National Accreditation for Emergency Medical Services (EMS): Development in the Process

EMS Chiefs of Canada Conference
Victoria, BC
May 30, 2008
Outline

- 50 years of Excellence
- Qmentum Accreditation Program
- Standards of Excellence
  - Emergency Medical Services
50 Years of Excellence
Canadian Council on Health Services Accreditation (CCHSA) has changed its name to Accreditation Canada /Agrément Canada:

- to reflect our evolution
- to reflect our expanding mandate, both nationally and internationally
Accreditation Canada is a

- National, not-for-profit, independent organization

Offering a

- Rigorous, standards-based accreditation program

That enables

- Health service organizations to comprehensively assess and improve quality and safety
Our Corporate Philosophy

Vision
The leader in raising the bar for health quality

Mission
Driving quality in health services through accreditation

Values
Excellence, Integrity, Respect, and Innovation
International Recognition

- Founding member of International Society for Quality in Healthcare (ISQua)

- Earned ISQua accreditation in 1998, 2002, and 2006 for standards and organizational excellence

“One-third of all new accreditation programs and standards developed worldwide have taken the lead from CCHSA.”

- Charles Shaw, Past President of ISQua
Qmentum Accreditation Program
Accreditation Program

- Canadian accreditation program since 1958
- High participation rates and continued growth
- Surveyors (approx. 530) are senior health care professionals
- Surveys may be regional, institution specific, national or market specific
- Average 400+ surveys per year
- 1079 organizations have been accredited, representing about 4000 sites across Canada
Does Accreditation Make a difference?

YES

Research shows that accreditation:

- Leads to quality improvement initiatives
- Improve learning practices
- Facilitates organizational & regional restructuring
Our clients report ..... 

- Better communication and collaboration with internal and external stakeholders
- Stronger service teams
- Safer patients and residents
- More effective and efficient service
- Increased credibility with staff, patients, and communities
- Enhanced accountability with governments and funding agencies
Factors Driving changes to our Accreditation Program - Qmentum

- Changes in the health services environment
  - Increasing emphasis on issues such as accountability, performance measurement, and governance
- Feedback from our clients, surveyors, staff, Board of Directors
- Part of our ongoing commitment to quality improvement
Accreditation Process

Accreditation Primer
Organization staff and clients rate service areas, and Accreditation Canada surveyors conduct an on-site survey to evaluate basic quality and safety elements. On completion, an Accreditation Primer Award is issued.

Self-Assessment
Organization staff complete questionnaires assessing services against standards. Accreditation Canada categorizes the results using green, yellow, and red flags which become part of the Quality Performance Roadmap (QPR).

Organization Action Plan
The organization develops an action plan identifying the steps it will take in its quality improvement activities.

Customized Survey Plan
The Accreditation Canada Accreditation Specialist, the organization, and surveyors develop a customized plan to guide the on-site survey.

Education
Accreditation Canada provides education materials to introduce Qmentum to the organization and to address specific learning needs.

Data Collection
- **Indicator Data**
  Annually, the organization submits data related to a core set of patient/client safety indicators.

  - **Instrument Data**
    Once during the three-year accreditation cycle, the organization submits results from a variety of tools such as the Governance Functioning Tool, the Patient Safety Culture Tool, and the Worklife Pulse Tool.

On-site Survey
Accreditation Canada surveyors review and evaluate priority processes using tracer activities.

Accreditation Reports
- **On-site Report**: summarizes the on-site survey findings. The organization has five to ten days to respond.

  - **Forecast Report**: Accreditation Canada reviews the organization’s response and findings to date and issues the forecast accreditation decision.

Most information and templates (questionnaires, survey instruments, QPR) can be accessed and updated through the on-line Organization Portal.
Accreditation Canada works with new organizations to establish Supports, structures, and processes necessary to successfully participate in the full accreditation process

Provides a measure of the basic elements of safety and quality
Components
- Client Questionnaire
- Organization Questionnaire
- On-site visit by Accreditation Canada surveyor(s)
- Accreditation Primer Award
Qmentum Accreditation Process
Self-Assessment

- Self-Assessment Questionnaires
  - Online questionnaires
  - Capture key areas of the standards content
  - Tailored questionnaire for each standard section
  - Anonymous and confidential

- Who is involved?
  - Each individual in a particular service or area of the organization
Using data and information is key component of accreditation cycle, and includes
- Performance indicators (e.g. healthcare associated MRSA, C difficile)
- Survey instruments (e.g. Worklife pulse, Patient Safety Culture)

Data from indicators and survey instruments is
- Collected by team
- Analyzed by team to help identify areas for action
- Submitted to Accreditation Canada
Qmentum Accreditation Process
Quality Performance Road Map

