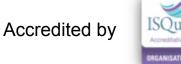


# **Debriefing Presentation**Vancouver Coastal Health Authority

September 18-23, 2016





# **Surveyor Team**

**David Borts** 

- Sylvia Barron, Co-Team Lead
- Maura Davies, Co-Team Lead

•	Geri Geldart	Karen McGrath	Hassam Azzam
•	Sue Alderson	Jim Hornell	Jan Coates
•	Steven Soroka	Ivor Grant	Susan Doucette
•	Cathie Badeau	June Bergman	Rosemary Moody
•	Lee Hall	Kelli O'Brien	Tracy MacDonald
•	Judy Costello	Kay Lewis	Cheryl Harrison

**Allan Bradley** 

# **Overview of Survey Process**

- 25 Priority Processes
- 4008 Criteria
- 32 Required Organizational Practices (ROPs)
- 40 Sites

# **Highlights Since Last Survey**

#### **Successes:**

- New strategic plan and planning process
- Community engagement
- Enhanced care in the community

# **Challenges:**

- Service pressures
- Clinical and Systems Transformation (CST) project

#### **Overall Observations**

# **Strengths:**

- Passionate, dedicated staff
- Values based culture
- Decision Support
- World class excellence

#### **Overall Observations**

- Increase awareness of big picture
- Talent management
- Partnerships
- Primary care

# **Overview by Quality Dimension**

# 94% criteria met, 92% high priority criteria met

Quality Dimension	Met	Unmet	N/A	Total
Accessibility	190	1	0	191
Appropriateness	1379	107	3	1489
Client-centred Services	873	25	0	898
Continuity of Services	175	0	0	175
Efficiency	70	2	0	72
Population Focus	123	3	0	126
Safety	758	52	8	818
Worklife	206	33	0	239

# **Overview by Standard Section**

Standard Section	Met	Unmet	N/A	Total
Ambulatory Care Services		18	0	129
Ambulatory Systemic Cancer Therapy Services		28	1	163
Community Health Services	111	12	0	123
Community-Based Mental Health Services and Supports		2	0	141
Critical Care		2	0	172
Emergency Department		8	0	184
Governance	87	0	0	87
Home Care Services	122	10	0	132
Home Support Services	123	6	0	129

# **Overview by Standard Section**

Standard Section	Met	Unmet	N/A	Total
Hospice, Palliative, End-of-Life Services	153	6	0	159
Infection Prevention and Control Standards	70	5	0	75
Leadership	151	4	0	155
Long-Term Care Services	157	4	0	161
Medication Management Standards	113	29	6	148
Medicine Services	112	17	0	129
Mental Health Services	147	0	1	148
Obstetrics Services	153	12	2	167
Organ and Tissue Transplant Standards	203	8	0	211
Organ Donation Standards for Living Donors		8	0	189
Perioperative Services and Invasive Procedures	220	13	0	233

# **Overview by Standard Section**

Standard Section	Met	Unmet	N/A	Total
Population Health and Wellness	39	0	0	39
Primary Care Services	140	8	1	149
Public Health Services	115	1	0	116
Rehabilitation Services		12	0	131
Reprocessing and Sterilization of Reusable Medical Devices		2	0	116
Spinal Cord Injury Acute Services		1	0	150
Spinal Cord Injury Rehabilitation Services		5	0	141
Substance Abuse and Problem Gambling	129	2	0	131

# **Client-and Family-Centred Care**

#### Strengths:

- CEAN Network
- Culture of "Putting patients/clients first"
- Building design and renovations

- Build on the good work
- Celebrate and widely share the changes
- Cultural awareness

# **Standardization and Regionalization**

#### **Strengths:**

- Service Planning
- Provincial leadership

- Continue the journey
- CST Implementation
- Metrics

#### **Acute Care**

#### **Strengths:**

- Regional leads for many programs
- Engaged, expert teams with strong leadership
- Evidence-informed protocols
- Focus on patient flow
- Ground breaking research
- Strong internal and external partnerships
- Focus on quality and outcomes
- Strong decision support: metrics and indicators

#### **Acute Care**

- Health human resources
- Consistent understanding and implementation of ROPS
- Challenges with aging infrastructure
- Capacity demand

# **Community Care**

#### **Strengths:**

- Innovative business and care models
- Successful implementation of strategic directions
- Strong partnerships
- Focus on self-management approach to care

# **Community Care**

- Local quality initiatives aligned with organization's strategic priorities
- Enhance cultural sensitivity, education and awareness
- Innovative ways to enhance engagement of patients and families

# **Public Health and Community Health**

#### **Strengths:**

- Partnerships
- Teamwork
- Strong Client Focus

- Outcome Measures
- IT systems

### **Patient Safety**

#### **Strengths:**

- Dedicated resources to support ROPs
- Progress on ROPs
- Safety learning system and just culture

- Increase patient and family involvement
- System-wide implementation

# **Quality Improvement**

#### **Strengths:**

- Commitment to evidence-based practice
- Releasing Time to Care<sup>™</sup>
- Desire to learn and continuously improve

- Build on good work already underway
- Support to community and rural
- Standardize evidence-based practices

#### **Next Steps**

- Accreditation report
- Accreditation decision
- Submission of supplementary evidence

Thank You and Congratulations!



# The leader in raising the bar for health quality

