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OUR VISION: Outstanding care —no exceptions!

Accreditation is a process in which certification of competency, authority, or credibility is presented. Wikipedia July 29th, 2008

Special—Accreditation Issue

In March 2008, staff were asked to complete Program Specific Self-Assessments and/or Corporate Patient Safety Culture Surveys. Based on these responses, Accreditation Canada has provided the organization with a series of Quality Roadmaps, indicating required program-specific and corporate areas of improvement. In addition to these Roadmaps, the organization must also ensure that 25 Required Organizational Practices (ROP's) are in place.

What is a Required Organizational Practice (ROP)?

A Required Organizational Practice is defined as an essential practice that organizations must have in place to enhance patient/client safety and minimize risk. Examples of ROPs include: falls prevention, medication reconciliation, and communication of safety to patients and families. Teams have been formed and are currently working on Action Plans to address areas for improvement (red flags) and Corporate ROP's. These Action Plans will be submitted to Accreditation Canada this summer. In previous Accreditation years, a team of surveyors would arrive at WRH and meet with individual teams to discuss strengths and areas for improvement. This year, the process will be much different. A team of surveyors will conduct an on-site survey, which will focus strongly on evaluating the organization using something called a tracer methodology.

What is a Tracer?

A tracer follows the path of a clinical or an administrative process. In conducting a tracer, the surveyor(s) will review client files and documents; talk and listen to individuals and groups; tour the facility; observe daily activities, such as processes, procedures, and direct care; and record what is seen, heard and read. The purposes of the tracer methodology are to evaluate the quality of care, identify areas that need improvement, and help the organization assess its degree of alignment with the standards.

Accreditation Canada's Priority Processes

Accreditation Canada has identified 22 priority processes that focus on critical areas and systems known to have a significant impact on the quality and safety of care and services. During the on-site survey, surveyors assess priority processes, such as patient flow and emergency preparedness, using tracers. Examples of priority processes include decision support, infection prevention and control, quality management, medication management, population health and wellness, resource management and surgical procedures.

Did you know?

Surveyors from Accreditation Canada will be visiting Windsor Regional Hospital November 30th to December 4th. For more information, contact Learning Workplace Development at ext. 52424.

The WRH Tribune is a publication of the Public Affairs Department of Windsor Regional Hospital.

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OUR MISSION: We provide outstanding care with compassion.

