

**FRASER HEALTH MEETS NATIONAL STANDARDS
FOR SERVICE DELIVERY
Summary of the November 2010 Teams**

From January 2010 to April 2011 five Fraser Health teams participated in the Accreditation Canada process:

- Surgical/Operating Room Program
- Cardiac Program
- Residential Program
- Renal Program
- Reprocessing Services

In following the Accreditation process, teams:

- completed an on-line self assessment involving 1070 staff, comparing their performance to national standards
- identified priorities for improvement and initiated Action Plans
- hosted a survey visit in November 2010 as an independent validation of their performance
- implemented improvements based on the survey visit findings
- will continue to conduct self-assessment, report key indicators and implement improvements in ongoing three-year cycles.

The teams hosted an Accreditation Canada Survey visit November 1 to 5, 2010, to independently assess Fraser Health performance against national standards. Four Accreditation Canada surveyors visited 20 Fraser Health sites in both community and acute sectors, reviewed 644 aspects of service delivery and traced how patients experience the healthcare system. Overall Fraser Health's performance was positive, with 585 of the 636 applicable criteria rated 'Met' and 51 criteria 'Unmet' (92% Met). The Report highlights regional and team-specific strengths (program management, integration of services, system to report adverse events/near misses, roles of Clinical Nurse Specialist and Clinical Nurse Educator) as well as opportunities for improvement (spread of falls prevention strategies, medication reconciliation, communication at the staff level, performance reviews, electronic medical records). Two 'Leading Practices' were identified:

- National Surgical Quality Improvement Program (NSQIP)
- Dementia Care in Residential Program.

Based on this assessment, Fraser Health received 'Accreditation with Condition', requiring two progress reports in 2011. At the completion of its cycle in April 2011, Fraser Health had 'Met' all high priority April

requirements and has five elements to be addressed by October 2011. All other criteria identified as 'Unmet' will be reviewed at the teams' Survey Visit in 2013. Current status is outlined below:

Requirement	Fraser Health Accountability	Status as of April 2011
Educate clients/families re their role in promoting their safety.	Renal, Cardiac, Surgery Programs	Criterion Met
Confirm verification processes for high risk activities.	Renal Program	Criterion Met
Transfer information effectively at transition.	Renal Program	Criterion Met
Implement Falls Prevention strategy.	Cardiac Program	Criterion Met
Progress report required by October 5, 2011 for:		
Reprocessing areas have a closed, separate area for decontamination.		
Policies are followed for safe disposal of medications.		
Protected area for sterile storage in the OR.		
Proper transport of contaminated items from the OR.		
Storage of clean/sterile items and supplies in the OR.		

Teams are congratulated for their dedicated efforts to meet the national standards, implement innovations (which are recognized as 'leading practices') as well as their ongoing efforts to build a culture of quality and safety for our patients, residents and clients.

For further information about the Accreditation Canada process or Survey Report, please contact:

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