1. Reflect on self-assessment results
2. Determine the organization’s action plan to address high risk areas or areas for further improvement
3. Provide evidence of actions taken
4. Update the self-assessment and indicators/survey instruments data
Qmentum Accreditation Process
The Quality Performance Roadmap
(cont’d)
Qmentum Accreditation Process
Customized Survey Plan

- Develop a customized survey plan to address high risk areas and areas for improvements
  - Based on results of the self-assessment questionnaires
  - Based on evidence of action submitted
Qmentum Accreditation Process
On-Site Visit from Surveyors

- To validate questionnaire results
- To assist organizations with prioritizing action
  - How to prioritize areas for improvement
  - How to address these gaps in quality and safety
Qmentum Accreditation Process
On-Site Visit Activities

- Meetings and Surveyor knowledge exchange
  - Leadership Team
  - Clinical team leaders
  - Focus groups
  - Community partners

- Tracer activities
  - Debriefing meetings with Leadership, staff
  - Daily review with Accreditation Coordinator
Tracer Activities

REVIEW
client files and documents

TALK and LISTEN
individual interviews/
discussions and group discussions

RECORD
what is read, heard and seen

OBSERVE
direct observation and tours
Qmentum Accreditation Process
Accreditation Reports

- Concise and action oriented
- Based on on-site results, indicators and instruments
- Three reports
  - Onsite: Provides organization with opportunity for input
  - Forecast: includes surveyor and organization commentaries
  - Final: includes final accreditation decision
Standards of Excellence
Accreditation Canada standards are

- Written to reflect unique needs of organizations
  - Across continuum of health care
  - Differing in size and complexity
- Based on the latest evidence and best practices
- Designed to be relevant and easily integrated into daily work of organizations
Standards Areas

- Effective and Sustainable Governance
- Effective Organization
- Service Excellence
- Positive Client Experience
Service Excellence

SERVICE EXCELLENCE STANDARDS

<table>
<thead>
<tr>
<th>Primary Health</th>
<th>Acute</th>
<th>Supportive/Specialty</th>
<th>Hospice/Palliative/End-of-Life</th>
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<tbody>
<tr>
<td>• Public Health</td>
<td>• Medicine</td>
<td>• Rehabilitation</td>
<td>• Hospice/Palliative</td>
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<td>• Community Health Services</td>
<td>• Surgery</td>
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<td>• Primary Care</td>
<td>• Cancer Care &amp; Oncology</td>
<td>• Home Care</td>
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<td>• Emergency Medical Services</td>
<td>• Pernnial &amp; Obstetrics</td>
<td>• Long Term Care</td>
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<td>• Teletriage</td>
<td>• Emergency Department</td>
<td>• Mental Health</td>
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<td>• Trauma</td>
<td>• Addictions/Gambling</td>
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<td>• Ambulatory Care</td>
<td>• Child Welfare</td>
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<td>• ICU/Critical Care</td>
<td>• Assisted Reproductive Technologies</td>
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<td>• Operating Room</td>
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<td>• Diagnostic Imaging</td>
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<td>• Laboratory</td>
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Populations

| Condition-specific | • Cancer | • Mental Health | • Chronically Ill |
| Age-specific | • Child/Youth | • Maternal/Child | • Adult | • Seniors |
### Standards of Excellence – Defining Quality

<table>
<thead>
<tr>
<th>DIMENSION</th>
<th>TAG LINE</th>
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<tbody>
<tr>
<td>POPULATION FOCUS</td>
<td>Working with communities to anticipate and meet needs</td>
</tr>
<tr>
<td>ACCESSIBILITY</td>
<td>Providing timely and equitable services</td>
</tr>
<tr>
<td>SAFETY</td>
<td>Keeping people safe</td>
</tr>
<tr>
<td>WORKLIFE</td>
<td>Supporting wellness in the work environment</td>
</tr>
<tr>
<td>CLIENT-CENTRED SERVICES</td>
<td>Putting clients and families first</td>
</tr>
<tr>
<td>CONTINUITY OF SERVICES</td>
<td>Experiencing coordinated and seamless services</td>
</tr>
<tr>
<td>EFFECTIVENESS</td>
<td>Doing the right thing to achieve the best possible results</td>
</tr>
<tr>
<td>EFFICIENCY</td>
<td>Making the best use of resources</td>
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Accreditation Canada has developed the first Canadian standards for Emergency Medical Services (EMS)

- The new EMS standards are part of broader Emergency Health Services initiative, including
  - EMS
  - Emergency Department
  - Trauma
Emergency Medical Services standards will

