



## Fraser Health Authority

### Accredited

**Fraser Health Authority** has met the requirements of the Qmentum accreditation program and has shown a 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](http://www.isqua.org), a tangible demonstration that our programs meet international standards.

Find out more about what we do at [www.accreditation.ca](http://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

June 11, 2023 to June 15, 2023

### Locations surveyed

- **37** 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** as of the date of this report.

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

### Standards used in the assessment

- **13 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.

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The peer surveyor visit with Fraser Health in June 2023 focused on sites, communities, networks, core standards, and programs. This visit marked the final peer visit in the four-year sequential accreditation cycle. Clear goals were established, which included the following:

1. Demonstrate that we are providing safe care among the current human resource challenges being faced nationally.
2. Highlight the work we are engaged in with our Indigenous Partners on our commitment to provide culturally safe care.
3. Highlight our continued commitment to Patient-Centred Care through our Patient Experience and Engagement work.
4. Share the innovation that organization has embraced in response to the challenges of the pandemic.
5. Highlight our Quality Improvement work.

Fraser Health has established 2023/2024 Objectives and Key Results (OKRs):

- Care for people by supporting our well-being, involving each other in meaningful changes and acknowledging the contribution of others.
- Deliver seamless and digitally enabled services that facilitate access and empower people to actively participate in their care and well-being.
- Position Fraser Health as a leader in social and environmental responsibility by embedding Equity, Diversity, and Inclusion (EDI) and planetary health throughout the organization.

The population served by Fraser Health has experienced remarkable growth, leading to increased service demands. This, along with the rising cost of living and subsequent housing insecurity, has also required additional attention. Fraser Health is actively addressing health human resources issues, including recruitment and retention, as well as service design to tackle health inequities.

Since the 2018 survey, several strengths have been observed. These include the evolution of the Indigenous Health Program, the establishment of seven Urgent Primary Care clinics, further

development of the interdisciplinary team-based care model, and the establishment of Clinical Networks. The engagement of patients, families, and communities has continued to evolve, along with innovations in addressing transitions between service sectors and patient flow.

Throughout the visit, resilient teams were clearly evident, demonstrating tremendous work in optimizing the scope of practice to support interprofessional teamwork.

Throughout the organization, there is a clear commitment to quality. Ongoing support at local sites will enable the continuation of this commitment and the local development of activities to improve quality.

Fraser Health is commended for its dedication to sustaining excellent practices that have evolved in response to the COVID-19 pandemic. This exemplifies how Fraser Health encourages and supports innovation. There is evidently a culture of supportive leadership. It will be necessary to monitor change fatigue across the organization. Implementation the Recognition, Discussion, and Engagement tool across all programs and sites will assist in supporting the staff.

Aging infrastructure was observed in some areas, which will require attention.









The peer surveyor team was impressed with the commitment of all leaders and staff in Fraser Health. They have embraced numerous challenges in the health system with an attitude of collectively developing solutions and supporting innovation. The goals of the survey have remained focused and continue to inform ongoing work.

## 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.

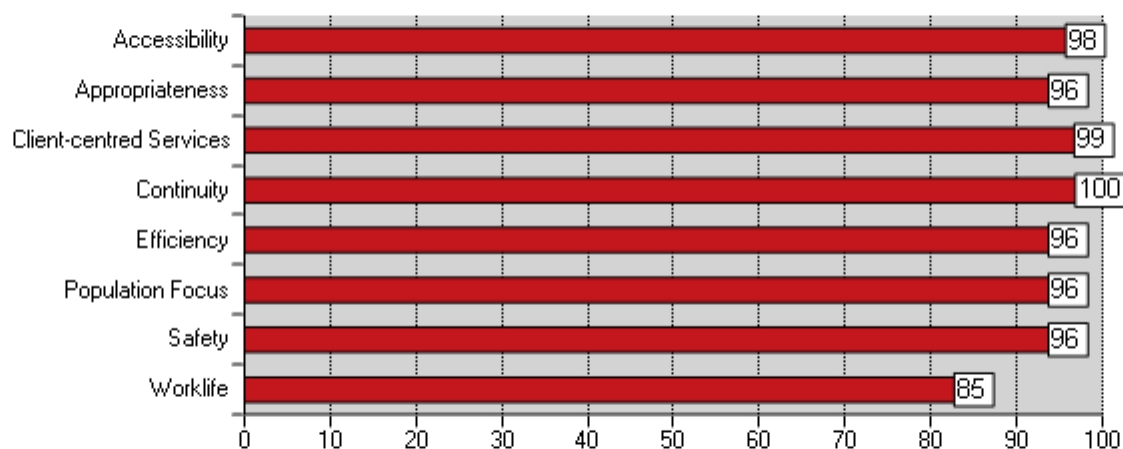
The quality dimensions are:

