



## Father Lacombe Care Society

### Accredited with Commendation

September, 2017 to 2021

**Father Lacombe Care Society** has gone beyond the requirements of the Qmentum accreditation program and is commended for its commitment to quality improvement. It is accredited until September 2021 provided program requirements continue to be met.

**Father Lacombe Care Society** 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 **Father Lacombe Care Society** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

### 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

September 24, 2017 to September 27, 2017

### Locations surveyed

- **2** 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

- **5 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.

\*\*\*

Father Lacombe Care Society is commended for its participation in and commitment to the accreditation process. Preparations were thorough, and engaged the board, leadership team, staff, residents, families and stakeholders.

Father Lacombe Care Society provides long term care services for 114 residents in the Father Lacombe Care Centre, and 94 residents in Providence Care Centre. There is a focus on care for the frail elderly, with a preponderance of residents having some form of cognitive impairment. Providence Care Centre also has a neighbourhood that cares for younger residents with complex medical needs. There is also an Adult Day Program that was not the subject of this accreditation survey.

A board of directors, comprised of representatives of the Society's ownership, the Sisters of Providence, as well as lay volunteers, oversees governance of the Father Lacombe Care Society. The board is highly engaged and passionate about quality of care and good governance. The board is also committed to the organization's values of excellence, sacredness of life, compassion, spirituality and justice.

The organization enjoys an excellent reputation in the community, and is both an employer of choice and a continuing care organization of choice among those of the Catholic faith, as well as of those from other faiths or none. There has been considerable success in raising funds for significant projects from generous benefactors.

The leadership of the Society is highly visible and approachable, with a strong focus on quality resident care. Their Mission, Vision and Values underpin every element of the home's processes. Continuous quality improvement is part of the essence of the Society. Quality indicators are tracked and benchmarked internally, regionally and nationally. The Society is known as progressive, innovative, and seen as an early adopter of programs that will benefit residents and families.

There are many long serving staff with the Father Lacombe Care Society. The recently opened Providence Care Centre has largely a newly-recruited team, although some staff did elect to transfer to the new home. Staff morale is notably good across the organization. There are many commendable staff recognition approaches, notably the peer-nominated Beacon Award for those who go above and beyond in living the Mission, Vision and Values. Of particular note is the Missioning initiative, which reaffirms staffs' commitment to the values and mission on an annual basis. There is a strong focus on quality of work life, with a firm commitment to workplace health and safety.

Person centred care is embraced in all aspects of the delivery of care and the services the organization offers, with an open, transparent and meaningful relationship with each one of the residents and their families. Residents report that they feel safe and confident in their care. Families say that they trust the staff, and believe that their loved ones are in the right place.









There is a strong commitment from leadership of Father Lacombe Care Society to gather information on the resident experience that will help them improve their services. Resident care and quality of life is regularly evaluated, the results of the surveys are analyzed and improvement opportunities are identified and implemented.

## 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.

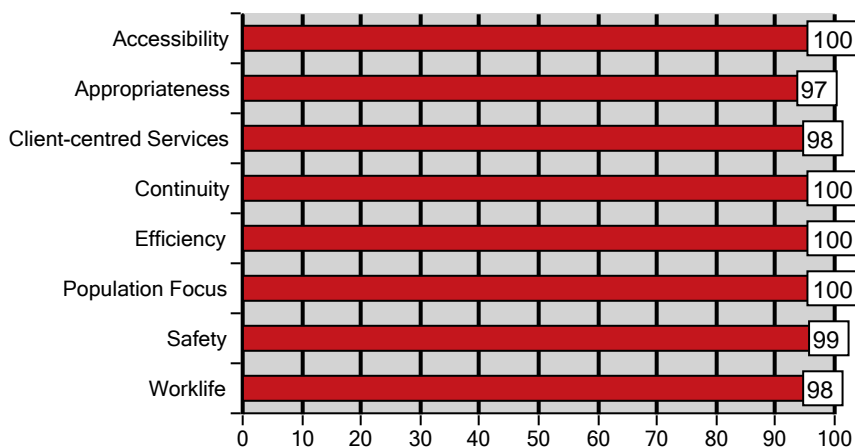
The quality dimensions are:

