



Fraser Health Authority

Accredited with Commendation

Fraser Health Authority has gone beyond the requirements of the Qmentum accreditation program and is commended for its commitment to quality improvement.

Fraser Health Authority is participating in the Accreditation Canada Qmentum accreditation program. Qmentum helps organizations strengthen their quality improvement efforts by identifying what they are doing well and where improvements are needed.

Organizations that become accredited with Accreditation Canada do so as a mark of pride and as a way to create a strong and sustainable culture of quality and safety.

Accreditation Canada commends **Fraser Health Authority** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

Fraser Health Authority (2023)

As the largest and fastest growing health region in British Columbia, Fraser Health delivers hospital and community services to over 1.9 million people in 20 diverse communities from Burnaby to Fraser Canyon, on traditional, ancestral and unceded territories of the Coast Salish and Nlaka'pamux Nations. Our multicultural population includes six Métis Chartered Communities and approximately 62,000 Indigenous Peoples in 32 First Nation communities. Over 90 per cent of new refugees and 40 per cent of newcomers to B.C. settle in our region. 44,767 staff, medical staff and volunteers embody our values of respect, caring and trust, working towards our vision: 'Better health. Best in health care.'

Accreditation Canada

We are independent, not-for-profit, and 100 percent Canadian. For more than 55 years, we have set national standards and shared leading practices from around the globe so we can continue to raise the bar for health quality.

As the leader in Canadian health care accreditation, we accredit more than 1,100 health care and social services organizations in Canada and around the world.

Accreditation Canada is accredited by the International Society for Quality in Health Care (ISQua) www.isqua.org, a tangible demonstration that our programs meet international standards.

Find out more about what we do at www.accreditation.ca.

Demonstrating a commitment to quality and safety

Accreditation is an ongoing process of evaluating and recognizing a program or service as meeting established standards. It is a powerful tool for quality improvement. As a roadmap to quality, Accreditation Canada's Qmentum accreditation program provides evidence-informed standards, tools, resources, and guidance to health care and social services organizations on their journey to excellence.

As part of the program, most organizations conduct an extensive self-assessment to determine the extent to which they are meeting the Accreditation Canada standards and make changes to areas that need improvement. Every four years, Accreditation Canada surveyors, who are health care professionals from accredited organizations, visit the organization and conduct an on-site survey. After the survey, an accreditation decision is issued and the ongoing cycle of assessment and improvement continues.

This Executive Summary highlights some of the key achievements, strengths, and opportunities for improvement that were identified during the on-site survey at the organization. Detailed results are found in the organization's Accreditation Report.

On-site survey dates

January 22, 2023 to January 27, 2023

Locations surveyed

- **15** locations were assessed by the surveyor team during the on-site survey. Locations and sites visited were identified by considering risk factors such as the complexity of the organization, the scope of services at various sites, high or low volume sites, patient flow, geographical location, issues or concerns that may have arisen during the accreditation cycle, and results from previous on-site surveys. As a rule, sites that were not surveyed during one accreditation cycle become priorities for survey in the next.
- All sites and services are deemed **Accredited with Commendation** as of the date of this report.

See **Appendix A** for a list of the locations that were surveyed.

Standards used in the assessment

- **9 sets of standards** were used in the assessment.

Summary of surveyor team observations

These surveyor observations appear in both the Executive Summary and the Accreditation Report.

During the on-site survey, the surveyor team undertook a number of activities to determine the extent to which the organization met the accreditation program requirements. They observed the care that was provided; talked to staff, clients, families and others; reviewed documents and files; and recorded the results.

This process, known as a tracer, helped the surveyors follow a client's path through the organization. It gives them a clear picture of how service is delivered at any given point in the process.

The following is a summary of the surveyor team's overall observations.

The Board, leadership, patient partners, and all staff are commended for their commitment to the accreditation process and embracing it as a quality improvement tool. All teams engaged in this visit truly used the opportunity to celebrate successes and identify opportunities for improvement. The patient voice is also evident throughout many systemic processes. Well done!

