



Community Care City of Kawartha Lakes

Accredited with Exemplary Standing

February 2019 to 2023

Community Care City of Kawartha Lakes has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement. It is accredited until February 2023 provided program requirements continue to be met.

Community Care City of Kawartha Lakes is participating in the Accreditation Canada Qmentum accreditation program. Qmentum helps organizations strengthen their quality improvement efforts by identifying what they are doing well and where improvements are needed.

Organizations that become accredited with Accreditation Canada do so as a mark of pride and as a way to create a strong and sustainable culture of quality and safety.

Accreditation Canada commends **Community Care City of Kawartha Lakes** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

Community Care City of Kawartha Lakes (2019)

Since 1985, Community Care Health & Care Network has progressively developed programs and services to address unmet needs and promote health and well-being for residents of Kawartha Lakes.

Our clinical services include primary care, health promotion, Hospice Services, dental care and geriatrics outreach. Community Support Services enhance quality of life and facilitate independent living through meal delivery, personal care and homemaking, transportation, Adult Day Centres and hospital discharge services that support timely patient discharge and optimal bed access and flow.

We are proud of our history and deeply committed to continuing to enhance life and health in our communities.

Accreditation Canada

We are independent, not-for-profit, and 100 percent Canadian. For more than 55 years, we have set national standards and shared leading practices from around the globe so we can continue to raise the bar for health quality.

As the leader in Canadian health care accreditation, we accredit more than 1,100 health care and social services organizations in Canada and around the world.

Accreditation Canada is accredited by the International Society for Quality in Health Care (ISQua) www.isqua.org, a tangible demonstration that our programs meet international standards.

Find out more about what we do at www.accreditation.ca.

Demonstrating a commitment to quality and safety

Accreditation is an ongoing process of evaluating and recognizing a program or service as meeting established standards. It is a powerful tool for quality improvement. As a roadmap to quality, Accreditation Canada's Qmentum accreditation program provides evidence-informed standards, tools, resources, and guidance to health care and social services organizations on their journey to excellence.

As part of the program, most organizations conduct an extensive self-assessment to determine the extent to which they are meeting the Accreditation Canada standards and make changes to areas that need improvement. Every four years, Accreditation Canada surveyors, who are health care professionals from accredited organizations, visit the organization and conduct an on-site survey. After the survey, an accreditation decision is issued and the ongoing cycle of assessment and improvement continues.

This Executive Summary highlights some of the key achievements, strengths, and opportunities for improvement that were identified during the on-site survey at the organization. Detailed results are found in the organization's Accreditation Report.

On-site survey dates

February 25, 2019 to February 28, 2019

Locations surveyed

- **2** locations were assessed by the surveyor team during the on-site survey. Locations and sites visited were identified by considering risk factors such as the complexity of the organization, the scope of services at various sites, high or low volume sites, patient flow, geographical location, issues or concerns that may have arisen during the accreditation cycle, and results from previous on-site surveys. As a rule, sites that were not surveyed during one accreditation cycle become priorities for survey in the next.
- All sites and services are deemed **Accredited with Exemplary Standing** as of the date of this report.

See **Appendix A** for a list of the locations that were surveyed.

Standards used in the assessment

- **6 sets of standards** were used in the assessment.

Summary of surveyor team observations

These surveyor observations appear in both the Executive Summary and the Accreditation Report.

During the on-site survey, the surveyor team undertook a number of activities to determine the extent to which the organization met the accreditation program requirements. They observed the care that was provided; talked to staff, clients, families and others; reviewed documents and files; and recorded the results.

This process, known as a tracer, helped the surveyors follow a client's path through the organization. It gives them a clear picture of how service is delivered at any given point in the process.

The following is a summary of the surveyor team's overall observations.

The City of Kawartha Lakes is a mix of small towns and villages spread over 3000 square km in what is considered to be "Cottage Country," about 2 hours from Toronto, Ontario. The largest community is Lindsay with a population of 22,000. The population profile shows an aging population with 25% of residents aged 65 or greater. 13% of the population is low income.

Community Care City of Kawartha Lakes (Community Care) provides a suite of programs and services based on identified gaps and needs to address this population profile. Services include primary care, dental care, assisted living, respite, home supports, adult day care, transportation, hospice, and palliative care. The program which started in 1985 with a Meals on Wheels program continues to expand its services based on emerging population health needs. This organization is seen as an invaluable part of the community.

The Board of Directors is a group of passionate, dedicated and committed individuals, each bringing a level of expertise needed to advance the strategic and governance plan for Community Care. The board chair is in her second year as chair and a new CEO started within the last 9 months. There is a small but dynamic and efficient leadership team that is fully committed to the vision and values of the organization.