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

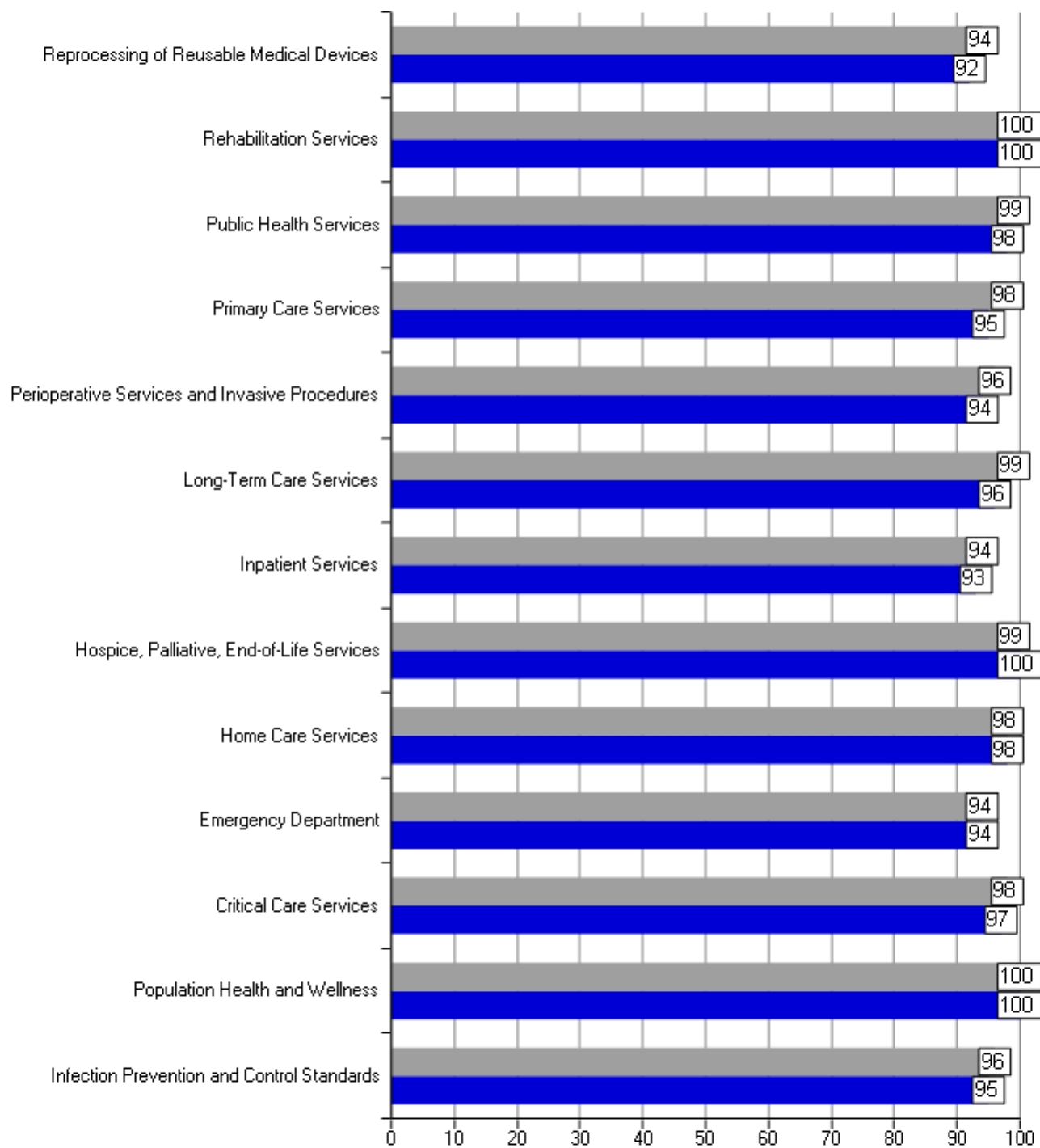
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

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.

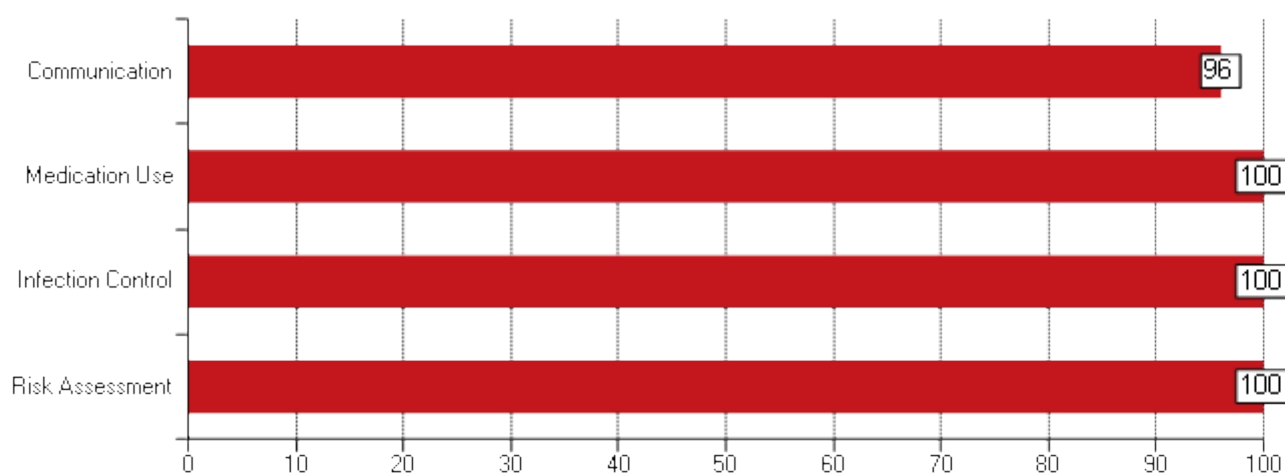
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes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





