

Accreditation Canada Public Health Service Standards High Priority Standards

Presentation/Discussion –
To identify illustrative examples...



QUALITY
IMPROVEMENT &
PATIENT
SAFETY



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

What is Accreditation?

Accreditation looks at how well a health care organization, such as the WRHA, meets national standards of excellence. It involves everyone in the WRHA, patients/clients, families, and community partners to ensure that the best possible care is provided.

Using a 4 step cycle, the WRHA meets accreditation requirements and the goal to provide the best possible care.

**The WRHA is accredited every 4 years.
The next on-site survey is scheduled for 2020.**

Standards & Practices



STEP

1

What are we doing?

- Plan
- Train
- Review standards
- Required Organizational Practices (ROPs) see example

Improvements



STEP

3

How are we going to improve?

- Set goals
- Develop plan to improve
- Implement action plans
- Analyze & measure progress

Internal Review

How are we doing?

- Self Assessment Questionnaires (SAQ)
- Surveys
- Identify strengths & areas for improvement

April 1-28!

STEP

2

External Review

What is it?

- Surveyors
- Review of practices
- Identify strengths & areas for improvement
- Results of how we did

STEP

4

Building Knowledge and Understanding of Population Needs and Assets

Standards and Examples:

- **1.0: Population health status is regularly assessed and health issues, inequities, and assets are identified.**
 - 1.1 A Population health assessment is conducted at least every 5 years (Regional process)
 - 1.5 Health Equity gaps that exist between and within populations are identified.
- Better Access to Groceries Program developed by agencies in community with help from Community Facilitator and PH Dietitian in response to food desert analysis data
- Manitoba Collaborative Data Portal
- Work with Aboriginal Youth Opportunities (AYO!)
- Work with schools (CA teams and regional)

High Priority Standards and Examples:

- 1.1 A Population health assessment is conducted at least every 5 years
 - Regional process for formal [community health assessment](#)
- 1.5 Health Equity gaps that exist between and within populations are identified.

2.0 A comprehensive surveillance system is maintained to monitor public health threats.

- CD surveillance system, iPHIS, PHIMs, WFPS collaboration
- Regular access and monitor surveillance data (program, local—NETs, etc)
- Agreements with partner organizations to access external surveillance data as needed (e.g., WFPS)
- Process to receive timely notification of PH threats identified by providers, labs (24/7);
- Data analyzed to assess implications for Pop Health;
- Surveillance info shared with leaders, staff, partners, public in a timely way.
- Process to evaluate surveillance system and improve.

Surveillance: High Priority Standards

- 2.1 A process is followed to regularly access and monitor surveillance data to identify and investigate emerging and immediate public health threats and trends.
- 2.4 Surveillance data is analyzed and interpreted to assess potential implications for population health.
- 2.5 Surveillance information is disseminated to the organization's leaders, partners and the public in a timely way.

Investing in Public Health Services:

Standards and Examples:

3.0 Programs and services are planned and designed to meet community health needs ***WITH INPUT FROM COMMUNITY***

- Community request for HSHR to support capacity building for overdose response.
- Access Winnipeg West physiotherapist led strength and balance fall prevention program for older adults
- Healthy Parenting Winnipeg website – input from families informed design; process in place to collect feedback.
- Community Nutrition partners with Food Matters Manitoba
- PPH team members collaborate with City of Winnipeg re: transit master plan, OurWinnipeg, to identify and address health risks in social and built environments.
- Transcona's Coping with Change initiative to offer MH Wellness sessions to new mothers.
- Point Douglas You Matter Wellness Clinic.

Planning: High Priority Standards

- 3.10 There is access to sufficient laboratory capacity in the community to meet the needs of the local public health system.
 - Cadham Provincial Public Health Laboratory;
- 3.11 Ethics-related issues are proactively identified, managed, and addressed.
 - [Regional Ethics services](#) provides toolkits for staff, decision support consultation and workshops.

Building a Prepared and Competent Team

Standards and Examples:

- **4.0 Team members are qualified and have relevant competencies.**
 - Staff participation in MICST - building cultural safety competencies.
 - PPH staff development committee – supports ½ day session in June; Fall & Winter Team Discussions.
 - Job postings and position descriptions reflect PH competencies and discipline specific competencies where relevant.
 - MB Health Promotion Core Competency Working Group.
 - FF training.

Staff Competency High Priority Standards

- 4.2 Required training and education are defined for all team members with input from clients and families
 - Comprehensive orientation for new staff.
 - Staff development sessions and associated activities. Informed by feedback from community, priority issues, competencies, e.g., cultural safety training was prioritized.
- 4.3 Team member performance is regularly evaluated and documented in an objective, interactive, and constructive way.
 - Annual performance conversations with TMs, completion rate is monitored.

Standards and Examples:

- **5.0 Well-being and work-life balance is promoted within the team.**
 - Active transport options are supported, Social Committees are supported within sites (Halloween, pot luck, grilled cheese day).
 - Wellness committee (Ink), treat day (PD), escape room (AFG),
 - Wellness break: bundling breaks for 1 hour break
 - Altered hours of work are supported where feasible to accommodate family/child related events.