The community is mostly aware and very supportive of the services offered by Community Care. The organization has formed many strong and enduring partnerships with community agencies, the hospital, within and across the region, and provincially. A Foundation has been established since the last survey and fund raising events are well supported by community and staff.

This organization is creative with their leadership and staffing positions. The staff and volunteers are also compassionate and believe in what they are doing. They are viewed as trusted providers by their clients and caregivers who report that the programs and services offered have, in some cases, changed their lives for the better! There are 500 volunteers supporting Community Care who are proud to be considered part of the team and are critical to the delivery of services that contribute to meeting the needs of the community. Care and service is provided safely; and the quality of care is

excellent.

Staff and leaders report high job satisfaction and a positive work life with opportunities for education, training and advancement. Succession planning is in place and the organization is commended for its commitment to quality client centred care, safety and continuous improvement.

The government announced their intention to reorganize Ontario Health while the survey was in progress. Community Care is well positioned to be a leader in their sector including acting as a demonstration site for efficient and effective non-profit organizations. This organization demonstrates a culture of being client centered: supported by strong team work and a commitment to quality and safety. The organization has the indicators, data and information to support it.

Clients are clearly at the heart of the organization and they do report a high degree of satisfaction. One client said it best, "if you get old this is where you want to get your care."

Overview: Quality dimensions results

Accreditation Canada uses eight dimensions that all play a part in providing safe, high quality health care.

These dimensions are the basis for the standards, and each criteria in the standards is tied to one of the quality dimensions.

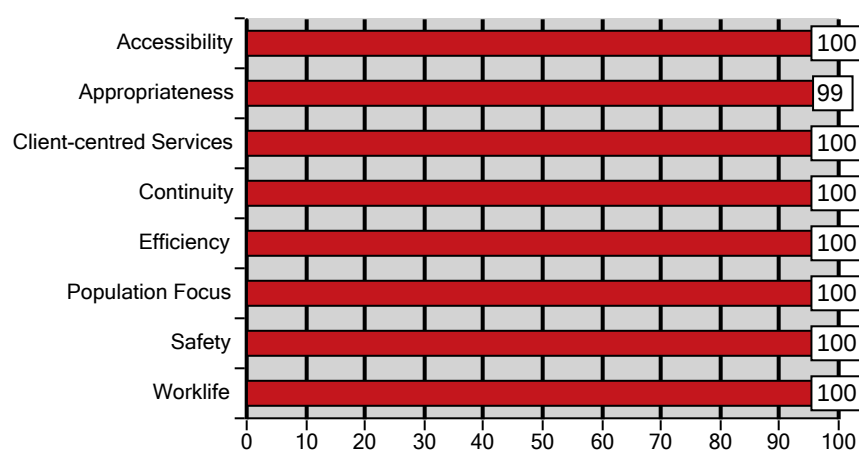
The quality dimensions are:

	Accessibility:	Give me timely and equitable services
	Appropriateness:	Do the right thing to achieve the best results
	Client-centred Services:	Partner with me and my family in our care
	Continuity:	Coordinate my care across the continuum
	Efficiency:	Make the best use of resources
	Population Focus:	Work with my community to anticipate and meet our needs
	Safety:	Keep me safe
	Worklife:	Take care of those who take care of me

Taken together, the dimensions create a picture of what a high quality health care program or service “looks like.” It is easy to access, focused on the client or patient, safe, efficient, effective, coordinated, reflective of community needs, and supportive of wellness and worklife balance.

This chart shows the percentage of criteria that the organization met for each quality dimension.

