



Covenant Health

Accredited with Commendation

October, 2014 to 2019

Covenant Health has gone beyond the requirements of the Qmentum accreditation program and is commended for its commitment to quality improvement. It is accredited until October 2019 provided program requirements continue to be met.

Covenant Health 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 **Covenant Health** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

Covenant Health (2017)

Covenant Health is Canada's largest Catholic health care organization with over 14,000 physicians, employees and volunteers serving in 12 communities across Alberta. A major provider in Alberta's integrated health system, Covenant Health works with Alberta Health Services and community partners to create vibrant communities of health and healing through a broad range of programs and services including acute care, continuing care, assisted living, hospice, rehabilitation and respite care.

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

October 15, 2017 to October 20, 2017

Locations surveyed

- 9 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 Commendation** as of the date of this report.

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

Standards used in the assessment

- 2 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.

Covenant Health is to be commended for participating in the Qmentum program. Participation in this program is but one example of the organization's commitment to quality.

Covenant Health provides acute care, continuing care and independent living services at 26 sites in 15 communities across the province of Alberta. During this on-site survey visit, the standards for Hospice, Palliative, and End-of-Life as well as Long Term Care were assessed in the following sites: Grey Nuns Hospital Tertiary Palliative Care, Edmonton General Continuing Care Centre, St. Michael's Health Centre (Lethbridge), Edmonton General Continuing Care Centre, St. Therese Villa (Lethbridge), Mary Immaculate Care Centre (Mundare), St. Joseph's Auxillary Hospital, St. Joseph's Home (Medicine Hat), Youville Home (St. Albert), and St. Mary's Health Centre (Trochu).

Since the last survey, Covenant Health has re-designed their fall prevention strategy and implemented a refreshed strategy that includes Ask – 3. They had noted that their current strategy was not being applied consistently and in a standardized way. The hard work is paying off with a significant reduction in falls in some areas.

Since 2015 Covenant Health has focused on embedding Medication Reconciliation (Med Rec) into their sites with good success in both Hospice, Palliative, and End-of-Life as well as Long Term Care. The teams are auditing regularly with good compliance on admission and transfer.

Covenant Health has taken steps towards improving their patient and family centred care (PFCC). In the spring of 2016, an educational resource, PFCC Learning Huddle Material, was released. This is a toolkit to raise awareness of and assist staff to practice PFCC. A policy on PFCC has been drafted as well. The organization need to now embed their new policy at the front line.

Covenant Health conducts its own Annual Resident & Family Satisfaction Survey and participates in Health Quality Council of Alberta's Supportive Living Resident Experience Survey.

For the second year in a row, in 2017 Covenant Health was recognized as a World's Most Ethical Company by Ethisphere Institute. Covenant Health's code of conduct is titled "Our Commitment to Ethical Integrity". Covenant Health is certainly living their values.

When clients, families and staff were asked to describe Covenant Health's services in one word, they used words such as "compassionate", "respectful", "collaborative", "teamwork", "caring" and "serving" as some examples. These words mirror the organization's values of compassion, respect, collaboration, social justice, integrity, and stewardship – the organization is living its values.

Clients and families expressed gratitude for excellent care by competent, well trained staff. They reported good hand hygiene practices, identification, education and that they "felt involved in their care" with this organization.

Staff report having the tools they need to do their job, excellent training and ongoing education. They report feeling very supported by their managers and internal communication has been improved.

There are a large number of volunteers who are truly an asset to the organization. They do not replace staff, but do enhance the care that staff provide. There is a rigorous process to ensure a right fit for the areas they serve.

Like other organizations, Covenant Health has challenges. Similar to other organizations, recruitment and retention of trained staff and leaders is ongoing. Where there are high turnovers and vacancies in leaders, there are unintended consequences such as lack of performance appraisals, less monitoring, evaluating and potentially the quality can suffer.

The organization is to be commended on continuing on in their Accreditation Journey!

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.

