



## Compassion Network

### Accredited with Commendation

**Compassion Network** has gone beyond the requirements of the Qmentum accreditation program and is commended for its commitment to quality improvement.

**Compassion Network** 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 **Compassion Network** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

### Compassion Network (2022)

The Compassion Network has served over 2,000 clients of all ages since it began operations in 2013. Today, its services include nursing care, caregiving, disability support, companionship, housekeeping and laundry, and healthcare staffing solutions in over 20 communities across Alberta. Compassion Network's primary focus is providing quality, reliable care for seniors so they can remain at home for as long as possible.

### 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](http://www.isqua.org), a tangible demonstration that our programs meet international standards.

Find out more about what we do at [www.accreditation.ca](http://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

October 23, 2022 to October 27, 2022

### Locations surveyed

- **2** 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 Commendation** as of the date of this report.

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

### Standards used in the assessment

- **6 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.

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Compassion Network Inc was founded in 2013 to support seniors in their homes and to stay in their community. The evolution was inspired by the founder's grandparents, to ensure seniors had independence and those supports necessary to stay safely at home.

The organization provides home health and support services to empower people to maintain an independent lifestyle in the community.

Together, the staff make up Compassion network.

The services include home support services, health care staffing services and home care services. They offer services both in Edmonton and Calgary.

The organization has entered into a partnership with Telus Health to promote their personal emergency response service, the Living Well Companion. This is another safety tool to support people in their own homes.

The organization has a strategic plan and develops and implements operational plans to ensure the strategic goals are reached.

The organization completed the primer, through Accreditation Canada, in 2020 and are now completing their first full survey. They have done a great deal of work to prepare for the Accreditation survey and to ensure the staff are informed and aware of the process and expectations. They have implemented a falls prevention strategy that outlines process, education and training, and ongoing evaluation. In addition, they have strengthened Infection prevention and control, mandatory education, safety, to note a few.

They have a number of committees in place, including Team meetings, Accreditation Canada Steering committee, COVID Advisory committee, Medication Advisory Committee, Recruitment meetings, and Occupational Health and Safety meetings.

The leaders and staff are reported "to go above and beyond" to ensure the client's needs are met and that appointments are not missed. There were some very positive comments noted on Facebook.

The clients and families were very satisfied with the services they received. They describe the leaders and staff as knowledgeable, responsive, kind and caring, and reported that they felt heard and safe.

They use a number of platforms for recruitment, including Indeed, postings on Kijiji, in community centers, at postsecondary education departments and by word of mouth.

The organization has several external contracts to which they supply services. These contracts are in place and outline expectations and timelines.

The organization is always looking for opportunities, to enhance and strengthen services and supports, for seniors and youth.

The Quality Management program is in place however they are encouraged to strengthen it, to include a quality improvement committee and quarterly reporting on indicators and subsequent improvements.

As the organization collects and monitors data, this will provide evidence to evaluate their growth going forward, as well as to ensure improvements are implemented for safe, quality care.

The organization demonstrates that they are "people centered" however they need to formalize this through engaging clients, families, staff and community partners. This will provide opportunities to obtain their input and feedback on anything where their perspective and opinion would be beneficial.

The organization has a number of external connections and is encouraged to continue this and to strengthen their community participation on boards, foundations and councils.

This will support the importance of the work they do by raising awareness.

Their community partners spoke highly of the coordinators and leaders, as well as the staff. They are described as knowledgeable, responsive, kind and caring. clients felt listened to and heard, and most importantly, safe. Most partners could offer no suggestions for improvements, other than access to more of their staff.

There are 130 casual staff who like working at this organization. They feel valued and supported by their managers and the overall team. They feel that they get a good orientation, education and training, and access to personal protective equipment to safely do their work.

The staff appreciate having access to real time information about the clients through AlayaCare, access to their schedules, and timely responses from the coordinators.

The staff would benefit from increased participation in other opportunities, like quality improvement, infection prevention and control auditing, and the medication advisory committee.









The staff appreciate the diversification that working with Compassion network provides to them.