Quality Dimensions: Percentage of criteria met



Overview: Standards results

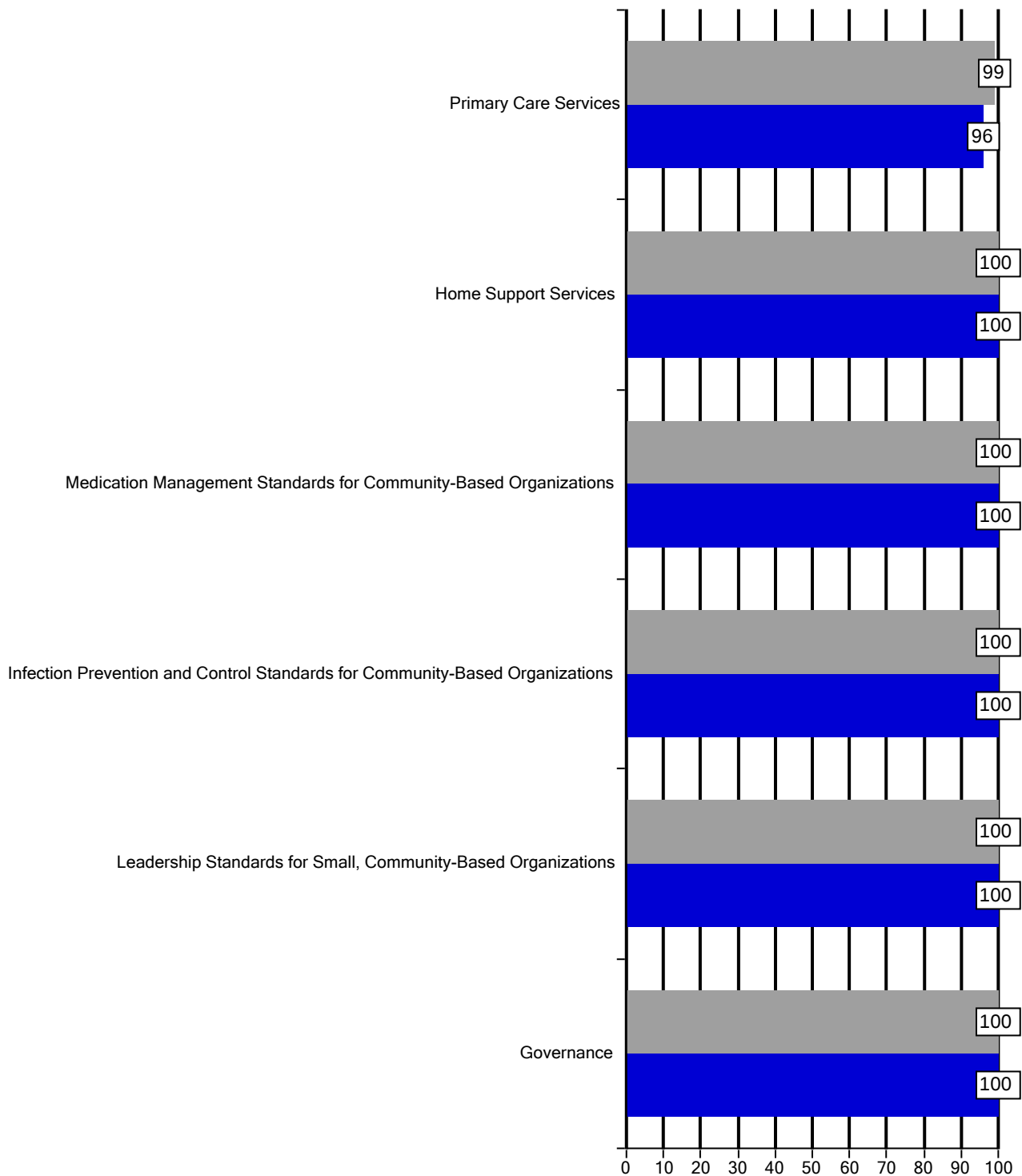
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

Some criteria—specifically those related to safety, ethics, risk management, or quality improvement—are considered high priority and carry more weight in determining the accreditation decision.

This chart shows the percentage of high priority criteria and the percentage of all criteria that the organization met in each set of standards.

Standards: Percentage of criteria met

■ High priority criteria met ■ Total criteria met



Overview: Required Organizational Practices results

Accreditation Canada defines a Required Organizational Practice (ROP) as an essential practice that must be in place for client safety and to minimize risk. ROPs are part of the standards. Each one has detailed tests for compliance that the organization must meet if it is to meet the ROP.

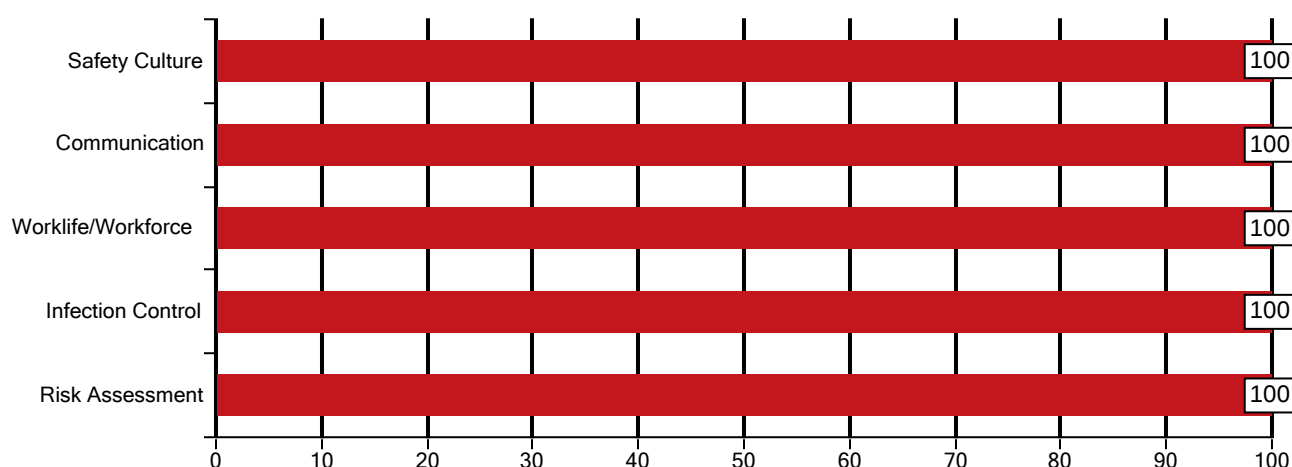
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes how select ROPs are being met across the country.

