



Community Care City of Kawartha Lakes

Accredited with Exemplary Standing

Community Care City of Kawartha Lakes has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement.

Community Care City of Kawartha Lakes 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 **Community Care City of Kawartha Lakes** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

Community Care City of Kawartha Lakes (2023)

Community Care City of Kawartha Lakes (CCCKL) is a not-for-profit community health and primary care organization. Founded in 1985, our vision is healthy and connected communities built through care and support. Our team of physicians, nurse practitioners, dentists and other health care professionals provide person-centred health and dental care. We also deliver over 40 community based services including transportation, meals on wheels, hospice and grief counselling; adult day programs and in-home personal care. Our programs and services are enabled and supported by close to 200 staff members, 300 volunteers and much appreciated financial support from our funders and donors.

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, a tangible demonstration that our programs meet international standards.

Find out more about what we do at 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

February 6, 2023 to February 9, 2023

Locations surveyed

- 5 locations were 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 Exemplary Standing** as of the date of this report.

See **Appendix A** for a list of the locations that were surveyed.

Standards used in the assessment

- **7 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.

Kawartha Community Care is well positioned in the community it serves and provides a wide variety of services to this community. They provide approximately 40 services to the local community. It includes a very active Meals on Wheels program in two different sites, Adult Day program in three sites within the City of Kawartha Lakes, Diners club, hospice and bereavement care services and a full scope of primary care services both medical and nursing care provided through the Community Health Centre.

The organization is currently in process of constructing a new building which will house the Community Health Centre, this new building is in close proximity to the local hospital and this building will house several additional services. They currently operate an affordable dental program.

The Board of Kawartha Community Care is well developed and has the best interest of the clients as a strong focus of their activities. The Community Care organization has an active fund raising foundation who promotes the organization and assists with volunteer recruitment. The organization has suffered a loss of volunteers during COVID and is currently working at recruiting additional volunteers to support the programs. Currently they have approximately 300 volunteers compared to 500 prior to COVID. The transportation service which is operated through Kawartha Community Care is a much needed service due to the rural and urban mix of the area and limited transportation options. This program is supportive of the community it serves and greatly appreciated by the local acute care hospital as it assists in discharging clients home.

Client safety and quality improvement are key initiatives in the organization and are well developed and very active. They have received recognition and awards from Quality Ontario.

Kawartha Community Care is currently in process of their CEO retiring and a new CEO being prepared to assume control of the organization through a succession plan initiative.

The Senior management and management team is quite stable and all players positive re their roles and responsibilities. In meeting with the Community partners group all were very positive regarding the role of Kawartha community care within the City of Kawartha Lakes and multiple compliments were shared at this meeting by all the participants.

The organization was started in 1985 and has demonstrated continued growth and development during this time frame. Many initiatives have been added over the years which has truly enriched the services available to the municipality. Staffing has been a concern during COVID but currently leadership in consultation with human resources is in process of altering the mix of part time, casual and full time to better meet the needs of the clients and meet requests from staff.

The Leadership team is cohesive and strong. The CEO is currently in process of retiring but a succession plan has been put in place and successor is being mentored and orientated to the CEO position which is proving to be a successful succession.

Many staff have been long time employees and feel very positive re their position with Community Care Kawartha. A new online program is in place for scheduling and staff and clients have voiced positively re the outcome as it has provided consistency in visiting staff. The organization continues to recruit and currently establishing partnerships with local colleges and university to attempt to obtain new graduates that will remain as employees after their final practicum.

Many examples were provided regarding the staff being very loyal to their clients and visiting even during inclement weather conditions to ensure the care is provided to the clients, staff going the extra mile to ensure the clients have food and supplies at all times. these actions are commendable

In speaking with clients from various services they all voiced high levels of satisfaction with the care they receive from the organization and the wonderful care and service provided by the employees. A satisfaction survey is sent to all clients annually and results are extremely positive from all. Community partners voiced the same level of satisfaction with the services provided by Kawartha Community Care and all identified how responsive the organization is during COVID and all other times.

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.