-  **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

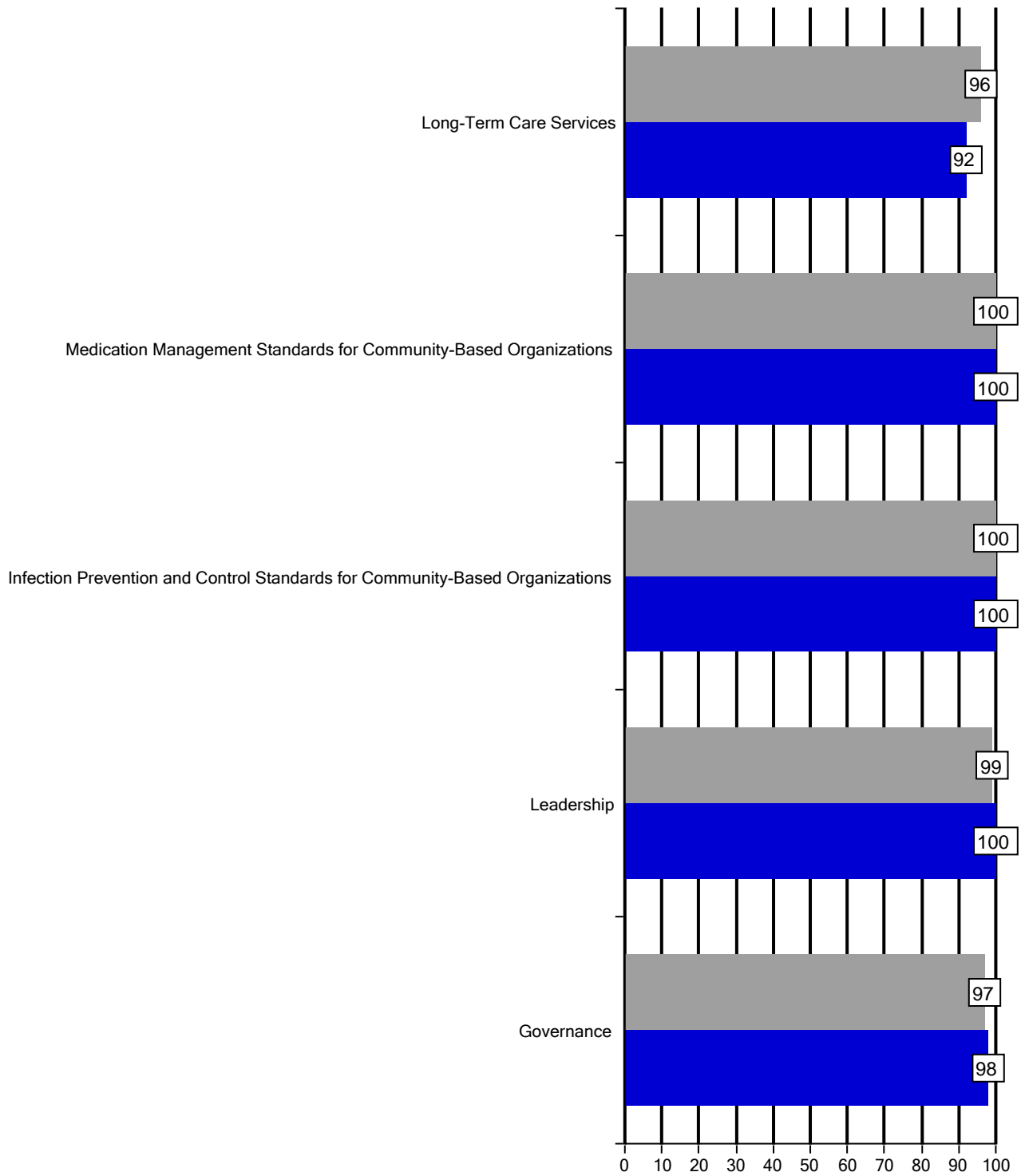
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

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.

