



Compass -express

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Compassionate care led by Catholic values

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Covenant Health Earns Top Marks in Accreditation Survey

Surveyors report deep commitment and strong champions for quality

In a final report from Accreditation Canada dated December 20, 2010, Covenant Health was awarded Accreditation with Condition and some of the highest scores possible by the survey team with a final rating of 98.6 per cent.

The report prepared by a four-member team of Accreditation Canada surveyors covers seven areas of service, which were reviewed during on-site visits by an Accreditation Canada survey team November 28 to December 1, 2010. Covenant Health was found to meet 766 of 777 applicable criteria in the areas surveyed. The excellent score prompted one survey team member to remark these were among the highest marks she had encountered in her role as a surveyor. The surveyors ratings for each service

within the next four months the organization submits evidence of actions taken in a small number of selected areas where standards were not met. These include organization-wide implementation of a falls prevention strategy, evaluation of compliance with hand hygiene practices, and the development of policy for pediatric medications.

In relaying the initial findings to the Board and Senior team, the surveyors described the Covenant Health team as "a living embodiment of the mission, vision and values." The surveyors reported that they encountered a deep commitment to patients and residents and a "pervasive culture of quality and safety."

This year, the Accreditation team visited the Grey Nuns and Misericordia Community Hospitals, St. Joseph's General Hospital, Edmonton General Continuing Care Centre, Youville Home and St. Michael's Health Centre and St. Therese Villa. Surveyors met with board members, executive, community partners and care teams. They toured units, poured over files, charts and other documents and talked to patients, families and individual staff members.

In their summary comments for the report, the surveyors commented on a strong strategic plan and evidence that team members understood the part they could play in helping the organization achieve its goals. They pointed to many indicators of success in Covenant Health's growth and development as a newly formed organization, including staff and community engagement at all levels and intentional integration plans, which respect and leverage the unique strengths of all parts of the organization.

The summary highlighted Covenant Health's attention to quality, safety, ethics and strategic directions from the front line to the boardroom and the development of effective tools to support, recognize and engage staff and enhance culture. Significant progress in medication management, project management and results-oriented stewardship were also recognized.

Overview by Standard Section

Quality Dimension	Met	Unmet*	N/A	Total
Sustainable Governance	90	1	0	90
Effective Organization	101	1	2	104
Infection Prevention and Control	101	1	1	103
Hospice, Palliative and End of Life Services	129	5	1	135
Long Term Care Services	118	1	0	119
Managing Medications	132	2	1	135
Reprocessing and Sterilization of Reusable Medical Devices	95	0	2	97
Total	766	11	7	784

* When certain specific criteria were not met during the on-site survey, Accreditation Canada provides comments and identifies steps for meeting these conditions. Covenant Health will file evidence with Accreditation Canada to show these have been addressed.

area ranged from 96 to 100 per cent. Reprocessing and Sterilization of Reusable Devices received a perfect score, meeting all criteria. In four of the six remaining areas surveyed, Accreditation Canada found that there was only one criteria for each where the evidence did not meet the standard.

The Accreditation Canada decision to provide certification "with condition" means that Covenant Health has successfully achieved Accreditation Certification on the *condition* that



For Board Chair John Brennan, the excellent report card is confirmation that Covenant Health is living its promise and fulfilling its potential to influence the health of Albertans and be of greater service to the province. "The results of the survey are absolutely outstanding," he says. "I want to thank every team member for their commitment to create a safe, healthy environment for our patients, residents and staff. "For Covenant Health, he adds, the Accreditation process is part of an ongoing journey to grow and improve: "We're called to excellence, to always be examining our efforts, to learn and to improve for the benefit of those we serve.

For us, this is not an exercise. We are 100% committed to this as a process."

The surveyors encouraged Covenant Health to continue good work in areas where they found room for improvement. In their verbal report following the visit, the surveyors expressed confidence in the skills and abilities of the team. "As we came into the city, we saw the City of Champions sign and wondered who those champions might be," said one surveyor. "We found them right here—at Covenant Health. Keep up the great work."

Quality Dimensions

The Accreditation 2010 Report grouped the results into several "quality dimensions." Covenant Health achieved top marks in several areas:

- Population focus (working with communities to meet needs)
- Accessibility (providing timely and equitable services)
- Work-life (supporting wellness at work)
- Client-centred services (putting clients and families first)
- Continuity of Services (experiencing co-ordinated and seamless services)

Bravo!

Letter from the President and Board Chair to the Covenant Health Quality team, and all physicians, staff and volunteers

Bravo!

On behalf of the Board and Senior Executive Team, we thank you for your incredible efforts to serve our patients and residents and your dedication to constantly improving the quality of our care, the work environment and the safety of those we serve. Our excellent report from Accreditation Canada in 2010 proves that we have made great strides in realizing the tremendous opportunities that brought us together: to forge a fresh new vision for Catholic health care in Alberta, to use our individual strengths and perspectives to grow stronger as a team, and to be an effective partner in the provincial health system and be of greater service to the province.

The surveyors told us that they saw evidence of our vision and strategic plan throughout the organization—from the way the board organized its work to their conversations with community partners, leaders and staff to the planning documents they reviewed. They found a living strategy, constantly fed and nurtured by your commitment and your efforts to move toward our goals as an organization.

