



mentum
quarterly
QUALITY IN HEALTH CARE

- Introduction*
- 5. Integrating Quality Every Day**
Wendy Nicklin
- 6. Reflections on Accreditation in Canadian Health Care**
Randy V. Penney
- 10. Accountability, Accreditation, and Quality in Health Care**
Valerie Austen Wiebe & Sherryl Hoskins
- 14. Accreditation: How It Works and Why It Matters**
Julie Langlois
- 18. New Stroke Services Distinction Program Measures Delivery of Stroke Care**
Katie Lafferty
- 22. Accreditation Canada's Stroke Services Distinction Program**
Tracy Murphy
- 23. Engaging Physicians in Quality Improvement**
Brian Warriner
- 26. Success by Collaboration: Achieving Accreditation in a Rural Health Care District**
Ethel Gunn
- 30. Accreditation in Health Care: A Worthwhile Exercise and a Constant Work-in-Progress**
Arvind K. Joshi
- 34. An International View of Health Care Accreditation**
Charles D. Shaw
- 38. Implementing Accreditation Canada's Program in Brazil**
Rubens José Covello
- 42. Journeying Together Towards Quality Care for the Past 10 Years**
Ruby Jacobs, Janice W. Kennedy & Madeleine Drew
- In Closing*
- 46. Experience and Evolution**
Gilles Lanteigne

Mentum Quarterly: Quality in Health Care is the product of a partnership between Accreditation Canada and Les éditions du Point.

Accreditation Canada is a not-for-profit, independent organization that has been fostering quality in health services across Canada and internationally for over 50 years. Accreditation Canada provides health and social service organizations with an external peer review to assess the quality of their services based on standards of excellence. Accreditation Canada is accredited by the International Society for Quality in Health Care.

Les éditions du Point is a specialized publisher. One of its journals, *Le Point en administration de la santé et des services sociaux*, is intended for health professionals and administrators and has been published for six years. Les éditions du Point's publications target administrators, managers, and professionals in health care. The publications are intended as tools for information, support, professional development, and continuing education, as well as for reflection, analysis, and expression. While remaining very close to the concerns of the targeted readership, the publications are also guided by national and international thinking.



WENDY NICKLIN
President and Chief Executive Officer
Accreditation Canada

Integrating Quality Every Day



Once upon a time, accreditation was a laborious (and perhaps even dreaded) process. Teams needed to be formed, meetings needed to be held, and there seemed to be an awful lot of paper to contend with. Then, after the on-site survey, the thought of accreditation was tucked away until it reared its head again a few years later.

I exaggerate, of course, but you would be amazed to learn that some still harbour these thoughts about accreditation. The time has come to put aside these views. With Qmentum, organizations are beginning to integrate the principles of accreditation into their day-to-day work. Accreditation Canada staff are providing support to you through the years, not just as you approach your on-site survey. Rather than feeling you need to “prepare for accreditation,” we encourage you to use accreditation to guide your ongoing quality improvement initiatives. In this way, accreditation becomes a powerful tool, not an add-on activity.

Contributors to this edition of *Qmentum Quarterly* approach the topic of accreditation in various ways. Randy V. Penney of Renfrew Victoria Hospital and St. Francis Memorial Hospital in Ontario offers his reflections as an accreditation surveyor and examines how accreditation has changed through the years. Julie Langlois of Accreditation Canada describes the value of accreditation and the development of the standards, and provides a brief summary of the Qmentum accreditation process.

Katie Lafferty of the Canadian Stroke Network discusses the new Stroke Services Distinction program and how it will improve stroke care in Canada, while Tracy Murphy of Accreditation Canada shares additional details about Stroke Services Distinction.

Valerie Austen Wiebe and Sherryl Hoskins of Alberta Health Services examine accountability and ethics in health care, and how they relate to quality improvement. Ethel Gunn of Guysborough Antigonish Strait Health Authority in Nova Scotia summarizes the winning strategies her organization used

during the accreditation process, including collaboration and making quality and safety a strategic priority.

Brian Warriner of the University of British Columbia's Department of Anesthesiology, Pharmacology and Therapeutics discusses the important role physicians can play in quality improvement initiatives like accreditation, and offers strategies to engage physicians. Arvid K. Joshi of St. Mary's Hospital Center in Quebec shares his thoughts on accreditation including lessons learned and the challenges and issues that accreditation faces.

It has been 10 years since the release of the First Nations and Inuit Addictions Services Standards. Ruby Jacobs of Six Nations of the Grand River Territory in Ontario, Janice W. Kennedy of Battlefords Tribal Council Indian Health Services in Saskatchewan, and Madeleine Drew of Accreditation Canada tell us about the accreditation of Aboriginal health services organizations over the last decade.

Finally, we are pleased to share two international perspectives on accreditation. Charles D. Shaw is an accreditation consultant based in England. He provides a history of health care accreditation with an emphasis on recent progress in Europe. Rubens José Covello of Instituto Qualisa de Gestão in Brazil explains how the Canadian accreditation model has been successfully adapted and implemented in Brazil.

Accreditation Canada has been around since 1958. While the process of accreditation may have changed over 50 years, what hasn't changed is our dedication to improving quality, our commitment to our client organizations, and our fundamental desire to contribute to enabling the health care system to be better for all Canadians.

Until next time...

Wendy Nicklin