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Driving Quality Health Services
Force motrice de la qualité des services de santé



Promoting Safe Surgery Through the Qmentum Accreditation Program

Greg Kennedy
Safe Surgery Saves Lives Workshop
Montreal, Quebec
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www.accreditation.ca

Overview

- Promoting Safe Surgery through Qmentum
 - Service Excellence Standards
 - Performance Measures
 - Required Organizational Practices
 - VTE Prophylaxis
 - Safe Surgery Checklist
- During the on-site survey
- Exercise

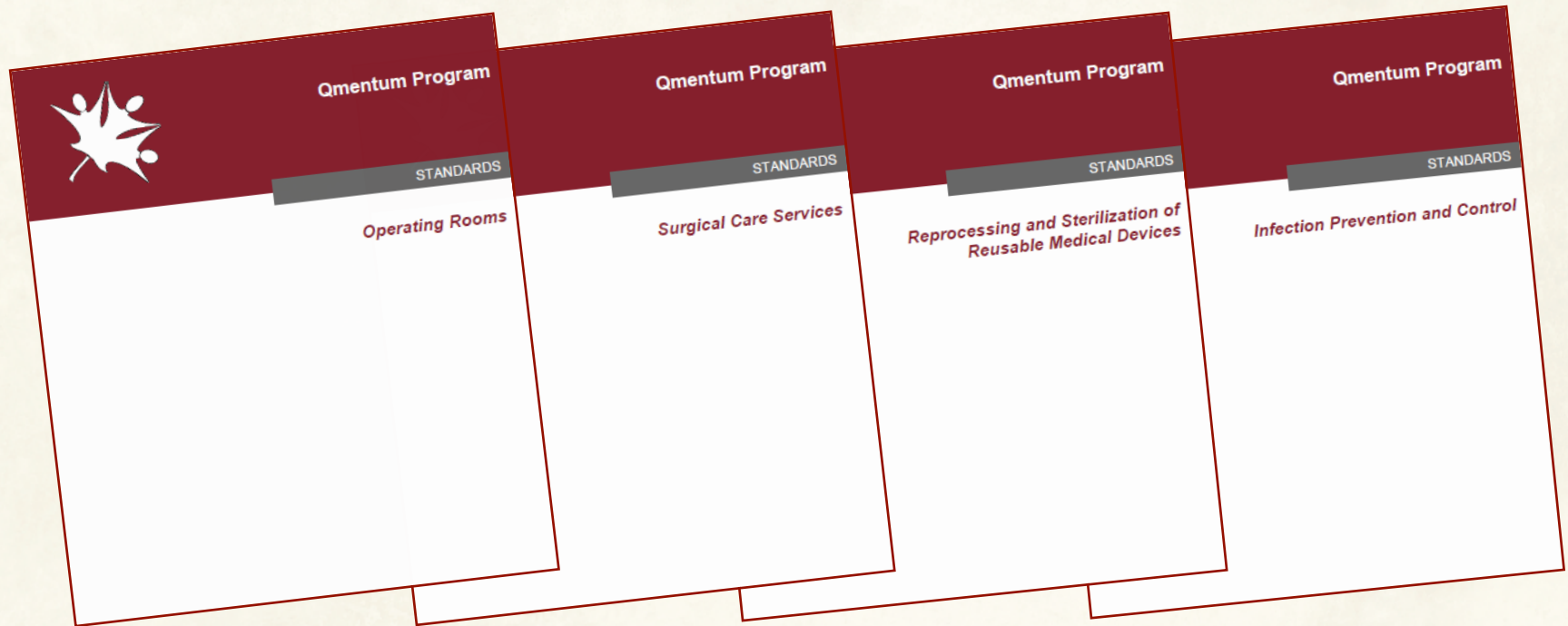
Accreditation Canada

- National accreditation body for organizations across all health sectors since 1958
 - Over 1000 client organizations
 - Over 600 surveyors
- Independent, non-governmental, non-profit organization
- Accredited by:



Promoting Safe Surgery

- Service Excellence Standards



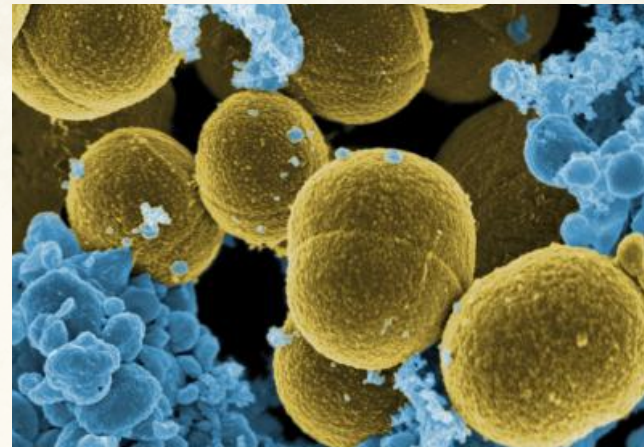
Promoting Safe Surgery

- Performance Measures - Indicators
 - 1) Health care-associated infections

C. difficile



MRSA



Promoting Safe Surgery

- Performance Measures - Indicators

- 2) Surgical Site Infections

- a. Rate of post-surgical infections
 - b. Rate of timely administration of prophylactic antibiotics



Promoting Safe Surgery

- Performance Measures - Instruments
 - Patient Safety Culture Survey



Promoting Safe Surgery

REQUIRED ORGANIZATIONAL PRACTICES

Our objective of guiding our clients toward safe and quality health care is strengthened by the Required Organizational Practices.

★ New in 2011

SAFETY CULTURE

- Adverse events disclosure
- Adverse events reporting
- Client safety as a strategic priority
- Client safety quarterly reports
- Client safety–related prospective analysis

COMMUNICATION

- Client and family role in safety
- Dangerous abbreviations
- Information transfer
- Medication reconciliation as an organizational priority
- Medication reconciliation at admission
- Medication reconciliation at referral or transfer
- Safe surgery checklist ★
- Two client identifiers
- Verification processes for high-risk activities

MEDICATION USE

- Concentrated electrolytes
- Drug concentrations
- Heparin safety
- Infusion pumps training
- Narcotics safety

WORKLIFE/ WORKFORCE

- Client safety plan
- Client safety: roles and responsibilities
- Client safety: education and training
- Preventive maintenance program
- Workplace violence prevention ★

INFECTION CONTROL

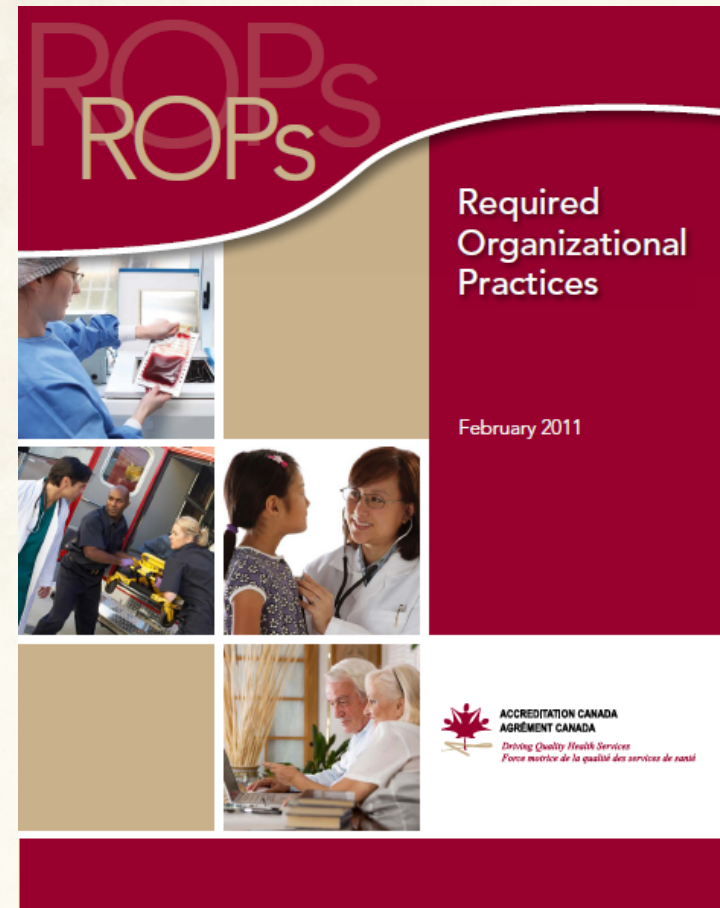
- Hand-hygiene audit
- Hand-hygiene education and training
- Infection control guidelines
- Infection rates
- Influenza vaccine
- Pneumococcal vaccine
- Sterilization processes