The geographic area of Fraser Health extends from Burnaby and Delta in the west to Hope in the east, and from the Canada/United States border north to Boston Bar. Fraser Health is divided into three Health Service Delivery Areas.

Since the last survey, numerous achievements have been made. Of note has been the management of the COVID-19 response in the region and the management of quality health services during several climate events. Emergency preparedness and climate preparedness plans are excellent. Also of note has been the enhanced use of data and use of data and evidence.

The provincial government has identified five principles that inform policies and programs and contribute to COVID-19 recovery. These are: 1) Putting people first, 2) Commitment to lasting and meaningful reconciliation, 3) Addressing equity and anti-racism, 4) Building a better future through fighting climate change and meeting greenhouse gas commitments, and 5) Supporting a strong, sustainable economy that works for everyone.

These directions guide Fraser Health's work in building an integrated system of care that provides seamless, person-centered, quality health care services. Work is ongoing to ensure that these services are gender based, culturally safe, trauma informed, and responsive to the diverse needs of the population. Excellent organizational examples are evident in this regard such as work underway to address patient flow and the Indigenous Anti-Racism Action Plan.

Health human resource challenges impact all activities. As success of achieving strategic priorities relies on engaging and supporting the health and well-being of the workforce, in an environment that encourages creativity and collaboration to provide high quality care to patients, an excellent "Our People Plan" has been developed.

Fraser Health has adopted the Quadruple Aim dimensions. (Patient Experience, Healthy People and Communities, Creating Value, and Provider Experience). Measurable objectives with key indicators are in place for each of the four dimensions. Performance reporting for each Objective and Key Results (OKRs) is done on a regular basis. Well done.









Community partners interviewed expressed deep appreciation for their 'good, strong and healthy' relationships with Fraser Health. COVID-19 has presented excellent opportunities to work together in joint problem solving as well as service delivery. Enhanced understanding of each other's work and strengths has occurred. Also noted has been the achievement of streamlined decision-making processes. There is a strong desire to continue this work. Suggested opportunities for moving forward include increasing joint planning, involvement, and communication, rethinking the need to strengthen relationships with primary care and the continued commitment to local relationship building.

Overview: Quality dimensions results

Accreditation Canada uses eight dimensions that all play a part in providing safe, high quality health care.

These dimensions are the basis for the standards, and each criteria in the standards is tied to one of the quality dimensions.

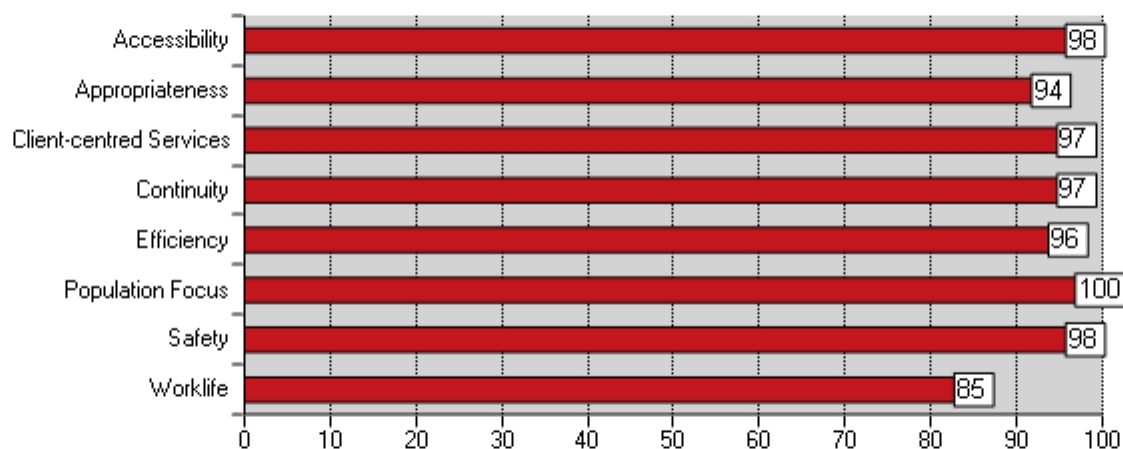
The quality dimensions are:

	Accessibility:	Give me timely and equitable services
	Appropriateness:	Do the right thing to achieve the best results
	Client-centred Services:	Partner with me and my family in our care
	Continuity:	Coordinate my care across the continuum
	Efficiency:	Make the best use of resources
	Population Focus:	Work with my community to anticipate and meet our needs
	Safety:	Keep me safe
	Worklife:	Take care of those who take care of me

Taken together, the dimensions create a picture of what a high quality health care program or service “looks like.” It is easy to access, focused on the client or patient, safe, efficient, effective, coordinated, reflective of community needs, and supportive of wellness and worklife balance.