ROPs are categorized into six safety areas, each with its own goal:

- **Safety culture:** Create a culture of safety within the organization
- **Communication:** Improve the effectiveness and coordination of communication among care and service providers and with the recipients of care and service across the continuum
- **Medication use:** Ensure the safe use of high-risk medications
- **Worklife/workforce:** Create a worklife and physical environment that supports the safe delivery of care and service
- **Infection control:** Reduce the risk of health care-associated infections and their impact across the continuum of care/service
- **Risk assessment:** Identify safety risks inherent in the client population

See **Appendix B** for a list of the ROPs in each goal area.

ROP Goal Areas: Percentage of tests for compliance met



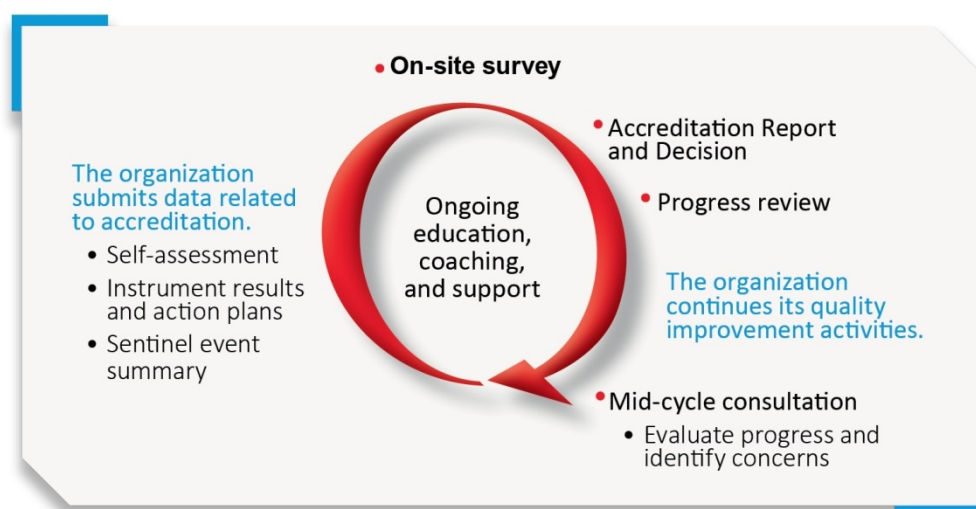
The quality improvement journey

The Qmentum accreditation program is a four-year cycle of assessment and improvement, where organizations work to meet the standards and raise the quality of their services. Qmentum helps them assess all aspects of their operations, from board and leadership, to care and services, to infrastructure.

The program identifies and rewards quality and innovation. The time and resources an organization invests in accreditation pay off in terms of better care, safer clients, and stronger teamwork. Accreditation also helps organizations be more efficient and gives them structured methods to report on their activities and what they are doing to improve quality.

In the end, all Canadians benefit from safer and higher quality health services as a result of the commitment that so many organizations across the country have made to the accreditation process.

Qmentum: A four-year cycle of quality improvement



As **Community Care City of Kawartha Lakes** continues its quality improvement journey, it will conduct an in-depth review of the accreditation results and findings. Then a new cycle of improvement will begin as it incorporates any outstanding issues into its overall quality improvement plan, further strengthening its efforts to build a robust and widespread culture of quality and safety within its walls.

Appendix A: Locations surveyed

- 1 CCCKL Corporate Headquarters 34 Cambridge St.
- 2 Community Care City of Kawartha Lakes -Community Health Centre

Appendix B

Required Organizational Practices

Safety Culture

- Accountability for Quality
- Patient safety incident disclosure
- Patient safety incident management
- Patient safety quarterly reports

Communication

- Client Identification
- Information transfer at care transitions
- Medication reconciliation as a strategic priority
- The “Do Not Use” list of abbreviations

Worklife/Workforce

- Patient safety plan
- Patient safety: education and training
- Preventive Maintenance Program
- Workplace Violence Prevention

Infection Control

- Hand-Hygiene Compliance
- Hand-Hygiene Education and Training
- Reprocessing

Risk Assessment

- Falls Prevention Strategy
- Home Safety Risk Assessment