



**ACCREDITATION  
AGRÉMENT  
CANADA**

# **Accreditation Report**

Qmentum Global™ Program

**HPOHT Accreditation Collaborative**

Report Issued: 17/05/2024

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## About Accreditation Canada

Accreditation Canada (AC) is a global, not-for-profit organization with a vision of safer care and a healthier world. Together with our affiliate, Health Standards Organization (HSO), our people-centred programs and services have been setting the bar for quality across the health ecosystem for more than 60 years, and we continue to grow in our reach and impact. HSO develops standards, assessment programs and quality improvement solutions that have been adopted in over 12,000 locations across five continents. It is the only Standards Development Organization dedicated to health and social services. AC empowers and enables organizations to meet national and global standards with innovative programs that are customized to local needs. Our assessment programs and services support the delivery of safe, high-quality care across the health ecosystem.

## About the Accreditation Report

The Organization identified in this Accreditation Report is participating in Accreditation Canada's Qmentum Global™ accreditation program.

As part of this ongoing process of quality improvement, the organization participated in continuous quality improvement activities and assessments, including an on-site survey from 21/04/2024 to 26/04/2024.

Information from the cycle assessments, as well as other data obtained from the Organization, was used to produce this Report. Accreditation Canada is reliant on the correctness and accuracy of the information provided by the Organization to plan and conduct the on-site assessment and produce this Report. It is the Organization's responsibility to promptly disclose any and all incidents to Accreditation Canada that could impact its accreditation decision for the Organization.

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# Executive Summary

## About the Organization

The Huron Perth & Area OHT (HPA-OHT) was established in December 2019 as one of the first OHTs in Ontario. We serve a population of 142,507 citizens. HPA-OHT has representation from the healthcare sectors (Hospital, Primary Care, Community Support Services, Home Care, Long-term Care, Mental Health and Addictions, Midwifery, Intellectual & Developmental services, Public Health, and Respiratory care). The HPA-OHT Accreditation Collaborative formed in February 2022 with 10 organizations, including Alzheimer Society Huron Perth, Clinton Family Health Team, Community Living North Perth, Huron Health System, Huron Perth Healthcare Alliance, Knollcrest Lodge, Listowel-Wingham & Area Family Health Team, ONE CARE Home & Community Support Services, West Perth Village and the HPA-OHT. The collaborative provides programs and services in hospital, primary care, homecare, community support services, intellectual & developmental disabilities, and long-term care.

The Huron Perth and Area Ontario Health Team (HPA- OHT) was approved as one of the first OHTs in the province. Over 60 health and social service-providing agencies were signatories to the application. An HPA-OHT Secretariat has been in place since approval consisting of a director, project coordinator, communications and engagement specialist, an integration system planner and an administrative assistant. Within the HPOHT accountability framework, there is an Implementation Committee, Planning & Priority Setting Committee, Board to Board Committee and various working groups and advisory councils. These include a Patient Family and Caregiver Advisory Council, a governance structure, and an active Physician Advisory Council.

In 2019, six members of the HPA-OHT voluntarily joined Huron Perth Healthcare Alliance (HPHA) in a sub region prototype accreditation process. For this 2024 survey, 10 HPA-OHT members agreed to participate in a Collaborative Accreditation survey with one award being received based on the evaluation of all partners' compliance with standards. When speaking with the Accreditation Collaborative (Collaborative) members, they stated that working together towards Accreditation "was a logical, natural progression for how we have historically worked together." The HPA-OHT is to be commended for advancing a new, integrated, regional survey model in a province absent Regional Health Authorities.

The Collaborative is a cross-sector representation from hospital, long term care, community support services, home care, primary care, and intellectual and developmental disabilities. Specifically, they include the Alzheimer Society Huron Perth, Clinton Family Health Team, Community Living North Perth, Huron Health System, Huron Perth Healthcare Alliance, Knollcrest Lodge, Listowel-Wingham and Area Family Health Team, ONE CARE Home and Community Support Services, and West Perth Village.

Even prior to establishing the HPA-OHT, many organizations in the region had been building relationships for a very long time. Joining the HPA-OHT, and now forming an Accreditation Collaborative, was described as a natural progression to deal with challenges collectively.