## 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.

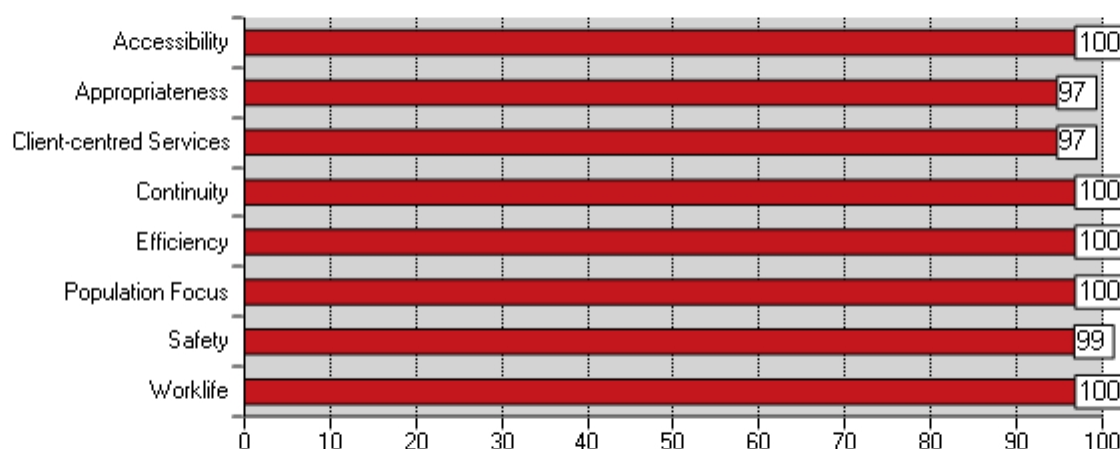
The quality dimensions are:

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

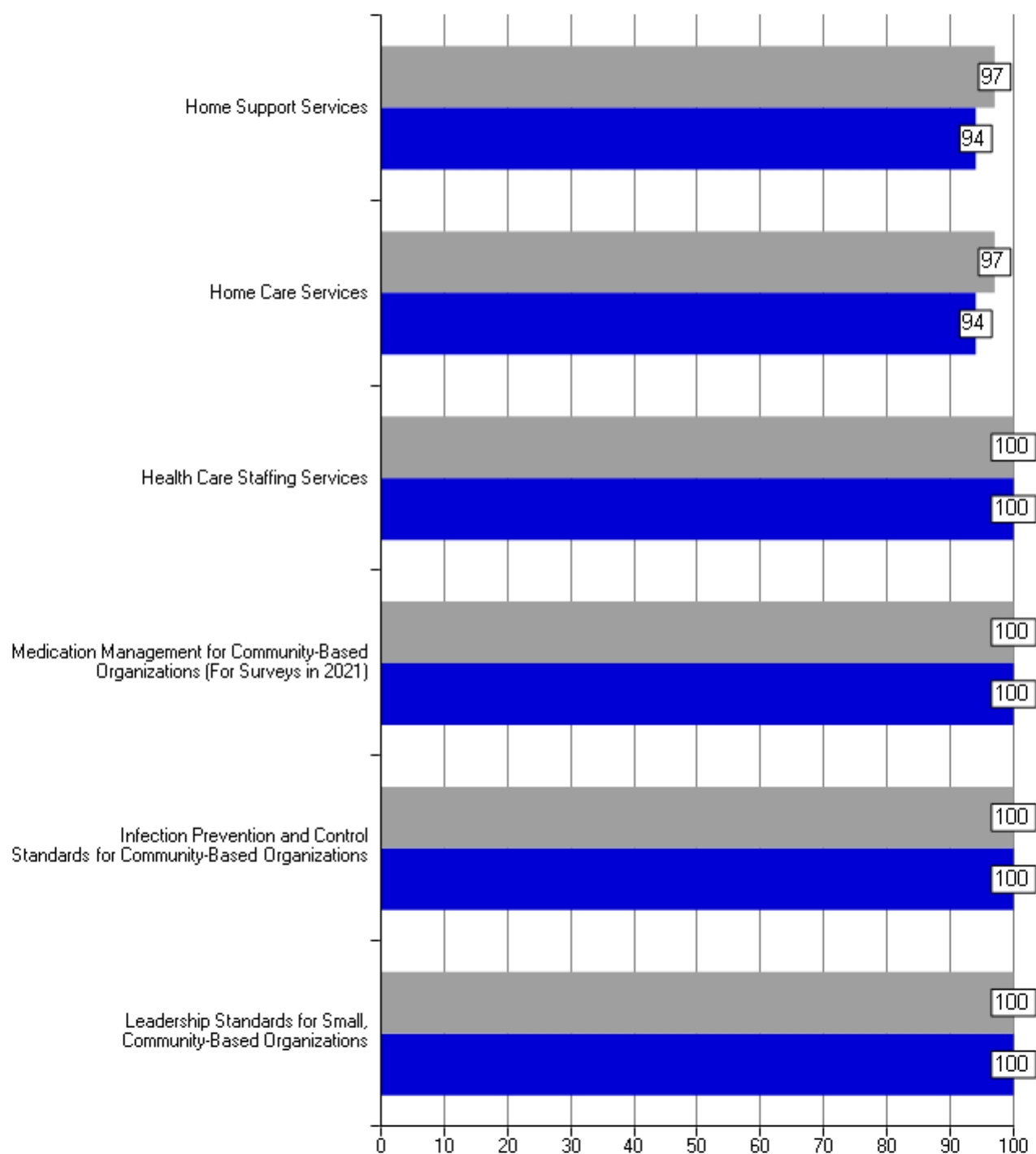
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

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.