Living the Mission

"The organization is commended for its unwavering commitment to fostering its mission, vision and values and is recognized for its accomplishments since its relatively recent inception." [pg. 15, Accreditation Canada Report]

We are proud of the work done by our service excellence teams and all of you to help our team members share information and expertise, as well as establish some common standards and practices, across the province. By working together we have achieved fantastic results and progress in such key safety areas as reprocessing and sterilization, infection prevention and control, and medication management. The evidence is clear: we are stronger when we work together.

And we are clearly finding our voice as a new organization. The surveyors told us they were impressed with our efforts to engage the community. Our community boards are a valuable asset to our organization, providing vital links to the communities we serve. Our community engagement efforts have given us a unique perspective on the needs of Albertans and have helped us be more effective contributors to the provincial health system.

Leveraging Our Strengths

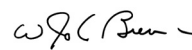
"The [Infection Prevention and Control] program, although formulated by the urban sites, has not only been adopted by a rural site, it has thrived. The awareness and practices at the St. Joseph's General hospital site in Vegreville is a glowing example of the Covenant health IPAC program in action." [pg. 25]

But, most of all, the report shows that we are truly focused on the most important promise of all—the promise at the heart of our name and our mission "to continue the healing ministry of Jesus by serving with compassion, upholding the sacredness of life in all stages, and caring for the whole person—body, mind and soul."

To all who were actively involved, thank you for speaking with openness to the survey team, sharing your own passion and perspective. Thank you for your tireless efforts to prepare for the Accreditation visit and begin important quality improvements. We wish a special blessing on those just beginning the work for Accreditation.

To each and every one of you, thank you for carrying on this journey as you bring your own passion and skill to those we serve.

Thank you to all of you for living the mission every day. You are truly champions. God bless.



John Brennan
Board Chair



Patrick Dumelie
President and CEO

Building on Report Findings to Achieve Excellence

Once Covenant Health's 2010 Service Excellence Teams have an opportunity to review the final Accreditation Report, the expectation is that successes gained through the accreditation process will be sustained and new opportunities brought forward for consideration.

Immediate plans (6 months to 1 year)

- Ensure consistent Human Resource records practices across the entire organization.
- Ensure that the Falls Prevention Strategy continues to be implemented throughout Covenant Health. Using an integrated approach to care, Covenant Health Falls Prevention policies and procedures will be reinforced through staff education, tools and information.
- Ensure that the organization evaluates compliance with accepted hand hygiene practices. The process that will be used for monitoring and communicating compliance will include performing audits twice yearly and sharing the results throughout Covenant Health.

- Ensure that staff and physicians understand and follow pharmacy policies and procedures, including those that address when telephone orders for medications are acceptable and weight-based dosing in pediatrics. Covenant's Managing Medications group is taking a multidisciplinary approach to addressing issues and implementing improvements to medication safety.

Long term plans (1 to 3 years)

- Ensure that Covenant Health continues with its strategy to implement Medication Reconciliation throughout the organization, in all service areas at admission, transfer, discharge or end of service. There is currently a Medication Reconciliation project underway which includes a detailed implementation plan as well as an audit/evaluation component.
- Ensure that the organization continues to encourage and support activities such as proactive risk assessments and using measurement to evaluate the effectiveness of quality improvement changes intended to mitigate risk and harm.

ACCREDITATION 2011

Covenant Health's 2011 Service Excellence Teams in both Edmonton Acute Care and Rural Health have already begun their work. Areas slated for review this year are:

- Critical Care Services
- Emergency Department Services
- Obstetrics/Perinatal Care Services
- Operating Rooms
- Surgical Care Services

ACCREDITATION CANADA

Accreditation Canada is a not-for-profit, independent organization that provides health organizations with an external peer review to assess the quality of their services based on standards of excellence. Accreditation Canada's clients include Regional Health Authorities, hospitals, and community-based programs and services, from both private and public sectors, not only in Canada but around the world. Surveyors are peer reviewers—experienced professionals from accredited health facilities.

FOR MORE INFORMATION

Copies of the final report have been distributed to Covenant Health administration offices. The report can be reviewed on line at www.CovenantHealth.ca or call the Covenant Health Quality office at (780) 735-2284.

Villa Caritas Opens Tomorrow

Covenant Health's 150-bed geriatric mental health facility will open its doors tomorrow. The modern, new facility will serve our most vulnerable seniors—those with complex mental health and medical needs. The facility will increase access to geriatric mental health services in the city by 44 beds, or 42%.



"We are pleased to be building on our experience and expertise in serving seniors with mental illness," says Patrick Dumelie, President and CEO, Covenant Health. "Villa Caritas supports best practice in treating patients with mental illness in a community-connected, integrated model of care with health care providers working together with patients, family and community supports," he says.

Villa Caritas will build on the strengths of the existing Geriatric Mental Health Program which will be moving from Alberta Hospital Edmonton to Villa Caritas. The program has the added benefit of being in close proximity to the Misericordia Community Hospital enabling integration of services and increased access to specialty services and supports to address patients' medical needs.

For more information, visit www.CovenantHealth.ca