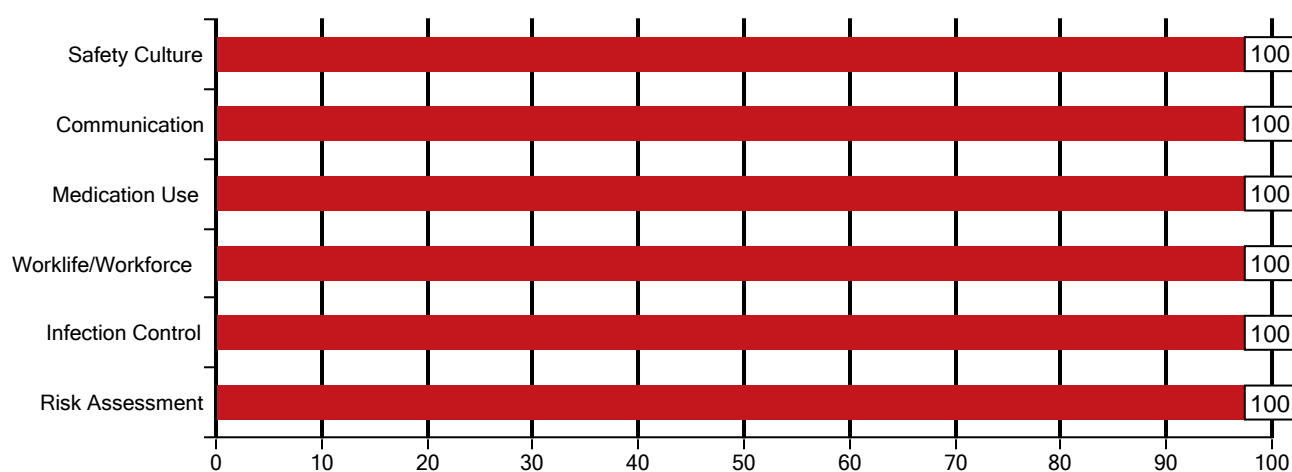
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes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





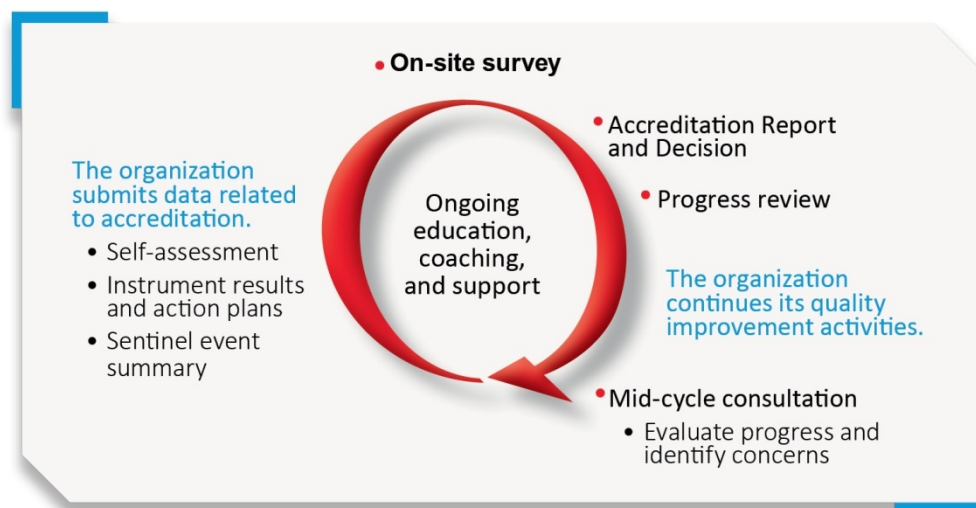
## The quality improvement journey

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 **Father Lacombe Care Society** 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 Father Lacombe Care Centre
- 2 Providence Centre Care Centre

## Appendix B

### Required Organizational Practices

#### Safety Culture

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

#### Communication

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

#### Medication Use

- Concentrated Electrolytes
  - Heparin Safety
  - High-Alert Medications
  - Narcotics Safety
- 

#### Worklife/Workforce

- Patient safety plan
  - Patient safety: education and training
  - Preventive Maintenance Program
  - Workplace Violence Prevention
- 

#### Infection Control

- Hand-Hygiene Compliance
  - Hand-Hygiene Education and Training
  - Infection Rates
  - Reprocessing
- 

#### Risk Assessment

- Falls Prevention Strategy
  - Pressure Ulcer Prevention
  - Suicide Prevention
-