ACCREDITATION

A KEY DRIVER OF QUALITY

THE CCHSA LABORATORY STANDARDS EXPERIENCE
ACCREDITING BODIES SHARE THE SAME CORE BUSINESS

- THEY DEVELOP AND PUBLISH STANDARDS
- THEY PROVIDE EDUCATION AND INFORMATION RELEVANT TO COMPLIANCE
- THEY HAVE PROCESSES TO MEASURE PERFORMANCE AGAINST THEIR STANDARDS AND TO DEMONSTRATE ONGOING MAINTENANCE OF PERFORMANCE
- THEY ISSUE CERTIFICATES BASED ON COMPLIANCE WITH THEIR STANDARDS
ACCREDITATION STANDARDS SHOULD BE:

- EVIDENCE BASED
- OUTCOME FOCUSED
- CLIENT CENTRED
- DEVELOPED IN CONSULTATION WITH ALL STAKEHOLDERS
  
  ------- AND AGAINST WHICH ACTUAL PERFORMANCE CAN BE MEASURED
WHAT ABOUT A NATIONAL LAB ACCREDITATION SCHEME?

THERE IS SUPPORT IN PRINCIPLE –

➢ THE ROMANOW REPORT, 2002 -------- Creation of national standards and benchmarks to monitor health system performance and progress

THERE IS A FRAMEWORK TO BUILD ON -

➢ ISO 15189 - 2003
➢ CSA-Z902-2004
CANADIAN COUNCIL ON HEALTH SERVICES ACCREDITATION (CCHSA)

- THE ORGANIZATION
- DEVELOPMENT OF LAB STANDARDS
- PILOTS
THE ORGANIZATION:
Incorporated in 1958 as Canadian Council on Hospital Accreditation with a mandate to:
- Set Standards for Canadian Hospitals, and
- Evaluate Performance

Voluntary, Free from Government Interference, National, Bilingual, Non-profit

1995 Name Changed to CCHSA
CANADIAN COUNCIL ON HEALTH SERVICES ACCREDITATION (CCHSA)

CURRENTLY ACCREDITS:

Hospitals          Health Authorities/Regions
Mental Health Facilities   Long Term Care Facilities
Rehabilitation Facilities   Home Care Organizations
Addiction Services          Specific Programs
Nationally and International Organizations

ISQUA

Emphasis on Measurement, Quality Improvement, Structure, Process and Outcomes
CANADIAN COUNCIL ON HEALTH SERVICES ACCREDITATION (CCHSA)

DEVELOPMENT OF LABORATORY STANDARDS:

- Quebec RFP Responded to by CCHSA
- Usual CCHSA Standards Development Process Used
- 2006 Lab Standards Released
- Integration of ISO15189/CSA Z902 into the CCHSA Organizational System Standards
  - Drives a Culture Shift
CANADIAN COUNCIL ON HEALTH SERVICES ACCREDITATION (CCHSA)

PILOT – WHY?

PROVINCIAL HEALTH SERVICES AUTHORITY
- CHILDREN’S HOSPITAL AND WOMEN’S HOSPITAL AND HEALTH CENTRE
- BC CENTRE FOR DISEASE CONTROL
- BC CANCER AGENCY
- RIVERVIEW HOSPITAL
TOOL TO:

- Drive *culture* of continuous improvement & accountability
- Drive development of a *Quality Action Plan*
- Drive *education and training* on quality management systems
- Drive a *Team Approach* internal to lab and with broader organization
- Drive *strategy* and appropriate development of new *Quality programs*
- Drive the development of *Quality Goals and Measures*
GOAL STATEMENT
- CRITERIA – Organizational Rating 1-7 or NA
  - N, D, I, L
- GUIDELINES
- QUESTIONS

GAP ANALYSIS – General Lab Standards and Transfusion Medicine Standards

REQUIREMENTS – Over 600 from ISO15189, Z902
PHSA EXPERIENCE

SPECIFIC STANDARD COMPLIANCE ACTIVITIES IDENTIFIED IN GENERAL LABORATORY STANDARDS:

- 12 Programs Identified
- 20 Specific Policies Identified
- 35 Information Collection Requirements
- 35 Documentation Requirements
- 10 Formal Review Requirements
PHSA EXPERIENCE

APRIL 2007

NOVEMBER 2007 SURVEY

IMPLICATIONS FOR PROVINCIAL AND CAP ACCREDITATIONS
ADVANTAGES TO A NATIONAL ACCREDITATION PROGRAM

- CONSOLIDATION OF RESOURCES, REMOVE DUPLICATION
- ACCESS TO BROAD BASED OF KNOWLEDGE, EXPERIENCE AND EXPERTISE
- OPPORTUNITY FOR LEARNING AND KNOWLEDGE SHARING
- CONSENSUS STANDARDS TO MEASURE PERFORMANCE ACROSS PROVINCES
- ACCESS TO LARGE SURVEYOR POOL
ADVANTAGES TO A NATIONAL ACCREDITATION PROGRAM

- DATABASE OF PERFORMANCE MEASURES
- COMPARE PERFORMANCE WITHIN AND ACROSS PROVINCES
- SHARING AND DEVELOPMENT OF BEST AND LEADING PRACTICES
- STANDARDIZATION OF PRACTICES
QUESTIONS?