

Our File/N/Réf.
Your File/V/Réf.

Information Previously Distributed To Be Listed on Community Services Committee Agenda 20 Feb 97

DATE 7 February 1997

TO/DEST. Chair and Members of Regional Council

FROM/EXP. Commissioner, Homes for the Aged

SUBJECT/OBJET **ACCREDITATION AWARDS - RMOC HOMES FOR THE AGED**

BACKGROUND

The Canadian Council on Health Services Accreditation is a national body whose mission is to promote excellence in the provision of quality health care and the efficient use of resources in health care organizations throughout Canada. The Council provides health care organizations the opportunity to voluntarily participate in an accreditation program based on national standards.

In 1996, the three regional homes participated in the accreditation process using the newly revised client-centred long term care standards. The new process is a self-assessment conducted by service delivery teams including clients and front-line staff. Each home established teams and reviewed the services they provide from the client outcome point of view.

There were three types of teams that conducted the self-assessment portion of the survey; teams that provide resident care and services (unit care teams), teams that support resident care and services (human resources, information and environment teams) and teams that provide leadership (management and governance). Councillors M. Meilleur, M. Bellemare and D. Pratt are members of the leadership governance teams and provided the surveyors with a link to the Community Services Committee and Regional Council.

The three homes were surveyed in late Fall and the surveyors met with each team to verify the self-assessments and the follow-up action plans. Residents, family members and volunteers also participated in the survey process, providing direct feedback to the accreditation surveyors.

DISCUSSION

The survey results were received in late December 1996. Each home received accreditation status with revisits to be scheduled in three years. The homes were acknowledged as meeting or exceeding national long term care standards.

The process improvement teams continue to meet and pursue a continuous quality improvement approach to care and services.

The homes have been participating in the Accreditation process since 1979 and have consistently received the highest awards.

*Approved by
Garry Armstrong*

DO:vb