

238: THE USE OF CANADIAN COUNCIL ON HEALTH SERVICES ACCREDITATION (CCHSA) STANDARDS TO DEVELOP A CQI PROGRAM IN A LONG-TERM CARE SETTING.

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Objective:

The CQI programme at Ste. Anne's Hospital was developed to respond to the recommendations of the 1999 accreditation report and to prepare for the 2002 visit by the CCHSA.

Methods:

Ste. Anne's Hospital, Montreal, Canada is the only federally funded hospital in Canada and is administered by Veterans Affairs Canada. It has a long-standing tradition of participating in the CCHSA survey process. Following the report of recommendations by the CCHSA made in 1999, the senior administration decided to re-think its CQI programme. Through a series of management retreats and based on the Kaplan and Norton concept of a Balanced Scorecard, key indicators were identified in the following domains: resident satisfaction, safety and security, employee well-being and financial integrity. These indicators were chosen as they supported our strategic objectives in fulfilling the mission and vision of the organization. Indicators were followed closely and provided the basis for enlightened decision-making. In addition, a framework was developed to co-ordinate all CQI activities, including standardized reporting mechanisms, ensuring those work teams were interdisciplinary where indicated and that all activities were supported by performance indicators. The roll-up of all relevant outcomes provided an integration of all CQI activities, which in the past had been decentralized. In preparation for the 2002 CCHSA visit, all 20 interdisciplinary clinical teams as well as the support teams participated in the preparation of the self-assessment against the Canadian standards

Results:

In 1999, the accreditation visit resulted in the preparation of a follow-up report on CQI activities to be submitted within one year as well as 15 recommendations. The results of the 2002 visit indicated a successful implementation of our CQI programme with only four recommendations and a citation for Best Practice for our psycho-geriatric programme.

Conclusion:

By developing a structured approach to CQI that responds to the needs of both the organization and its users, Ste. Anne's has adopted a program that has demonstrated success comparing its results with a national set of standards that are also recognized within the international community.