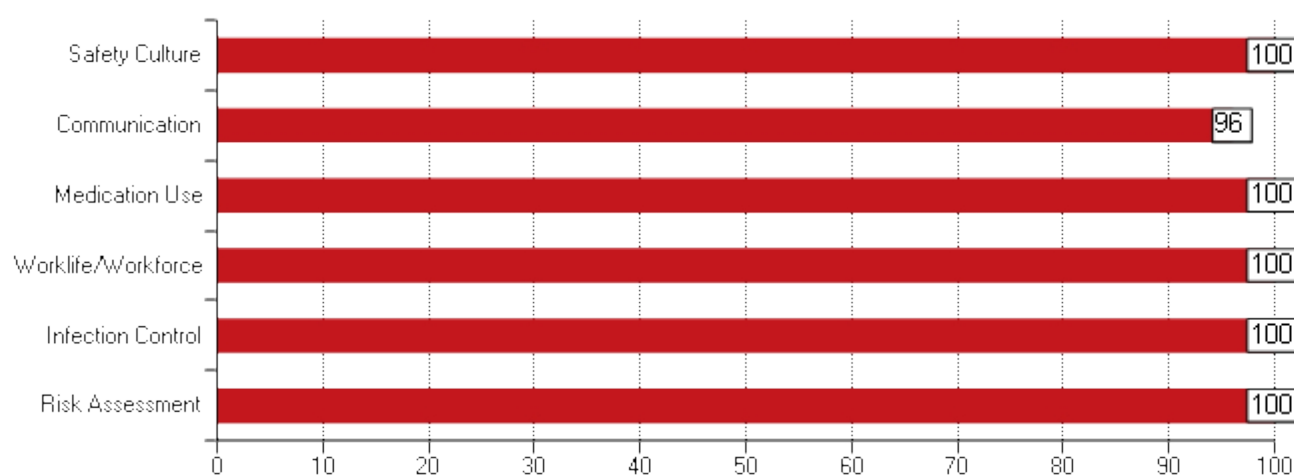
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes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

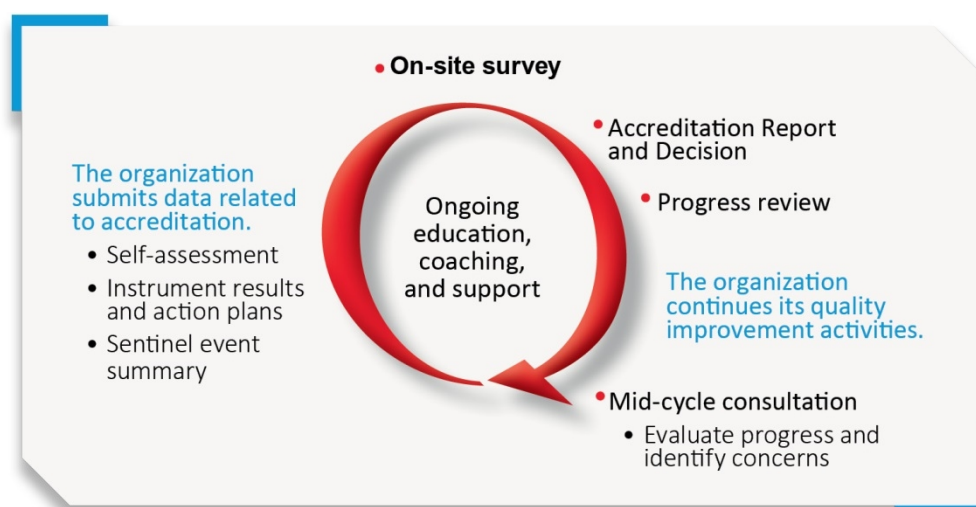
The Qmentum accreditation program is a four-year cycle of assessment and improvement, where organizations work to meet the standards and raise the quality of their services. Qmentum helps them assess all aspects of their operations, from board and leadership, to care and services, to infrastructure.

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 **Compassion Network** 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 Compassion Network Calgary
- 2 Compassion Network Edmonton

## Appendix B

### Required Organizational Practices

#### Safety Culture

- 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
  - Medication reconciliation at care transitions
  - The “Do Not Use” list of abbreviations
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#### Medication Use

- High-Alert Medications
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#### Worklife/Workforce

- Patient safety plan
  - Patient safety: education and training
  - Workplace Violence Prevention
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#### Infection Control

- Hand-Hygiene Compliance
  - Hand-Hygiene Education and Training
  - Infection Rates
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#### Risk Assessment

- Home Safety Risk Assessment
  - Skin and Wound Care
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