To: Chair and Members
   Emergency & Community Services Committee

From: Joe-Anne Priel
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Date: May 28, 2009

Re: Accreditation at Macassa Lodge (CS09044) (City Wide)

Council Direction:

Not applicable.

Information:

Macassa Lodge is currently a member of Accreditation Canada and is scheduled for a renewal of its three year accreditation status survey visit in November 2009. The Commission of Accreditation of Rehabilitation Facilities (CARF) Canada has recently been approved and introduced as an alternative to Accreditation Canada by the Ontario Ministry of Health and Long-Term Care (MOHLTC). A review of the CARF Canada program and comparison with the Accreditation Canada Program was completed to determine which would be the most effective program for Macassa Lodge for the next Accreditation. Analysis revealed that CARF Canada’s program was more closely aligned with Macassa Lodge’s strategic goals, as well as being more cost effective. Based on this review, staff will be applying for accreditation renewal through CARF Canada with a target completion date of September 2010.

Accreditation is a process of self-assessment and external third-party peer review that results in formal recognition that the organization conforms to a specific set of consensus-based standards. A normal accreditation cycle is three years in duration with the goal of obtaining full accreditation with the completion of the survey visit.

Accreditation Canada is a not-for-profit, independent organization. They provide national and international health care organizations with a voluntary, external peer review to assess the quality of their services based on standards of excellence. Macassa and Wentworth Lodges have been long-standing members of Accreditation Canada and have completed numerous surveys.
CARF International is an independent, non-profit accreditor of human service providers and networks including those delivering long-term care. CARF Canada, incorporated in 2002, is a member of the CARF family of organizations. Based on an evaluation by the Canadian Outcomes Research Institute (CORI) in 2007, CARF’s Accreditation process for Long-Term Care Providers in Ontario was found to meet the broad objectives of the accreditation premium provided by the MOHLTC and has subsequently been approved as an alternative to Accreditation Canada. Ten Long-Term Care (LTC) homes in Ontario participated in the pilot and evaluation of the CARF program with very positive results.

Accreditation Canada requires extensive preparation with multiple submissions before the Survey Visit including several online surveys, which are completed by all employees. Organizations are assessed against the standards through the completion of these surveys in addition to the survey visit. Organizations receive their accreditation status in a final report approximately six-months later. The norm with the new Accreditation Canada Program is for organizations to receive a rating of “Accreditation with Report”, which requires extensive ongoing follow-up with tight deadlines. Preparation and follow-up are generally labour-intensive. The portal (method by which evidence is submitted to Accreditation Canada) requires constant updates with targeted information and has been found to be very non-user friendly and challenging.

CARF Canada requires organizations to be compliant with the standards for six-months before they will complete the survey visit. Organizations complete a self-assessment to determine areas they need to address to be compliant with the standards. Following the survey visit the organizations are given their accreditation status. All ten LTC homes that participated in the pilot study received full accreditation status. Items which require further work are identified and a quality improvement plan is completed by the organization within 90 days. On an annual basis, organizations submit an Annual Conformance to Quality Report. Preparation for organizations going through the process for the first time has been identified as approximately 12 months. Extensive coaching and support is available through an assigned Resource Specialist.

Accreditation Canada focuses on the development of systems, policies and procedures. Staff members and residents tend to feel disconnected from the process and have difficulty connecting the standards to what they do on a daily basis. Although the outcome of meeting the standards is to improve Resident Care the connection between the evidence submitted and Resident Care outcomes is not always clear. Much of the preparation and follow-up is a paper process with many large ‘projects’ required to meet the standards. Further to this, the program has been found to change quite significantly between accreditation cycles.

CARF Canada will assist the organization to develop the foundation for a solid Quality Improvement Plan focusing on the residents and the care they receive and it directly involves the residents, their families and employees in the process. Standards are clear, geared to the LTC sector and fit with the MOHLTC compliance standards. Objectives speak to the philosophy of care and vision and resonate with the staff that are providing the direct care. Preparing and complying with CARF Canada is promoted as not being a paper process but based on the outcomes achieved as a result of the self-assessment and standard development. CARF Canada’s focus on improved
quality of care for the residents and families aligns very well with the Strategic Goals of Macassa Lodge.

Although Macassa Lodge is scheduled for a survey visit in November 2009, in order to support organizations that are interested in change, the MOHLTC has agreed to allow LTC homes a ten-month window from the time their accredited status with Accreditation Canada lapses in which to become CARF Canada accredited. During this period, the accreditation premium provided by the MOHLTC will not be interrupted. This ten-month extension would commence from the end of the organizations current accreditation cycle with Accreditation Canada, which for Macassa Lodge is November 2009. CARF Canada will notify the MOHLTC Compliance Branch, on behalf of Macassa Lodge, which ensures the continuation of the MOHLTC funding over the next ten-month period. The total cost of Accreditation for a three-year cycle is $18,702.00 for Accreditation Canada and $10,000.00 for CARF Canada, all of which is to be covered by the MOHLTC.

Based on the above analysis, Macassa Lodge will be withdrawing from Accreditation Canada as of November 2009 and will pursue accreditation with CARF Canada with a target site visit for September 2010.

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