This chart shows the percentage of criteria that the organization met for each quality dimension.

Quality Dimensions: Percentage of criteria met



Overview: Standards results

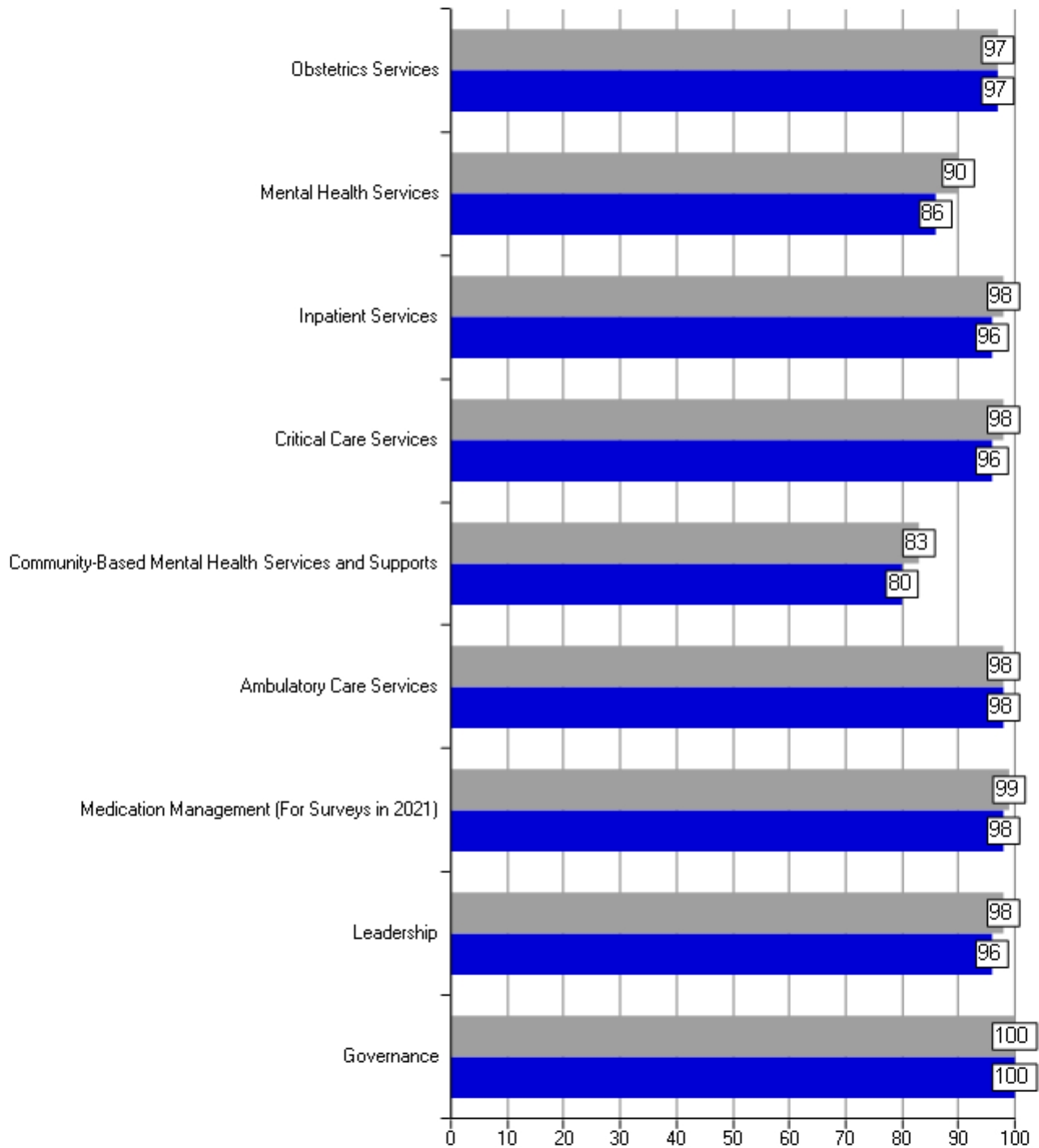
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

