



## Providence Living

### Accredited with Commendation

**Providence Living** has gone beyond the requirements of the Qmentum accreditation program and is commended for its commitment to quality improvement.

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

#### **Providence Living (2022)**

The Views founded >100 years ago by the Sisters' of St. Joseph is located in the old St. Joseph General Hospital in Comox, BC; its operations were transferred to Island Health in 2017, who fund direct resident care hours, with Providence Health Care (PHC) retaining ownership. In 2017, the PHC Board directed convent land sale proceeds to establish Providence Living (PL) and The Providence Residential and Community Care Society. At that time, The Views became a standalone 156-bed LTC home. In 2022, ground-breaking for Together by the Sea, a new care home took place. In addition, PL acquired Cooper Place and Central City, an AL and LTC home, respectively, in Vancouver.

#### **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](http://www.isqua.org), a tangible demonstration that our programs meet international standards.

Find out more about what we do at [www.accreditation.ca](http://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

September 11, 2022 to September 14, 2022

### Locations surveyed

- **1 location** was 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

- **5 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.

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The Views at St. Joseph's is located in Comox, BC and is a part of Providence Living that provides long term care services. They have 156 residents, 145 full-time equivalent staff, and numerous volunteers of all ages.

It transitioned from a care facility affiliated with a hospital to a standalone residential care site. They are underway with their planning for a new building to be completed in 2024, referred to as the Comox Redevelopment Project. It will have space for 156 residents and continue to include respite care and an Adult Day program. It will also include a childcare centre embedded in the new home that demonstrates innovation and future vision.

The organization will be responsible for two additional facilities under Providence Living in December 2022. These will include the Central City Lodge and Cooper Place.

The new name for The Views going forward in 2024 will be Providence Living Place: "Together by the Sea."

The organization was last accredited in 2018. The Family Survey Functional Assessment, the Governance Instrument, the Safety Culture survey, and the Workplace Culture Instrument have all been completed with action plans in place. There is a Workplace Culture Committee working on the feedback from staff.

The board of directors is a group of knowledgeable and dedicated community members with experience in this population and an awareness of their community. Annual planning helps energize and strengthen the vision of future care models at The Views. The board members have a clear understanding of their roles and responsibilities and the day-to-day operations that are entrusted to them and the senior leadership team. They place a high value on community engagement as they plan for the future and evaluate their contributions on a regular basis.

The board, senior leadership, and many staff members have been trained on the EDEN philosophy.

They have embraced the philosophy by adding animals to the environment, enhancing intergenerational programs, an arts program, music therapy, youth volunteers, and the Grandbuddy Program involving elementary students. These opportunities enable time being spent that is meaningful and purposeful, and places decision making into the hands of the residents and their families.

The organization is piloting a new model of care: Home is Us. This will embrace intergenerational concepts. The board and the leadership team strive to be innovative and provide new and different services for residents.

The home has many partnerships and a wealth of volunteers, including youth volunteers. This approach enhances the lives of residents while expanding the experiences for the youth. The volunteers used to equal the staff in numbers. Many programs would not exist without the dedicated team of adult and youth volunteers. Since COVID-19, the staff are working to get the volunteer program back to where it was prior to the pandemic.

Their community partners reflect on the positive relationships that have been established and maintained. They provided examples of collaboration and partnerships that have evolved over time. The North Island College, St. Paul's Foundation, Comox Valley Foundation, Providence Healthcare, and the Auxiliary Society of Comox are all examples of their community partners that speak positively of the staff and leaders at The Views. They shared that the staff and leaders are very passionate, committed, and proud of the work they do for their residents.

The residents and families appreciate the high quality of care they receive and embrace new programs. Resident safety is a priority across the organization and many initiatives are in place, including falls prevention, emergency preparedness, fire drills, prevention of workplace violence, and infection prevention and control. They have a user-friendly pandemic plan that was widely used during the challenges and risk posed by COVID-19.

Staff who provide resident care and service delivery are commended for the initiatives they have implemented to improve and strengthen quality and safety.

It was noted that The Views has a highly active Resident Council that speaks to the commitment they have to support the home.