Creating Conditions for Meaningful Engagement with Partners

Standards and Examples:

- **6.0 Community partners and stakeholders are engaged to address population health needs**
 - MOU with City of Winnipeg in progress
 - Standard review on *testing* and labelling requirements for hip protectors used to reduce the risk of hip fracture in the event of a fall
 - Community facilitators working with CA teams to facilitate income tax clinics in partnership with community based organizations;
 - Involvement in Neighborhood Resource Networks (NRN)s
 - iTrack collaboration with Aboriginal Youth Opportunities (AYO!)
 - Supporting Street Census and dissemination
 - Tobacco plan developed with community in Dtn and PD resulted in shift in focus to community identified priorities
 - Consultation around safer consumption spaces
 - Mental Health Advisory committees
 - Fall Prevention regional, provincial and national committees

PROMOTING THE HEALTH OF THE POPULATION

Standards and Examples:

- **7.0 Effective public health communication strategies are developed and implemented with partners, with input from the community.**
 - Drug alerts
 - [Staying on Your Feet](#) website offers knowledge products, resources and training on reducing falls and injury from falls for the public (primarily older adults and their caregivers), as well as health professionals
 - Social marketing campaigns in HSHR
 - Dial-a-Dietitian Manitoba Facebook Page administered in conjunction with Public Health Dietitians
 - Healthy Parenting Winnipeg website
 - Prevent falls site and materials
 - Manitoba Collaborative Data Portal
 - National immunization week
 - Baby Friendly Initiative (BFI)
 - Towards Flourishing, wellbeing guide.ca, etc.

Standards and Examples

8.0 Contributions are made to public policy in collaboration with partners and with input from the community.

- PHN participation in community engagement, e.g., Grant Park CC construction, Parent Child Coalition networks
- Sharing health evidence to facilitate improved social and health equity outcomes in order to reduce falls and injuries; increase physical activity; and increase safe and accessible active transportation options
- Sharing health evidence to support City of Winnipeg master transit plan
- Supporting community input and evidence for Our Winnipeg
- Healthy Eating Environments Guideline
- Position statements are informing policy: HIV decriminalization position informed by HIV stakeholders and community. Helped inform national and regional policy and priorities.
- Supporting bike helmets and booster seats regulation

Standards and Examples:

- **9.0 Capacity to promote the health of the population is built within the community, in collaboration with partners**
- FNIH community champions based on numbers of high incidence communities.
- Elmwood's Better Access to Groceries program
- Infant Nutrition and Toddlers Nutrition TTT sessions with agencies.
- Increasing awareness of recreation subsidy to address income barriers
- Work with schools and newcomers to promote mental health
- Sharing health and income/poverty information with partners, Wpg Harvest event
- Community Breast Feeding group in North Wpg.

Investing in Prevention for Improved Population Health

Standards and Examples:

- **10.0: A wide range of prevention activities are delivered.**
 - Naloxone program
 - Immunization programs, outreach clinics
 - TB outreach program
 - Mental Health promotion work in schools
 - Street Connections, Harm reduction supply distribution
 - FF program

Standards and Examples:

- **11.0--Safe and equitable immunization services are provided to the community**
 - Outreach flu clinics
 - Targeted locations to facilitate access: housing complex, Oak Table, Harvest, etc.

Protecting the Health of the Population

Standards and Examples:

- **12.0--Public health laws and regulations are enforced to protect people from health and safety hazards.**
 - Work by Public Health Inspectors (PHIs), MOHs.
 - Partnership with PHI in food borne illness follow up.
 - TB supporting clients to successfully complete treatment, e.g., incentives, housing, outreach, additional supports
 - Advocacy to create regulations about bike helmets, booster seats, product and food safety.

Standards and Examples:

- **13.0: The organization is prepared to respond to public health emergencies.**
 - PPH program situated in regional ICS;
 - Processes in place for response (ongoing improvements)
 - Epi infrastructure and expertise to detect and help manage increase in CD cases.
 - Work to do to prepare, exercises, surge capacity, work with community.

Maintaining Efficient Information Systems to Support Decision Making

Standards and Examples:

- **14.0--Policies, procedures and the appropriate information technologies are in place for managing public health data and information is available to support evidence-informed decisions**
 - Regional privacy policies: collection, use, storage, disclosure, destruction of PHI.
 - IT infrastructure in place for most service areas, needs improvement.
 - Capacity to use data from info systems to inform decisions, practice improvements. Need access to data from all systems.
 - NETS, MBCDP have added to capacity of entire team and community.

Monitoring Quality and Achieving Positive Outcomes

Standards and Examples:

- **15.0 Research, evidence, and best practices are used to inform and improve public health services.**
 - Best practice issue papers
 - Using NETS data to inform community partners re: food security in community areas.
 - HSHR partnerships: HIV Collective Impact
 - TF services development
 - PP and newborn care maps coming
 - Evidence documents developed and shared with partners, using literature, community knowledge, criminal justice, TRC, etc.
 - PPM model

Standards and Examples:

- **16.0--Indicator data is collected and used to guide quality improvement activities.**
 - RL6 used to inform needed improvements
 - Voice of the client work started... individual and family feedback; need to collect and collate input from community (need systematic approach).
 - Focus groups in Seven Oaks with newcomer population
 - iTracks project asked about racism and discrimination
 - KPIs and performance to standard data used in healthy parenting to identify strengths and areas for improvement.