDICATION  
MANAGEMENT



COMMUNICATION

## 6. What type of questions will surveyors ask about our Communication goal?

A sampling of the Communication questions that a surveyor may ask, include:

- How do you transfer patient information to other health care providers?
- What two patient identifiers do you use prior to caring for a patient?
- What identifiers do you use to ensure you are providing medications to the correct patient?
- What policy does BCCA have regarding abbreviations that are not to be used?
- What would you do if you see that a care provider is using the wrong abbreviations in orders or notes?
- What types of activities do you do to ensure that your high-risk procedures are completed accurately?

## 7. What are the other Accreditation goals?

In addition to Medication Management, 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
- Work Life/Workforce – Create a work life and physical environment that supports the safe delivery of care and service
- Culture of Safety – Create a culture of safety throughout the BC Cancer Agency
- Infection Prevention & Control – Reduce the risk of site-acquired infections and their impact across the continuum of care/service throughout the BC Cancer Agency
- Medication Management – Ensure the safe use of high-risk medications

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

In May, BCCA will host Accreditation Fairs in each of our cancer centres.

Additionally, detailed information on each of the six Quality & Safety goals is available on the H Drive.

## 9. Where can I get more information?

To find out more about Accreditation and our Communication goal, please speak with your manager or visit the Accreditation 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)