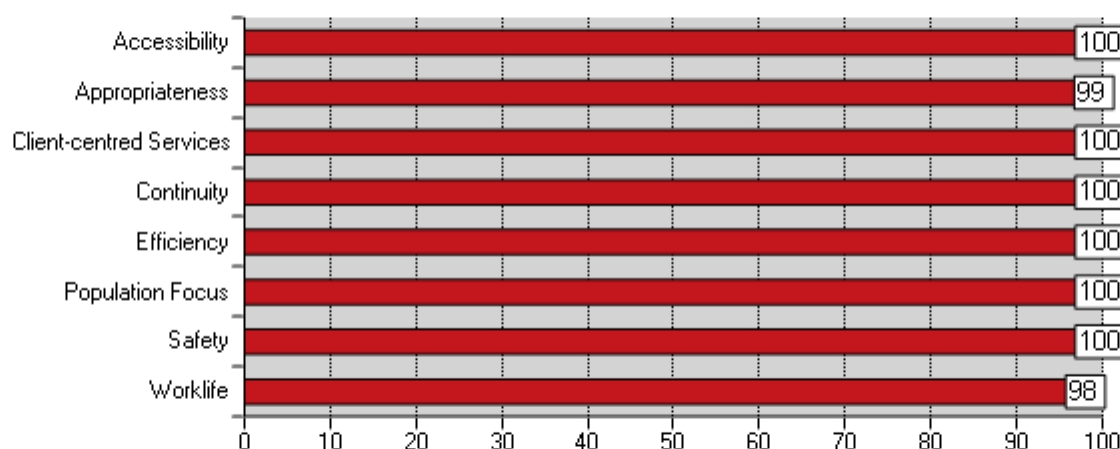
The quality dimensions are:

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

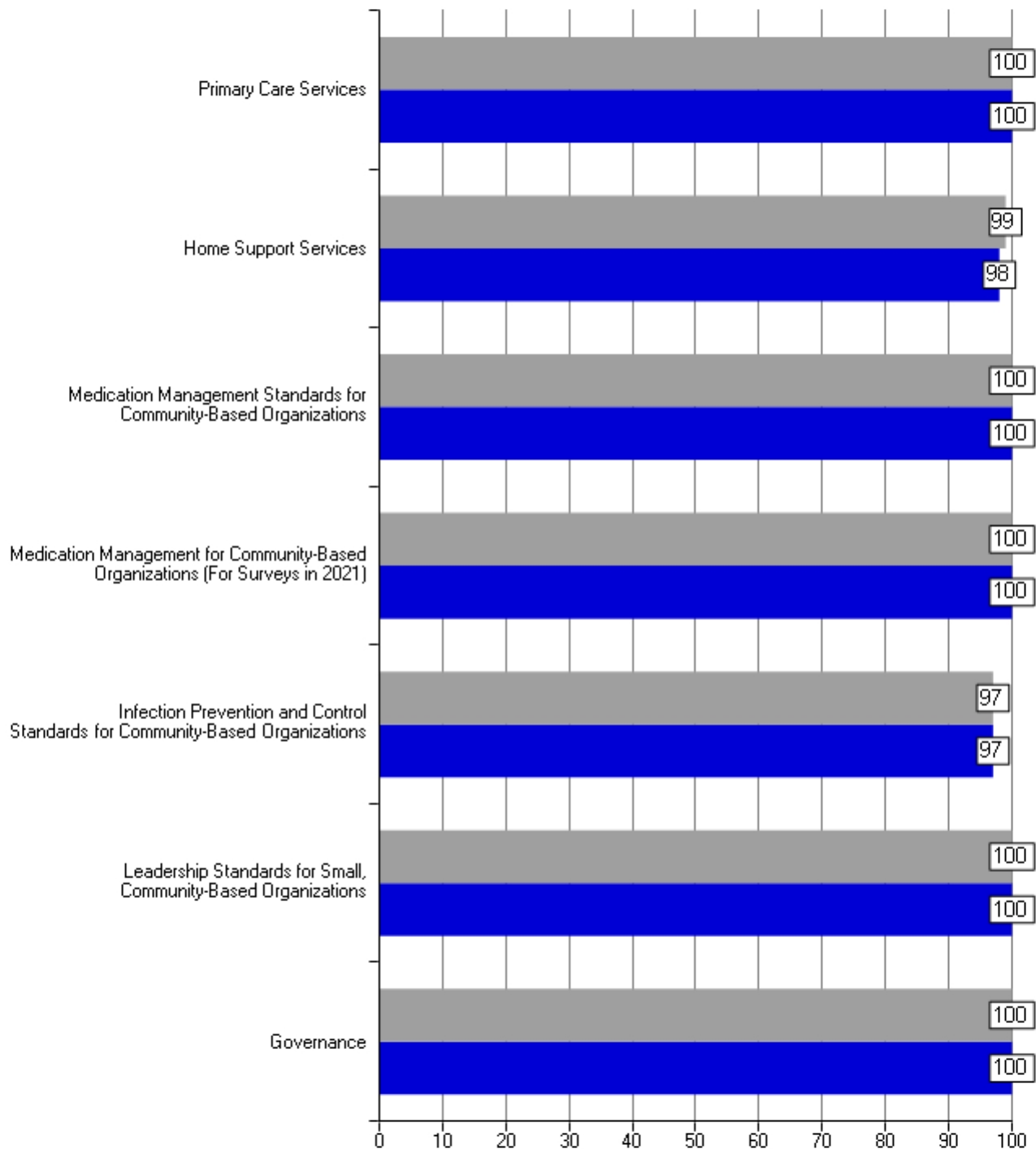
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

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.

