



Windsor Regional Hospital

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ACCREDITATION ISSUE

Tribune

Eighty Percent of Success is showing up.
Woody Allen

Windsor Regional Hospital 'Gears Up' for Accreditation

The Canadian Council on Health Services Accreditation (CCHSA) will come to the organization in early December, 2008 to conduct its on-site accreditation process. The CCHSA Qmentum process allows organizations to evaluate and improve the QUALITY of their services. Even though December seems like a long time away, Accreditation activities have already begun. This year's process involves three phases:

Phase 1 - Self-Assessments

Several client service teams will use a "Self Assessment Questionnaire" to assess their services against the national standards developed by CCHSA. The purpose of the Self Assessment is:

1. Reflect on the team's achievement of standards
2. Identify areas of standards that need to be explored in detail
3. Prioritize areas for follow-up
4. Promote the use of standards on a day-to-day basis
5. Increase involvement of organization's frontline staff in the accreditation process

Get Involved - All Staff are encouraged to complete the Patient Safety Culture Survey – look for more information on the Accreditation 2008 Intranet Site and at displays beginning March 17, 2008.

Phase 2 – Quality Roadmap

Once the Team Self Assessments have been submitted, CCHSA will provide each team with a Quality Road Map. The Quality Roadmap identifies areas of excellence as well as opportunities for improvement. The Roadmap indicates the following:

1. Action Required
2. Source
3. Priority

Phase 3 – TRACER Activity

The CCHSA Accreditation team will come to the organization in December and conduct TRACER activities. They will directly observe and evaluate whether standards and criteria are met; to give advice on how to address areas of concern; and, to discuss the organization's progress in addressing self-identified opportunities for improvement. Tracer activities include:-

1. File review
2. Document review
3. Group discussions
4. Individual interviews
5. Discussions
6. Direct observation and tours

For additional information check out the Accreditation 2008 section of the WRH Intranet or call any member of the Accreditation Planning Team:

Al Grundner - VP Malden Park Continuing Care (Senior Lead) - ext. 75440, Linda Morrow - Manager, Workplace Development - ext. 52494, Julia Jacobs - Coordinator, Workplace Development - ext. 52816, Jen Cipkar - Learning Resources - ext. 72377.

Did you know?

WRH employees can register to win a 'personal shopping experience' as part of the 10,000 steps to 10,000 pounds program. If you do not have access to the Intranet, call Stephanie Harcus at ext 52330 for more information.

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

Submissions can be made to gisele_sullens@wrh.on.ca or by calling ext. 52008.