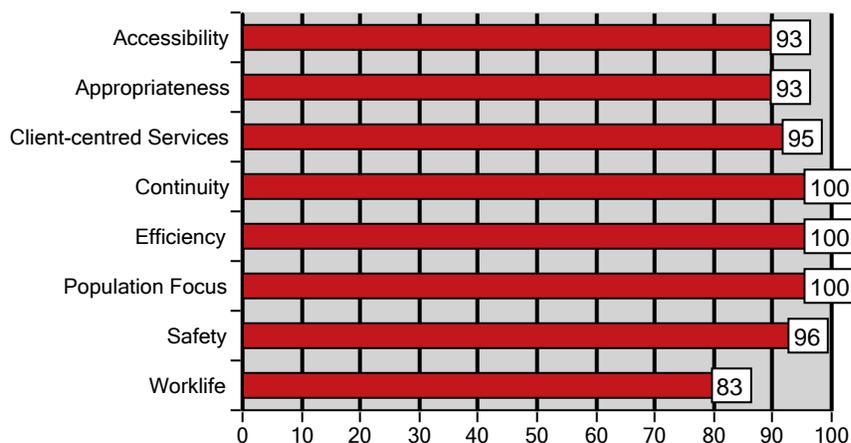
The quality dimensions are:

	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

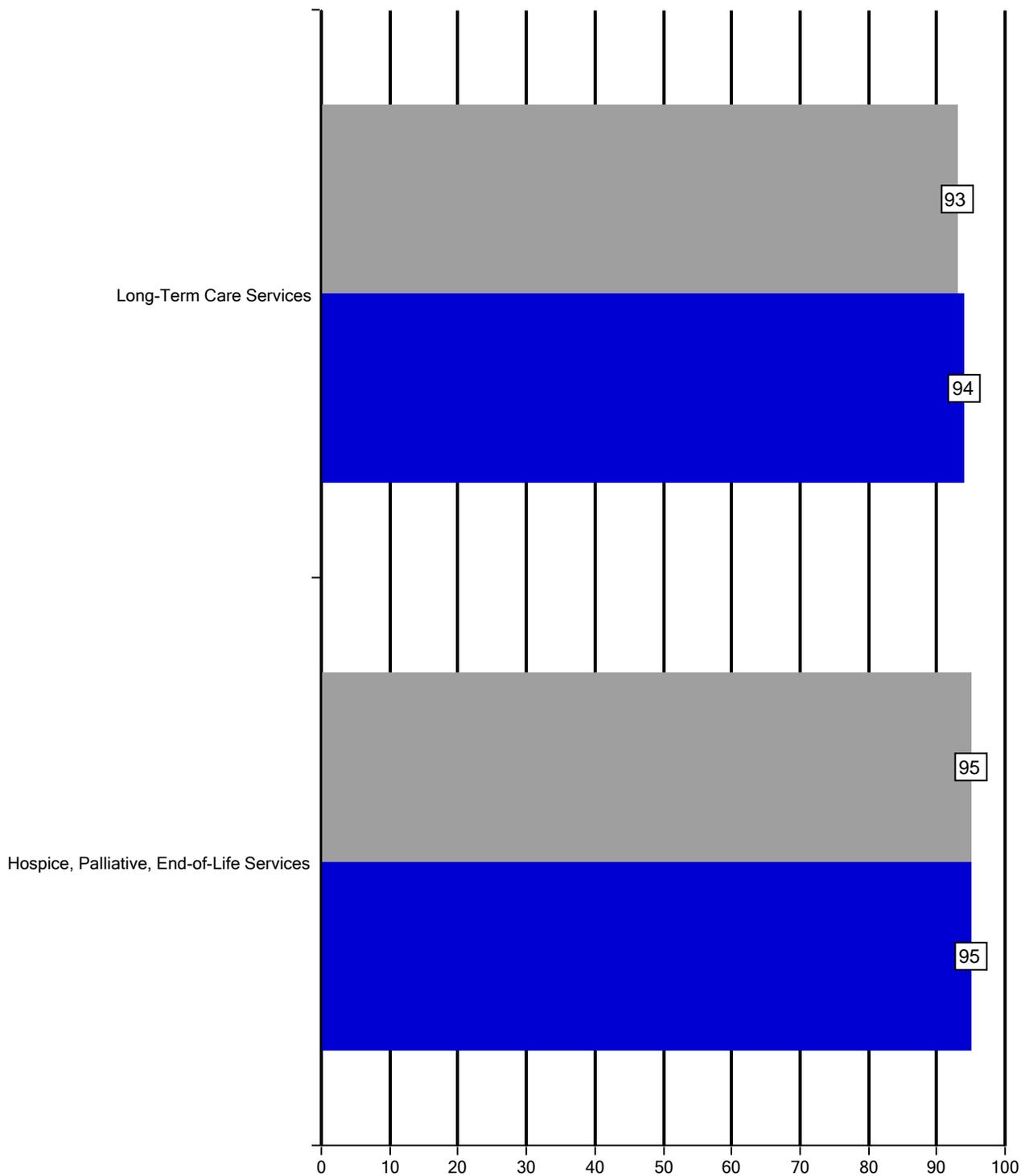
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

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.