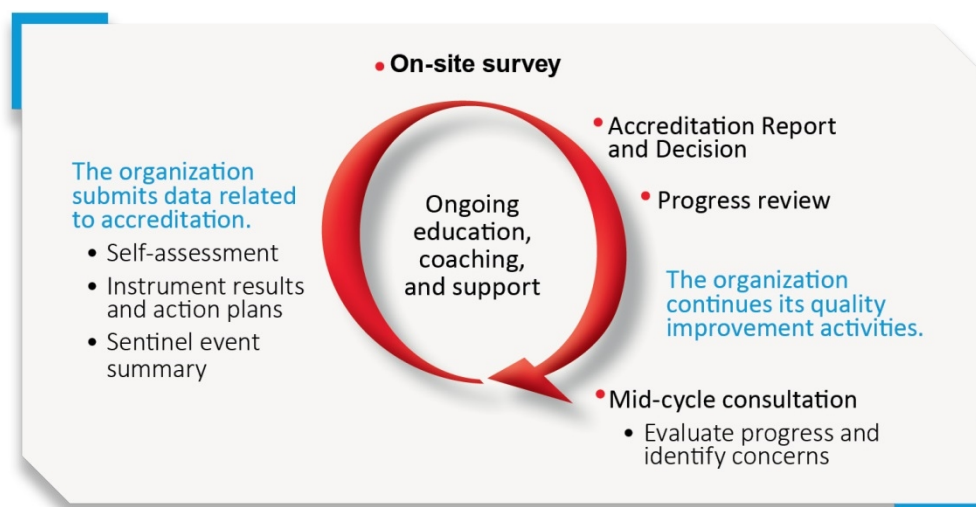
## The quality improvement journey

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 Baillie House, Maple Ridge
- 2 Burnaby Hospital
- 3 Burnaby Public Health Unit
- 4 CareLife Fleetwood - Surrey
- 5 Cedar Hill, Maple Hill, Marwood and Rosewood - Langley
- 6 Chilliwack General Hospital
- 7 Chilliwack Home Health
- 8 Cottage-Worthington Pavilion, Abbotsford
- 9 Delta Hospital
- 10 Eagle Ridge Hospital
- 11 Eagle Ridge Manor - Port Moody
- 12 Fellburn Care Centre - Burnaby
- 13 Fraser Canyon Hospital
- 14 Fraser Hope Lodge - Hope
- 15 Jim Pattison Outpatient Care and Surgery Centre
- 16 Langley Hospice
- 17 Langley Memorial Hospital
- 18 Laurel Place, Surrey
- 19 Maple Ridge Home Health
- 20 McKenney Creek Hospice, Maple Ridge
- 21 Melville Hospice, White Rock
- 22 Mission Home Health
- 23 Mission Memorial Hospital
- 24 Mountain View Manor - Delta
- 25 New Westminster Home Health
- 26 Newton Home Health
- 27 North Delta Public Health Unit
- 28 North Surrey Public Health Unit
- 29 Peace Arch Foundation Lodge
- 30 Peace Arch Hospital
- 31 Queen's Park Care Centre
- 32 Ridge Meadows Hospital
- 33 Ridge Meadows UPCC
- 34 Royal Columbian Hospital
- 35 Surrey Memorial Hospital
- 36 Whalley (N Surrey) Primary Care Clinic
- 37 Whalley (N Surrey) UPCC

## Appendix B

### Required Organizational Practices

#### Communication

- Client Identification
  - Information transfer at care transitions
  - Medication reconciliation at care transitions
  - Safe Surgery Checklist
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#### Medication Use

- Infusion Pumps Training
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#### Infection Control

- Hand-Hygiene Compliance
  - Hand-Hygiene Education and Training
  - Infection Rates
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#### Risk Assessment

- Falls Prevention Strategy
  - Home Safety Risk Assessment
  - Pressure Ulcer Prevention
  - Skin and Wound Care
  - Suicide Prevention
  - Venous Thromboembolism Prophylaxis
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