The Family Council actively works to support both the leadership team and the residents that they serve.

All who participated in the resident and family focus group spoke passionately regarding wanting and receiving the level of care required. They reiterated that staff made them feel very welcome and thought of them as part of their extended family. Residents and families spoke openly about how they feel that staff genuinely care for them and that the resident and family are at the center of everything the organization does.

The presence of the leadership team in and around the home is appreciated, and both residents and

family members feel this supports open and honest discussions; they feel that they are listened to and heard. Residents and family members voiced that COVID-19 restrictions, and the additional workload associated with these restrictions had taken a toll on the staff. They also shared that they were excited for the reconstruction taking place.

There is an ethical framework for decision making that requires ongoing education and training for staff.

Incidents are reviewed quarterly and those that occur more frequently, like falls and medication incidents, have plans in place for improvements and prevention.

There are several opportunities for communication and information, including newsletters for staff and residents, Resident Council meetings, staff huddles, town halls with senior leaders, emails, inclusive orientation for staff, and a Residents and Family Handbook.

There is a Communication Plan in place for 2021-2024. The organization is working on a new and improved website.









Some policies and procedures are up to date while others are being worked or have a plan of action in place to address. All policies and procedures are encouraged to be reviewed and dated.

## 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.

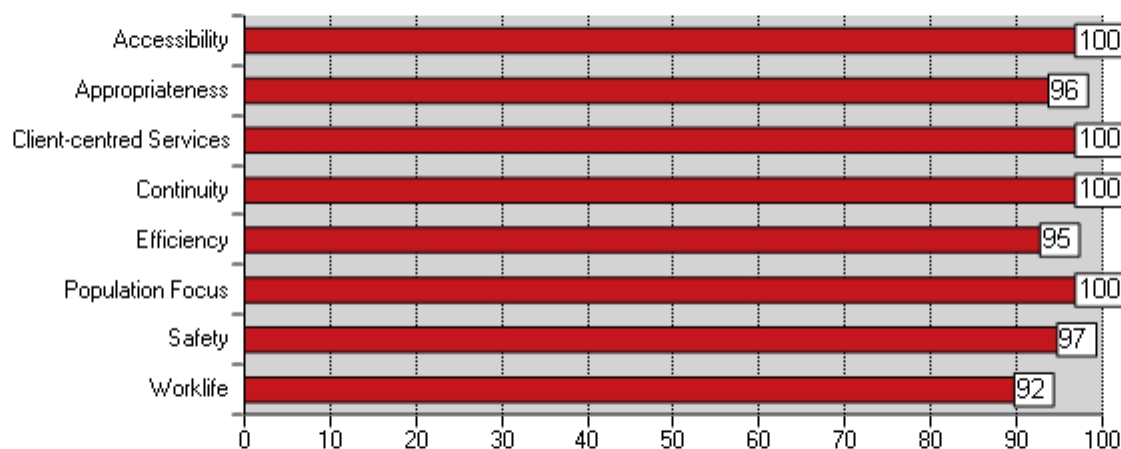
The quality dimensions are:

	<b>Accessibility:</b>	Give me timely and equitable services
	<b>Appropriateness:</b>	Do the right thing to achieve the best results
	<b>Client-centred Services:</b>	Partner with me and my family in our care
	<b>Continuity:</b>	Coordinate my care across the continuum
	<b>Efficiency:</b>	Make the best use of resources
	<b>Population Focus:</b>	Work with my community to anticipate and meet our needs
	<b>Safety:</b>	Keep me safe
	<b>Worklife:</b>	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