Some criteria—specifically those related to safety, ethics, risk management, or quality improvement—are considered high priority and carry more weight in determining the accreditation decision.

This chart shows the percentage of high priority criteria and the percentage of all criteria that the organization met in each set of standards.

Standards: Percentage of criteria met

High priority criteria met Total criteria met



Overview: Required Organizational Practices results

Accreditation Canada defines a Required Organizational Practice (ROP) as an essential practice that must be in place for client safety and to minimize risk. ROPs are part of the standards. Each one has detailed tests for compliance that the organization must meet if it is to meet the ROP.

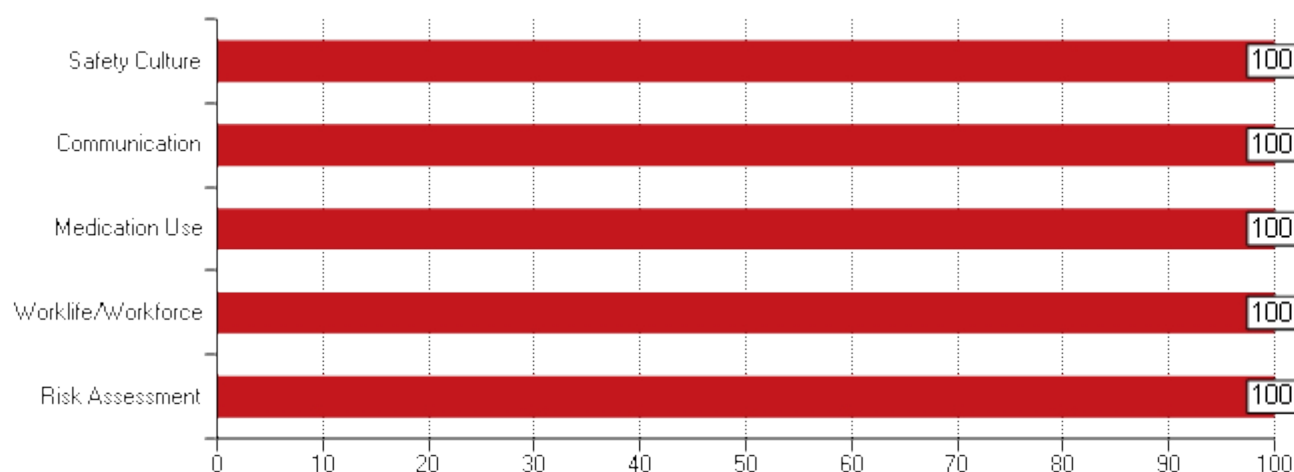
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes how select ROPs are being met across the country.

ROPs are categorized into six safety areas, each with its own goal:

- **Safety culture:** Create a culture of safety within the organization
- **Communication:** Improve the effectiveness and coordination of communication among care and service providers and with the recipients of care and service across the continuum
- **Medication use:** Ensure the safe use of high-risk medications
- **Worklife/workforce:** Create a worklife and physical environment that supports the safe delivery of care and service
- **Infection control:** Reduce the risk of health care-associated infections and their impact across the continuum of care/service
- **Risk assessment:** Identify safety risks inherent in the client population

See **Appendix B** for a list of the ROPs in each goal area.