- Facilitate integration and linkages across the health care continuum at organization and system levels
- Address different needs of large, small, urban, rural, remote organizations
- Be applicable for public and private organizations
- Include performance measures for standardization and objectivity
EMS Standards Development

Oversight from Emergency Health Services Advisory Committee to ensure
- Integration and linkage between standards, e.g. EMS and Emergency Department and Trauma

Guidance from EMS Standards Working Group to provide
- Input on core topic areas
- Direction and feedback for standard development
- Key contacts, e.g. Paramedic Association of Canada
EMS Standards Development (cont’d)

- Create standards, based on
  - Peer reviewed and grey literature
  - Key topics, activities and issues in Emergency Medical Services
    - Input and feedback from content experts and stakeholders
  - Environmental scan of international EMS standards, e.g. USA, Europe (e.g. JCI, CAAS, CAMTS, EURAMI)
EMS Standards Focus

Standards focus on key topics

- Providing high quality Emergency Medical Services
  - Communications and call taking
  - Preparing for arrival, and assessing the incident scene
  - Patient assessment and treatment
  - Transporting the patient, and transfer
EMS Standards Focus (cont’d)

- Preventing infections and minimizing exposure to hazards
- Ensuring safe operation of EMS vehicles, equipment, and medical devices
- Increasing community awareness of EMS and establishing strong partnerships for public education and emergency preparedness
Standards Focus (cont’d)

- Building a high performing EMS team, including medical oversight, interdisciplinary teams and worklife balance

- Maintaining user-friendly and effective clinical and information systems for all patients and calls

- Monitoring quality and safety and achieving positive outcomes through data collection and the use of quality indicators
EMS Standards Subsections

- The standards are organized into six (6) subsections:
  - Increasing community awareness and establishing strong partnerships
  - Building a high performing EMS team
  - Preventing infection and minimizing exposure to hazards
  - Safely operating EMS vehicles and equipment
  - Providing high quality Emergency Medical Services
  - Maintaining user-friendly and effective clinical and information systems
  - Monitoring quality and safety, and achieving positive outcomes
Example of EMS Standard

2.0 INCREASING COMMUNITY AWARENESS AND ESTABLISHING STRONG PARTNERSHIPS

The team works with the community to enhance community education, health promotion and injury prevention.

2.1 The team participates in community education about EMS and out-of-hospital-care.

Quality Dimension: Population Focus
Guidelines: Community education includes working at public events, school programs, and participating in community health committees.

2.2 The team delivers injury prevention and health promotion programs.

Quality Dimension: Population Focus
Guidelines: Health promotion and injury prevention includes teaching First Aid courses, conducting wellness clinics, and programs to teach safe practices, e.g. Prevent Alcohol and Risk-Related Trauma in Youth (PARRTY) programs, car seat clinics.

2.3 The team has a communications policy and process to share information and raise awareness about emergency medical services.

Quality Dimension: Population Focus
Guidelines: An effective communication policy and process includes responding to inquiries in a timely manner, establishing a formal process for interacting with the media and monitoring media coverage, and listing EMS in local directories, e.g. telephone books and online equivalents.

2.4 The team addresses cultural and language diversity within the community it serves.

Quality Dimension: Client-Centred Services
Guidelines: The team addresses diversity by having materials available in different languages, access to interpretation services, and awareness programs to understand different cultures and age groups.
Pilot Testing EMS Standards

- Pilot test EMS standards across Canada at 5 organizations representing different
  - Organizational structures
  - Sizes and complexity
  - Geographic areas
  - Public and private
Pilot Testing EMS Standards

- Pilot organizations
  - PEI EMS service
  - County of Renfrew EMS
  - MD Ambulance (Saskatoon)
  - City of Calgary EMS
  - BC Ambulance Service (Victoria, ITT)

- Pilot testing June / 08
  - EMS and Effective Organization standards
  - Worklife Pulse
National Consultation for EMS Standards

- National Consultation launched May 20 / 08 to
  - Accredited organizations, e.g. Acute Care, Health Systems
  - Surveyors
  - Key informants suggested by SWG and Advisory Committee

- Purpose of consultation is to
  - Validate standards topics, gather feedback on how to enhance standards, and identify gaps

- Consultation open until June 13, 2008
  - to access link to standards and provide input for national consultation, contact Christopher Dean at christopher.dean@accreditation-canada.ca
Next Steps for EMS Standards

- Make revisions based on pilot testing, and national consultation
- Identify performance measures to support EMS standards
- Board approval on the final set of standards (French and English)
- Product Launch
Questions?
The leader in raising the bar for health quality