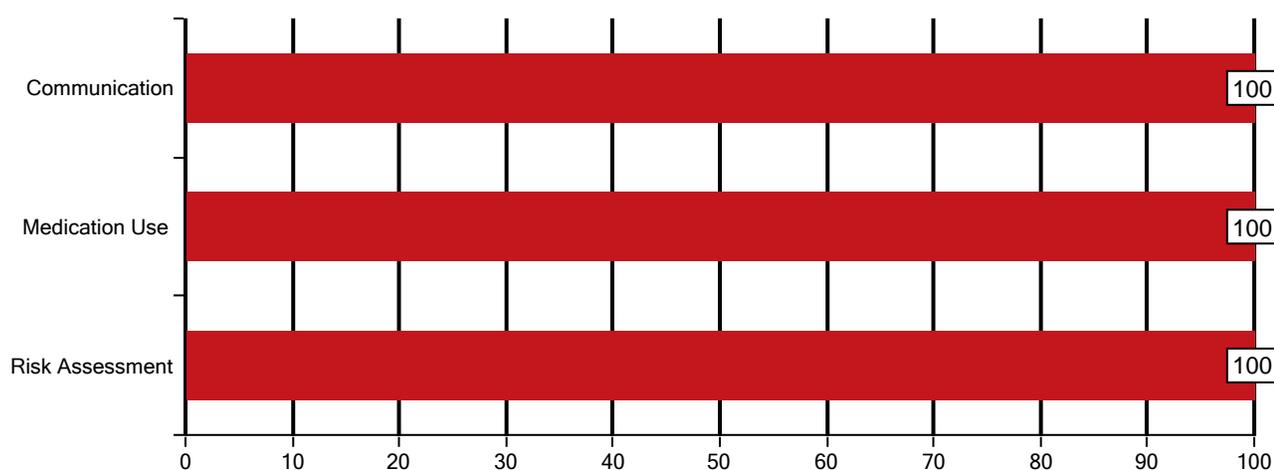
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes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



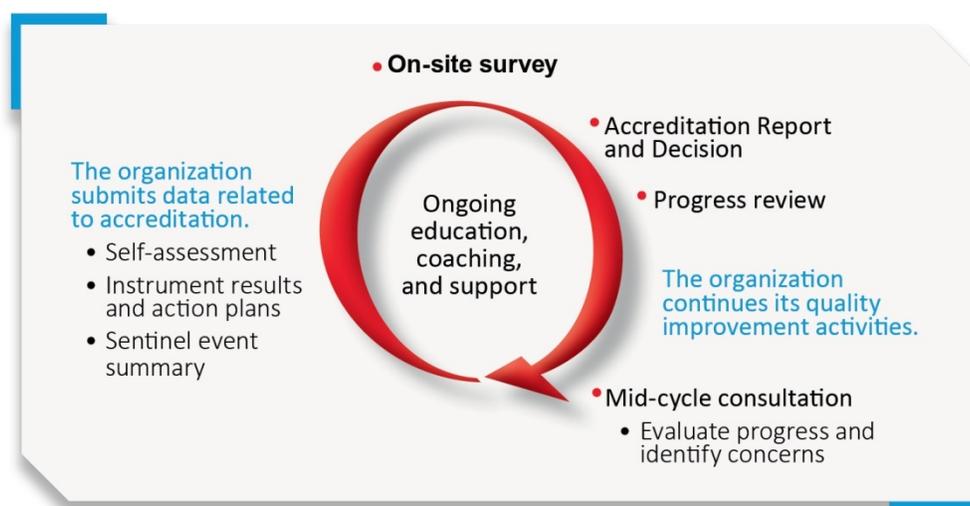
The quality improvement journey

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 **Covenant Health** 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 Edmonton General Continuing Care Centre
- 2 Grey Nuns Community Hospital
- 3 Mary Immaculate Hospital
- 4 St. Joseph's Auxilliary Hospital
- 5 St. Joseph's Home
- 6 St. Mary's Health Care Centre
- 7 St. Michael's Health Centre
- 8 St. Therese Villa
- 9 Youville Home

Appendix B

Required Organizational Practices

Communication

- Client Identification
 - Information transfer at care transitions
 - Medication reconciliation at care transitions
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Medication Use

- Infusion Pumps Training
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Risk Assessment

- Falls Prevention Strategy
 - Pressure Ulcer Prevention
 - Suicide Prevention
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