

AHS Accreditation department Quality and Healthcare Improvement Response to Accreditation Canada report July 15, 2015

Alberta Health Services (AHS) continues to hold 'accredited' status, and is pleased to share the results of the May 10-15, 2015, <u>Accreditation Canada</u> on-site survey, which demonstrates our commitment to meeting national standards for quality and safety in providing health care services.

AHS values Accreditation Canada's perspective and support on our quality and safety journey, and recognizes that active participation in the accreditation process is a valuable way to achieve a high quality, <u>patient- and family-centred</u> health system.

Accreditation Canada surveyors assessed the following standards across 106 sites throughout the province: Assisted Reproductive Technology, Critical Care, Emergency Department, Emergency Medical Services, Medicine (focus on general internal medicine), Organ and Tissue Transplant, and Perioperative Services and Invasive Procedures (focus on hip and knee arthroplasty).

As noted in the <u>Accreditation Report</u>, AHS met 92.4% of all criteria, 93.5% of high-priority criteria, and fully met six out of 14 Required Organizational Practices (ROPs), with another three ROPs very nearly met. The surveyors indicated these were very impressive results for such a large organization. AHS is close to meeting all criteria and we are working hard to continuously improve services and patient safety.

The following were identified by surveyors as major strengths for the organization: commitment to patient safety; the positive impact of <u>Strategic Clinical Networks</u>; caring and highly-competent staff, strong inter-professional teams and increased progress towards an integrated health system. AHS' <u>Organ and Tissue Transplant program</u> was commended for being world class and the hip and knee arthroplasty (replacement) and assisted reproductive technology programs were identified as high quality programs by Accreditation Canada surveyors.

AHS staff, leaders and physicians have been developing and implementing plans to address the unmet ROPs and other areas for improvement identified by the Accreditation Canada surveyors. A recurring theme from the report is the need to consistently implement standardized practices across the organization. Accreditation teams, Strategic Clinical Networks, CoACT, and quality improvement collaborative processes will support adoption of standardized best practice in local areas. The resulting progress in achieving ROP compliance in areas such as and pressure ulcer prevention, medication safety, and Venous Thromboembolism (VTE) Prophylaxis will be reported to Accreditation Canada in October 2015 and 2016.

Accreditation is a learning and improvement opportunity for the whole organization. We will utilize what we have learned from the accreditation process and take action to continuously improve the care we deliver to our patients and families. The 2016 accreditation survey preparations are already underway and will focus on respiratory health in medicine services, general surgery, rehabilitation, cancer care and addiction and mental health services.

AHS is dedicated to providing a patient-focused quality health system that is accessible and sustainable for all Albertans. We collaborate with all stakeholders, including community partners, to develop the AHS annual <a href="Health Plan and Business Plan">Health Plan and Business Plan</a>. Our <a href="performance measures">performance measures</a> are aligned with national or regional benchmarks, so Albertans can see how their health system is performing compared to the rest of Canada.