Information Report

To: Mayor and Members
Board of Health

Outstanding Business Item No. C and Issue: Public Health Accreditation
BOH08027

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Date: November 23, 2009

Re: Public Health 2010 Accreditation Process BOH08027(a) (City Wide)

Council Direction:

The following motion was passed at the August 6, 2008 Board of Health (BOH) meeting, in response to the “Public Health Accreditation Process Changes (BOH08027)” report:

(a) That the next Public Health accreditation survey (scheduled for June 2009) be postponed for twelve (12) months until 2010, as outlined in Report BOH08027.

(b) That staff be directed to report back to the BOH prior to the application submissions for the next accreditation survey with regards to the application process, timelines and Board’s participation.

Information:

The purpose of this report is to address BOH direction (b) and provide an update on preparations underway for the accreditation survey scheduled for June 2010. It will also outline how the preparations are being impacted by the Pandemic H1N1 (pH1N1) response activities and contingency planning.

Background:

As of 2009, Hamilton Public Health Services (PHS) will have been accredited for twenty (20) consecutive years by the Ontario Council on Community Health Accreditation (OCCHA). The accreditation of the Child and Adolescent Services program of Family
Health Division by Children’s Mental Health Ontario is tied to the OCCHA accreditation process.

PHS was last surveyed in June 2005, when PHS was part of the Public Health and Community Services Department. The result was a four (4) year award.

Over the past two (2) years, revisions have been made to both the OCCHA accreditation standards and the accreditation process. The accreditation standards have been revised to reflect the changes to the provincial public health mandate under the Ontario Public Health Standards. This was the reason for seeking to postpone the OCCHA accreditation survey until June 2010.

Three changes have been introduced to the accreditation process, in keeping with a philosophy of continuous quality improvement:

(a) Public health units seeking OCCHA accreditation will now be surveyed on a three (3) year cycle, regardless of the level of compliance. Previously, accreditation surveys could occur every two (2) to four (4) years depending on the level of compliance with the accreditation standards.

(b) A pre-survey questionnaire will be sent to the BOH and to randomly selected PHS staff and community partners two months prior to the on-site survey. Completed questionnaires will be sent directly to OCCHA and may be submitted anonymously. This new step will help the surveyors to streamline the interview process while on-site.

(c) Between the three-year accreditation surveys, OCCHA surveyor(s) will conduct a one (1) day on-site visit annually to review randomly chosen OCCHA standards as well as progress on recommendations made in the preceding survey.

Accreditation Milestones and Timelines

In order to meet the June 2010 on-site survey deadline, the following steps must be completed at the indicated timelines:

<table>
<thead>
<tr>
<th>Timeline</th>
<th>Milestone</th>
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<tr>
<td>March 2010</td>
<td>The completed application and questionnaire should be submitted to OCCHA.</td>
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<tr>
<td>May 2010</td>
<td>Pre-survey questionnaires should be completed and submitted to OCCHA by the BOH and randomly selected PHS staff and community partners.</td>
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<td>June 2010</td>
<td>OCCHA surveyors conduct a three-day on-site survey. The survey begins with a kick-off luncheon which is an opportunity for OCCHA surveyors to meet with BOH members, PHS</td>
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management and key PHS staff. Surveyors will review documents and conduct interviews with two (2) BOH members, PHS staff and community partners. The survey concludes with a closing meeting between the surveyors and the PHS senior management team, to review initial key findings.

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<tr>
<th>Date</th>
<th>Event Description</th>
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<tr>
<td>Fall 2010</td>
<td>Final results of the survey sent by OCCHA and reported to the BOH.</td>
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<tr>
<td>June 2011</td>
<td>First annual review visit (one day).</td>
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<tr>
<td>June 2012</td>
<td>Second annual review visit (one day).</td>
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<tr>
<td>March to June 2013</td>
<td>Preparations for the next OCCHA accreditation survey cycle.</td>
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**Impact of pH1N1 Activities, 2009-2010**

In order to manage the necessary pH1N1 response and maintenance of essential services, resource reallocations and staff redeployments have been made within PHS that have a direct impact on preparations for the accreditation survey. These include:

- Redeploying the Accreditation Project Manager to assist with pH1N1 clinic staff scheduling
- Suspending all meetings of the Accreditation Project Team until further notice
- Postponing the ongoing process of updating policies and procedures
- Postponing operational planning for 2010
- Delaying staff performance appraisals
- Deferring staff training events until further notice

The Public Health Services Management Team acknowledges that preparations for, and response to, the second wave of pH1N1 will likely have a negative impact on the results from the OCCHA accreditation survey.

**Next Steps**

PHSMT will assess progress in accreditation preparations in January 2010. Based on this and ongoing pH1N1 activities, PHSMT will present a recommendation report to the BOH to either proceed with or postpone the accreditation survey scheduled for June 2010.

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