RISK ASSESSMENT

- Falls prevention strategy
- Home safety risk assessment ★
- Pressure ulcer prevention
- Suicide prevention
- Venous thromboembolism (VTE) prophylaxis ★

The ROP Handbook

- New version released February 2011:
www.accreditation.ca
- Provides full listing of ROPs, including reference sections





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Venous Thromboembolism (VTE) Prophylaxis

VTE Prophylaxis

- ROP: The team identifies medical and surgical clients at risk of VTE (DVT and PE) and provides appropriate thromboprophylaxis.



Tests for Compliance

- 1) The organization has an organization-wide, written thromboprophylaxis policy or guideline.
- 3) The team identifies clients at risk for VTE (DVT and PE) and provides appropriate evidence-based, VTE prophylaxis.

Tests for Compliance cont.

- 3) The team establishes measures for appropriate thromboprophylaxis use, audits the implementation of appropriate thromboprophylaxis, and uses this information to make improvements to their services.

Tests for Compliance cont.

- 4) The team identifies major orthopedic surgery clients (hip and knee replacements, hip fracture surgery) who require post-discharge prophylaxis and has a mechanism in place to provide appropriate post-discharge prophylaxis to such clients.
- 6) The team provides information to health professionals and clients about the risks of VTE and its prevention.

National Initiatives

- VTE Improvement Program (VIP)
 - Content development led by team at Sunnybrook Health Sciences Centre in partnership with Safer Healthcare Now!
 - ★ Getting Started Kit modeled around the VTE Prophylaxis ROP



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Safe Surgery Checklist

The View From Aviation

“One wonders whether such checklists would have been introduced much earlier in medicine if surgeons shared the fate of their patients, as pilots share that of their passengers”

Adrian Boelen, Retired Pilot
Dorval, Quebec

Safe Surgery Checklist

- ROP: The team uses a safe surgery checklist to confirm safety steps are completed before beginning a surgical procedure.



Two-fold Purpose of Checklist

- A. Communication tool
- B. Patient safety tool



Tests for Compliance

- 1) The team has agreed on a standard checklist to be used in the operating room.



Tests for Compliance cont.

- 2) The team uses the checklist 'before' every surgical procedure.
 - Content references the 3-stage checklist:
 - i. Briefing
 - ii. Time out
 - iii. Debriefing

Tests for Compliance cont.

- 3) The team has an ongoing process of monitoring compliance with the checklist.
 - Paper-based, electronic, or verbal tool
 - Completed checklist or written documentation in the patient chart
 - Printout (operative report)
 - Documentation in an electronic record or surgical reporting system

Tests for Compliance cont.

- 4) The team evaluates the use of the checklist and shares results with staff and service providers.
- 5) The team uses results of the evaluation to make improvements to implementing and expanding the use of the surgical checklist.

During the on-site survey

- Surveyors evaluate standards/ROPs by compiling information from multiple sources:
 - Tracers, discussions with staff, patients and families
 - Charts
 - Policies/protocols
 - Indicator data



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Thank you!
Questions?



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EXERCISE



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The leader in raising the bar for health quality

**Le leader qui hausse la barre en matière
de qualité de santé**

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