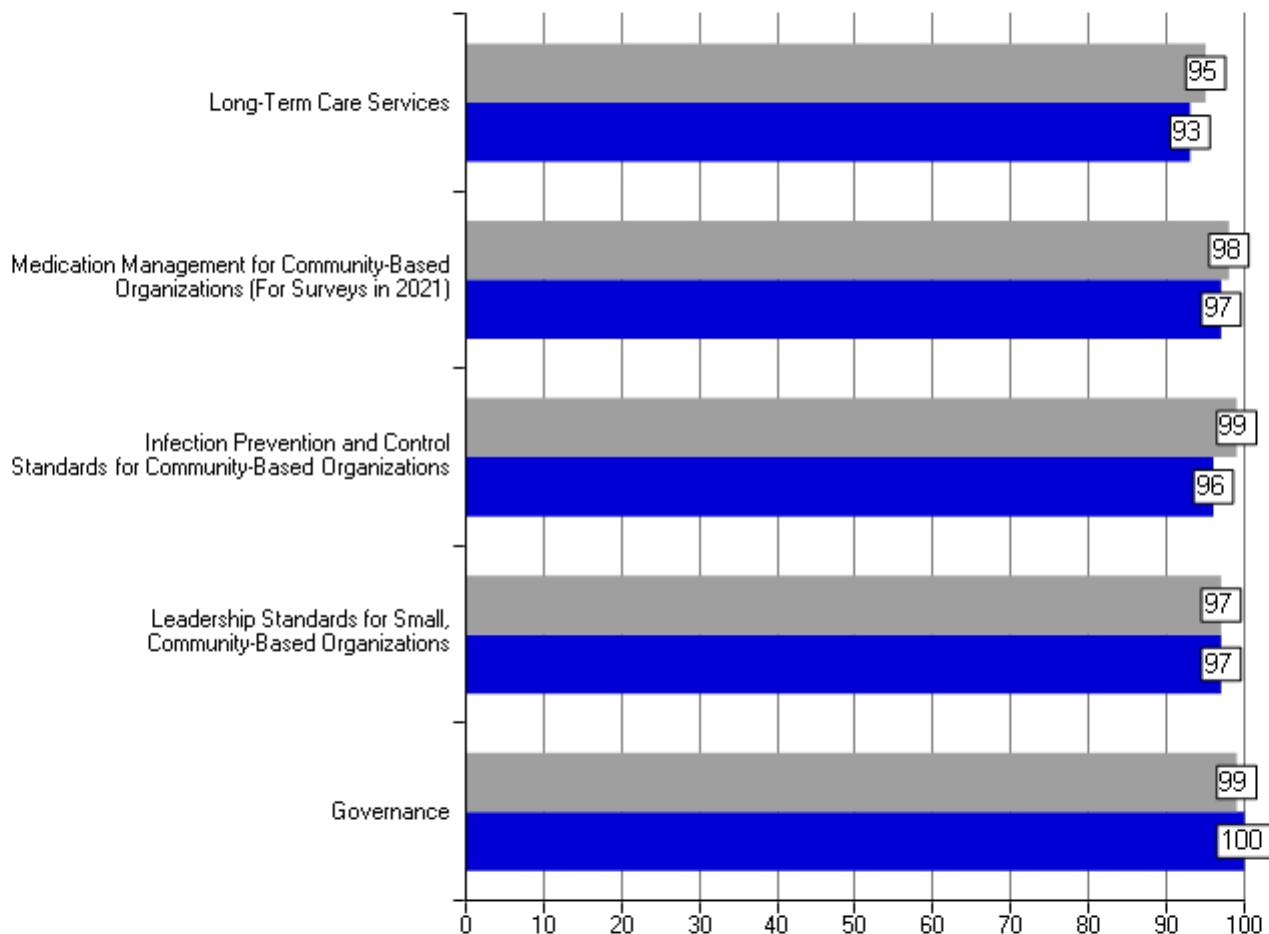
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

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.