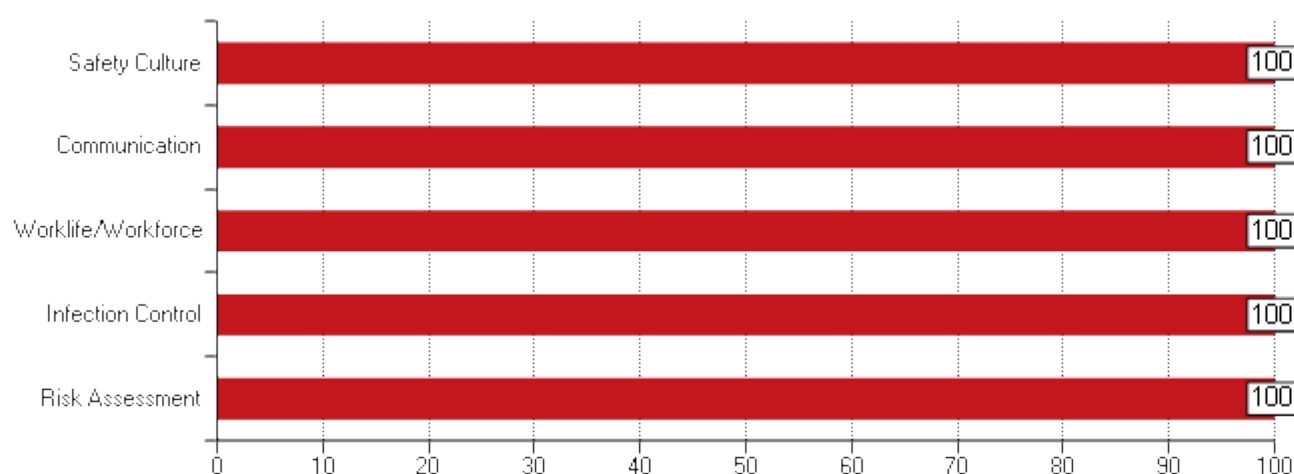
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes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



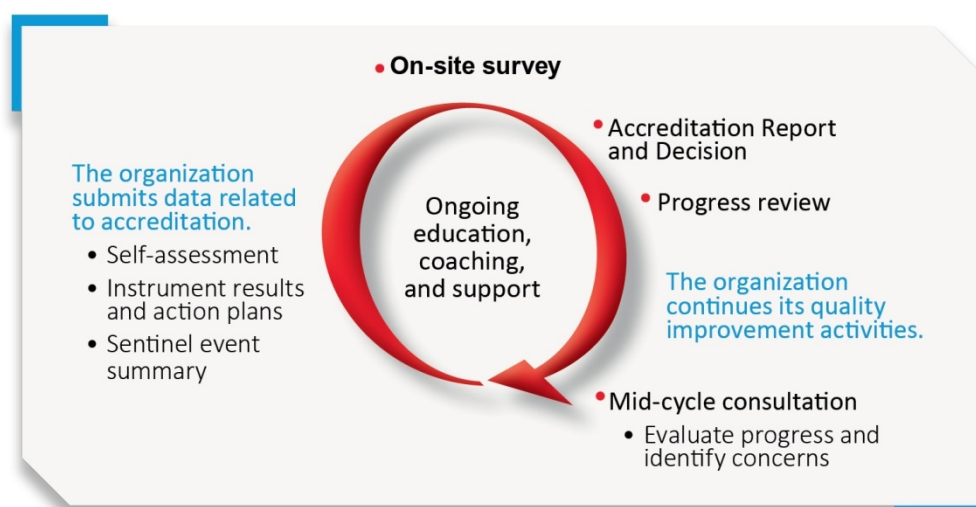
The quality improvement journey

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 **Community Care City of Kawartha Lakes** 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 CCCKL Corporate Headquarters 34 Cambridge St.
- 2 Community Care City of Kawartha Lakes - Fenelon Falls Local Service Office
- 3 Community Care City of Kawartha Lakes -Community Health Centre
- 4 Community Care City of Kawartha Lakes Hospice Services
- 5 GAIN & Personal Support Services

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
 - The “Do Not Use” list of abbreviations
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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
 - Reprocessing
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Risk Assessment

- Home Safety Risk Assessment
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