ROP Goal Areas: Percentage of tests for compliance met



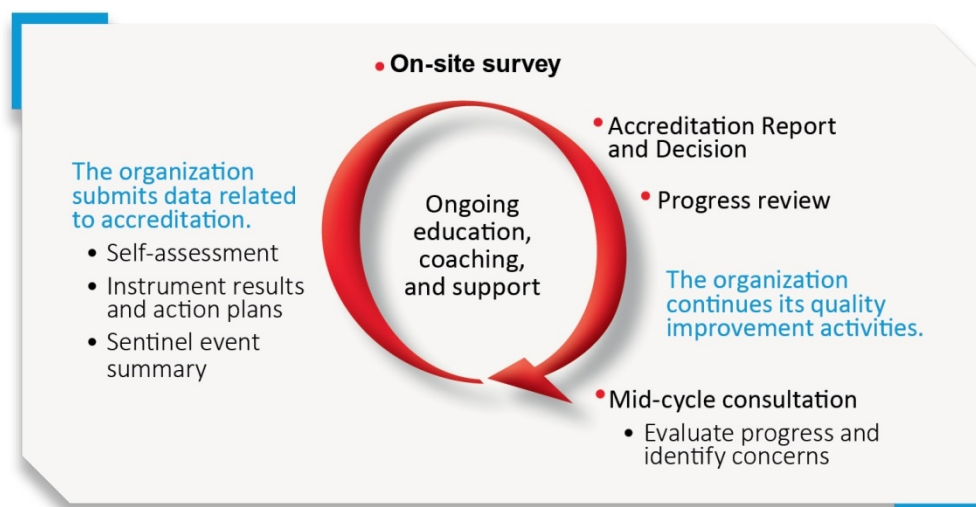
The quality improvement journey

The Qmentum accreditation program is a four-year cycle of assessment and improvement, where organizations work to meet the standards and raise the quality of their services. Qmentum helps them assess all aspects of their operations, from board and leadership, to care and services, to infrastructure.

The program identifies and rewards quality and innovation. The time and resources an organization invests in accreditation pay off in terms of better care, safer clients, and stronger teamwork. Accreditation also helps organizations be more efficient and gives them structured methods to report on their activities and what they are doing to improve quality.

In the end, all Canadians benefit from safer and higher quality health services as a result of the commitment that so many organizations across the country have made to the accreditation process.

Qmentum: A four-year cycle of quality improvement



As **Fraser Health Authority** continues its quality improvement journey, it will conduct an in-depth review of the accreditation results and findings. Then a new cycle of improvement will begin as it incorporates any outstanding issues into its overall quality improvement plan, further strengthening its efforts to build a robust and widespread culture of quality and safety within its walls.

Appendix A: Locations surveyed

- 1 Abbotsford Community Dialysis Unit
- 2 Abbotsford Mental Health Centre
- 3 Abbotsford Regional Hospital and Cancer Centre
- 4 Central City Tower
- 5 Chilliwack General Hospital
- 6 Jim Pattison Outpatient Care and Surgery Centre
- 7 Langley Memorial Hospital
- 8 Maple Ridge Treatment Centre
- 9 Panorama Community Dialysis Unit
- 10 Peace Arch Foundation Lodge
- 11 Peace Arch Hospital
- 12 Ridge Meadows Hospital
- 13 Royal City Kidney Care Centre
- 14 Royal Columbian Hospital
- 15 Surrey Memorial Hospital

Appendix B

Required Organizational Practices

Safety Culture

- Accountability for Quality
 - Patient safety incident disclosure
 - Patient safety incident management
 - Patient safety quarterly reports
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Communication

- Client Identification
 - Information transfer at care transitions
 - Medication reconciliation as a strategic priority
 - Medication reconciliation at care transitions
 - Safe Surgery Checklist
 - The “Do Not Use” list of abbreviations
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Medication Use

- Antimicrobial Stewardship
 - Concentrated Electrolytes
 - Heparin Safety
 - High-Alert Medications
 - Infusion Pumps Training
 - Narcotics Safety
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Worklife/Workforce

- Client Flow
 - Patient safety plan
 - Patient safety: education and training
 - Preventive Maintenance Program
 - Workplace Violence Prevention
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Risk Assessment

- Falls Prevention Strategy
 - Pressure Ulcer Prevention
 - Suicide Prevention
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