

For Information

DATE: March 23, 2010

REPORT TITLE: **CONTINUOUS QUALITY IMPROVEMENT PROGRAM AND  
ACCREDITATION PROCESS IN LONG TERM CARE**

FROM: Janette Smith, Commissioner of Health Services

**OBJECTIVE**

The purpose of this report is to update Regional Council on Peel Long Term Care's Continuous Quality Improvement (CQI) Program including upcoming Accreditation in February 2011.

**REPORT HIGHLIGHTS**

- Continuous Quality Improvement is a foundational principle of Peel Long Term Care's (LTC) services and programs.
- Accreditation is a voluntary formal external review of the effectiveness of quality activities and accountability for health services.
- In February 2011, Peel LTC will be reviewed by the Council on Accreditation of Rehabilitation Facilities to measure its performance against international standards.

**DISCUSSION****1. Background**

Peel Regional Council, in its Regional Value of "Quality Service" and its Strategic Goal to "Strive for excellence as a municipal government", has set out its commitment to a culture of innovation and continuous improvement. Accountability for this is demonstrated by measuring performance and reporting outcomes.

To further formalize continuous improvement across the organization, the Region of Peel adopted the National Quality Institute (NQI) framework as the foundation to support organization-wide standards of excellence. This became the foundation for our Common Purpose, investing in employee engagement, inspiring client satisfaction and instilling trust and confidence within our organization and with our clients.

Maintaining the Region's principles and common purpose, Peel Long Term Care (LTC) is committed to Continuous Quality Improvement (CQI) as a foundational principle for all of its services and programs. This is evident through its evolving CQI program, mandatory Ministry of Health and Long-Term Care (MOHLTC) reviews, public reporting and its ongoing commitment to Accreditation.

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Accreditation is one of the most effective measures that health organizations can take to accurately assess their performance at a national level. As a catalyst for CQI and in response to LTC stakeholders' expectations, the quality of care and services provided by the Region's Long Term Care centres have been successfully evaluated through Accreditation for the past ten years. In February 2011, they will again undergo accreditation by the Council on Accreditation of Rehabilitation Facilities.

### 2. Current Continuous Quality Improvement Program

Peel Long Term Care's Continuous Quality Improvement (CQI) program has a number of processes and initiatives in place to assess and improve quality of care and services to LTC clients and their family members. This program has been designed with processes, tools and methodology to successfully facilitate a culture of evidence-based decision making.

As part of the CQI program, quality committees and quality circles have been established at each of the five centres. These groups explore causes and solutions to identify priorities, employing various tools and methods which have proven effective in leading to positive outcomes.

The CQI program has been streamlined by the creation of a central repository of service quality measures, the data dashboard. This data repository provides timely information to program planners, interdisciplinary teams and to the management team to improve accountability and support informed decisions.

The objectives of the CQI program are to increase organizational capacity for evidence-informed practices and encourage the adoption of informed decision making practices at management level and at service delivery level. It also facilitates access to timely information for mandatory public reporting in the LTC sector. Peel Long Term Care's commitment to quality improvement will become a LTC sector wide expectation, upon implementation of the province's *Long Term Care Act* in July 2010. Council will be provided further details following publication of regulations under this *Act*.

### 3. Future Direction

In response to Peel LTC's commitment to quality improvement, improved accountability and exceeding stakeholder expectations, the Region's five LTC centres – Davis Centre, Malton Village, Peel Manor, Sheridan Villa and Tall Pines have commenced preparations leading to a site evaluation by the Council on Accreditation of Rehabilitation Facilities (CARF). CARF is a non-profit, non-government organization that helps health care organizations across Canada and the United States examine and improve the quality of care and services. The ASPIRE to excellence strategy by CARF is a business strategy to support performance improvement to meet a series of service quality criteria, for the benefit of clients, staff and health service partners.

The CARF accreditation process consists of a self assessment phase whereby the teams evaluate various aspects of its service to identify successes and areas for improvement. Once the self assessment is submitted, surveyors conduct on-site visits of each centre to validate the information and evaluate the organization against a set of LTC specific criteria. The peer review process will take place from February 21 to February 25, 2011.

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**CONCLUSION**

Over the years Peel LTC has actively participated in quality programs and accreditations. Adopting the Regional philosophy, Peel LTC drives evidence-informed processes through their CQI program. Evidence based decision making processes are embedded throughout the division as a standard of practice. The CQI program improves accountability and transparency in the long term care sector, engages staff, stakeholders and persons served, and advances service delivery processes. It also supports creative and innovative solutions to meet the changing needs of LTC clients.



Janette Smith  
Commissioner of Health Services

**Approved for Submission:**



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D. Szwarc, Chief Administrative Officer

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