



**ACCREDITATION
AGRÉMENT
CANADA**

Better Quality. Better Health.
Meilleure qualité. Meilleure santé.

Debriefing Presentation Vancouver Coastal Health Authority

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Accredited by



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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

Opportunities:

- 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	111	18	0	129
Ambulatory Systemic Cancer Therapy Services	134	28	1	163
Community Health Services	111	12	0	123
Community-Based Mental Health Services and Supports	139	2	0	141
Critical Care	170	2	0	172
Emergency Department	176	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	181	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	119	12	0	131
Reprocessing and Sterilization of Reusable Medical Devices	114	2	0	116
Spinal Cord Injury Acute Services	149	1	0	150
Spinal Cord Injury Rehabilitation Services	136	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

Opportunities:


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

Standardization and Regionalization

Strengths:

- Service Planning
- Provincial leadership

Opportunities:

- 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

Opportunities:

- 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

Opportunities:

- 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

Opportunities:

- Outcome Measures
- IT systems

Patient Safety

Strengths:

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

Opportunities:

- Increase patient and family involvement
- System-wide implementation

Quality Improvement

Strengths:

- Commitment to evidence-based practice
- Releasing Time to Care™
- Desire to learn and continuously improve

Opportunities:

- 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!





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