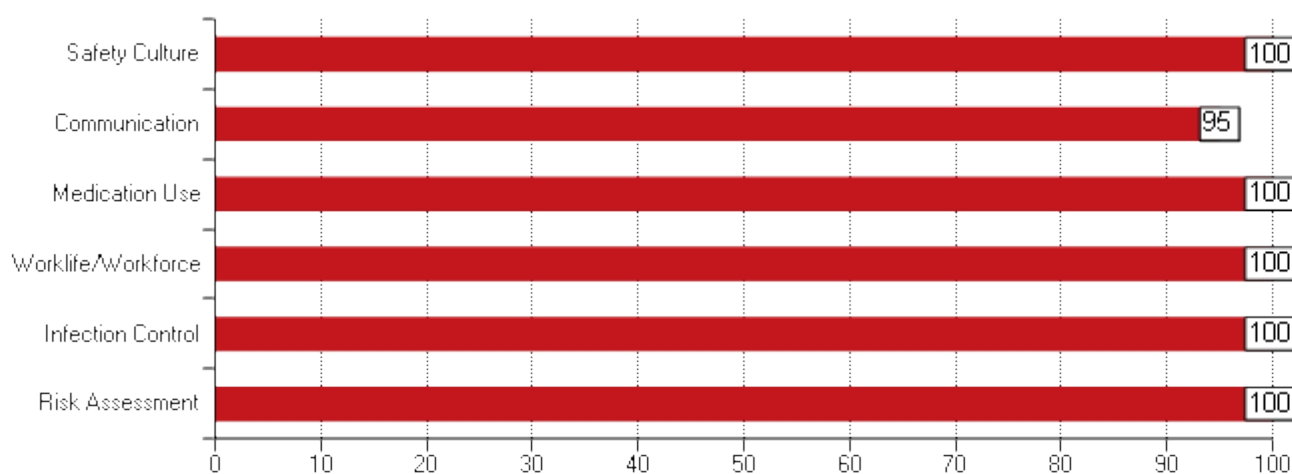
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes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





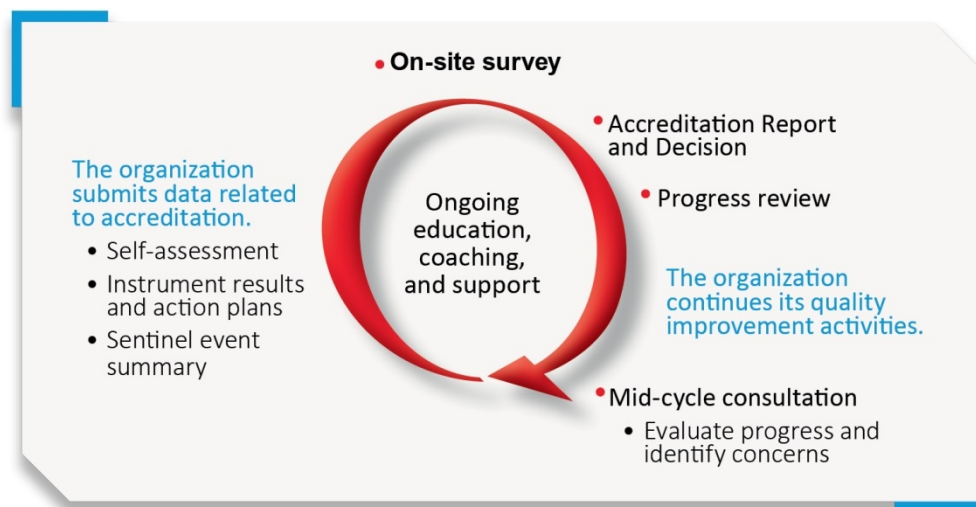
## The quality improvement journey

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 **Providence Living** 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 Providence Living, The Views

## Appendix B

### Required Organizational Practices

#### Safety Culture

- Accountability for Quality
  - Patient safety incident disclosure
  - Patient safety incident management
  - Patient safety quarterly reports
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#### Communication

- Client Identification
  - Information transfer at care transitions
  - Medication reconciliation as a strategic priority
  - Medication reconciliation at care transitions
  - The “Do Not Use” list of abbreviations
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#### Medication Use

- Concentrated Electrolytes
  - Heparin Safety
  - High-Alert Medications
  - Narcotics Safety
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#### Worklife/Workforce

- Patient safety plan
  - Patient safety: education and training
  - Preventive Maintenance Program
  - Workplace Violence Prevention
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#### Infection Control

- Hand-Hygiene Compliance
  - Hand-Hygiene Education and Training
  - Infection Rates
  - Reprocessing
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#### Risk Assessment

- Falls Prevention Strategy
  - Pressure Ulcer Prevention
  - Suicide Prevention
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