## Surveyor Overview of Team Observations

The Collaborative has an Accreditation Steering Committee that meets monthly to review core standards, policies, documents and action plans. In addition, there are sub-committees to review three of the core standards: Governance, Infection Prevention & Control, and Medication Management. The collaborative approach is demonstrated through common shared policies related to leadership (succession planning); governance (Code of Conduct, board effectiveness policy, board nomination process); infection prevention and control (eight standard HPA-OHT policies); medication management (medication sample management, medication recording, approved standard acronyms); service excellence (workplace violence and harassment policy); and emergency and disaster management (safety incident management policy, HPA-OHT member communication strategy): ethics policy, risk management policy, health and safety policy, and EID-AR plan.

The Collaborative governance sub-committee (Committee) was created with representation from each Board of Directors and corresponding leadership. They have a mandate which outlines their scope and roles within that scope. In particular, the Committee was tasked with reviewing the governance standards, working together to create/adopt/harmonize policies and documents, and report on the progress to the Accreditation Steering Committee. From the governance perspective, the board effectiveness policy, board nomination process, code of conduct policy and executive leader succession planning policy were examples of work accomplished by the Committee.

The three instruments (Patient Safety Culture Survey, Worklife Pulse, and Governance) used to survey board members, staff and providers of the organization were completed with organizational results but also collaborative results. Action plans were created to address the survey results with collaborative actions and organizational actions identified.

HPA-OHT has created Strategic Plan 2023-2026 as well as their own individual strategic plans. HPA-OHT worked to develop collective commitments in 2019 to positively impact the communities they serve. These include embrace change to enrich citizens' lives and prioritize community health outcomes; create trust-based relationships and commit to collective improvement; deliver evidence-based, fiscally responsible, and sustainable care; eliminate gaps and duplication to provide optimal care; and partner together for effective decision-making.

To ensure the commitments come to life, the HPA-OHT has created a strategic plan with strategic directions that include Optimizing Access and Integrating Care; Reimagining Community-Based Care; Revitalizing the HPA-OHT Workforce; and Advancing the HPA-OHT Model. Inherent in this plan is a recognition that the healthcare landscape is changing and as such, the HPA-OHT membership is very mindful of the role it plays at the system level.

The HPA-OHT has a Communications Advisory Council that provides strategic support and expertise across a range of initiatives within the HPA-OHT. Key initiatives include advising on the strategic direction and ensuring alignment of communication-related activities with the HPA-OHT's overarching goals: supporting HPA-OHT initiatives; offering communication guidance and expertise to enhance the effectiveness of various HPA-OHT projects, ensuring they effectively reach and resonate with target audiences; community and stakeholder engagement, facilitating and improving engagement processes with the community, patients, and caregivers to support initiatives requiring public collaboration and feedback; health equity and cultural reconciliation, guiding projects to incorporate a health equity perspective and respect for Indigenous health insights, ensuring alignment with the HPA-OHT's commitment to inclusivity and reconciliation; innovation and relationships enhancement, assisting in developing and supporting innovative projects and relationships within the healthcare system to address systemic issues and improve service delivery.

The accreditation process is a mechanism for organizations to assess how they are doing in relation to nationally and internationally developed best practices. All staff, physicians, learners, volunteers, patients, and families that the survey team interacted with, were welcoming of the accreditation process and proud

to share the important work underway in the organization. The survey team was impressed with the level of care provided throughout. All team members were found to be energetically engaged in the accreditation process, clearly committed to the quality journey, and very proud of their programs and services. All areas were focused on quality improvement, with commitments to ongoing quality improvement activities noted across the organization. Staff were very engaged, not only in care delivery in their immediate area, but also in the HPA-OHT as a whole.

We wish the HPA-OHT every success in advancing the HPA-OHT model, creating a strong, integrated, and responsive healthcare system where healthcare is more accessible, equitable, and efficient. We hope there will be a day when patients can receive all their care, including primary care, hospital services, mental health and addiction services, long-term care, and home and community care from one team.

## **Key Opportunities and Areas of Excellence**

### **Areas of Excellence:**

- OHT Collaborative Board dedication and commitment
- Dedication to collaboration and partnerships - unified purpose
- Community Support Services Network
- People Centred Care
- Compassionate care
- Knowledgeable skilled competent staff
- Vision towards integrated care

### **Key Opportunities:**

- Varying ages of infrastructures
- Implement robust infrastructure and equipment renewal plan
- Expansion of harmonization of policies and protocols
- Digital Strategy
- Hybrid Charting
- Disparate information systems across the sectors and system
- System Transformation -Leveraging integration across the system
- Care coordination and navigation
- Continue to support new staff (leaders, managers, front-line)
- Equity, Diversity and Inclusion (EDI) and Anti Racism
- Leadership turnover and new graduates/Internationally trained healthcare professional
- Environmental Stewardship policy and metrics