



**ACCREDITATION  
AGRÉMENT**  
CANADA  
Qmentum

---

# Progress Report

---

## Alberta Health Services

Edmonton, AB

**3rd Component (2014-17 Cycle)**

On-site survey dates: May 1, 2016 - May 6, 2016

Progress Report issued: November 28, 2016

## About the Progress Report

Alberta Health Services (referred to in this report as “the organization”) had an on-site survey in May 2016. To maintain or improve its accreditation decision, the organization needed to complete required follow-ups after the survey and submit evidence of action taken for Accreditation Canada’s review.

This Progress Report reflects the organization’s progress since the on-site survey. The report shows the organization’s compliance with the quality dimensions, the standards, and the Required Organizational Practices (ROP) at the time of the on-site survey and following Accreditation Canada’s progress review.

Any alteration of this Progress Report compromises the integrity of the accreditation process and is strictly prohibited.

## Confidentiality and Dissemination

This report is confidential. Accreditation Canada provides it to the organization and does not release it to any other parties.

In the interest of transparency and accountability, Accreditation Canada encourages the organization to disseminate its Progress Report to staff, board members, clients, the public, and other stakeholders.

*Accreditation Canada is a not-for-profit, independent organization that provides health services organizations with a rigorous and comprehensive accreditation process. We foster ongoing quality improvement based on evidence-based standards and external peer review. Accredited by the International Society for Quality in Health Care, Accreditation Canada has helped organizations strive for excellence for more than 50 years.*

## Table of Contents

Accreditation Decision	1
Overview by Quality Dimensions	2
Overview by Standards Set	3
Overview by Required Organizational Practices	5
Summary	12

## Accreditation Decision

After the on-site survey, the organization's accreditation decision was:

**Accredited**

After the progress review in November 2016, the organization's accreditation decision is:

◦ = ◦ **Accredited**

## Overview by Quality Dimensions

Accreditation Canada defines quality in health care by focusing on eight dimensions that represent key service elements. Every criterion in the standards is associated with a quality dimension.

This table shows the organization's standards compliance for each quality dimension at the time of the on-site survey and following the progress review.

Quality Dimension	Compliance (%)	
	On-site survey May 2016	Progress review November 2016
Population Focus (Work with my community to anticipate and meet our needs)	88.57%	88.57%
Accessibility (Give me timely and equitable services)	97.17%	97.17%
Safety (Keep me safe)	89.04%	89.59%
Worklife (Take care of those who take care of me)	90.57%	90.57%
Client-centred Services (Partner with me and my family in our care)	93.51%	93.51%
Continuity of Services (Coordinate my care across the continuum)	99.06%	99.06%
Appropriateness (Do the right thing to achieve the best results)	87.09%	87.09%
Efficiency (Make the best use of resources)	68.75%	68.75%

## Overview by Standards Set

Qmentum standards sets identify policies and practices that contribute to high-quality, safe, and effectively managed care. Each standard has associated criteria that contribute to achieving that standard.

System-wide sets of standards address quality and safety at the organizational level in areas such as governance and leadership, while population-specific and service excellence sets of standards address specific populations, sectors, and services. The sets of standards used to assess an organization's programs are based on the type of services it provides.

This table shows the organization's compliance with the applicable sets of standards at the time of the on-site survey and following the progress review.

Standards Set	Compliance (%)			
	On-site survey May 2016		Progress review November 2016	
	High priority criteria	All Criteria	High priority criteria	All Criteria
Acquired Brain Injury Services	86.96%	92.54%	86.96%	92.54%
Ambulatory Care Services	93.48%	92.68%	93.48%	92.68%
Ambulatory Systemic Cancer Therapy Services	95.45%	96.20%	95.45%	96.20%
Cancer Care and Oncology Services	100.00%	100.00%	100.00%	100.00%
Community-Based Mental Health Services and Supports	65.91%	78.26%	65.91%	78.26%
Home Care Services	97.96%	99.20%	97.96%	99.20%
Medicine Services	88.89%	93.44%	88.89%	93.44%
Mental Health Services	76.00%	83.80%	76.00%	83.80%
Perioperative Services and Invasive Procedures	80.87%	82.59%	80.87%	82.59%
Rehabilitation Services	84.44%	88.80%	84.44%	88.80%
Spinal Cord Injury Acute Services	98.00%	96.50%	98.00%	96.50%

Standards Set	Compliance (%)			
	On-site survey May 2016		Progress review November 2016	
	High priority criteria	All Criteria	High priority criteria	All Criteria
Spinal Cord Injury Rehabilitation Services	97.87%	98.51%	97.87%	98.51%
Substance Abuse and Problem Gambling	84.44%	86.61%	84.44%	86.61%

## Overview by Required Organizational Practices

In the Qmentum program, a Required Organizational Practice (ROP) is defined as an essential practice that an organization must have in place to enhance client safety and minimize risk. Each ROP has associated tests for compliance, categorized as major and minor. All tests for compliance must be met for the ROP to be rated as met.

This table shows the organization's compliance with the applicable ROPs at the time of the on-site survey and following the progress review.

Required Organizational Practice	Compliance	
	On-site survey May 2016	Progress review November 2016
Patient Safety Goal Area: Communication		
Client Identification (Acquired Brain Injury Services)	Met	Met
Client Identification (Ambulatory Care Services)	Met	Met
Client Identification (Ambulatory Systemic Cancer Therapy Services)	Met	Met
Client Identification (Cancer Care and Oncology Services)	Met	Met
Client Identification (Home Care Services)	Met	Met
Client Identification (Medicine Services)	Met	Met
Client Identification (Mental Health Services)	Met	Met
Client Identification (Perioperative Services and Invasive Procedures)	Unmet	Met
Client Identification (Rehabilitation Services)	Met	Met



Required Organizational Practice	Compliance	
	On-site survey May 2016	Progress review November 2016
Patient Safety Goal Area: Communication		
Client Identification (Spinal Cord Injury Acute Services)	Met	Met
Client Identification (Spinal Cord Injury Rehabilitation Services)	Met	Met
Client Identification (Substance Abuse and Problem Gambling)	Met	Met
Information transfer at care transitions (Acquired Brain Injury Services)	Met	Met
Information transfer at care transitions (Ambulatory Care Services)	Met	Met
Information transfer at care transitions (Ambulatory Systemic Cancer Therapy Services)	Unmet	Unmet
Information transfer at care transitions (Cancer Care and Oncology Services)	Met	Met
Information transfer at care transitions (Community-Based Mental Health Services and Supports)	Unmet	Unmet
Information transfer at care transitions (Home Care Services)	Unmet	Unmet
Information transfer at care transitions (Medicine Services)	Unmet	Unmet
Information transfer at care transitions (Mental Health Services)	Met	Met
Information transfer at care transitions (Perioperative Services and Invasive Procedures)	Unmet	Unmet

Required Organizational Practice	Compliance	
	On-site survey May 2016	Progress review November 2016
Patient Safety Goal Area: Communication		
Information transfer at care transitions (Rehabilitation Services)	Met	Met
Information transfer at care transitions (Spinal Cord Injury Acute Services)	Met	Met
Information transfer at care transitions (Spinal Cord Injury Rehabilitation Services)	Met	Met
Information transfer at care transitions (Substance Abuse and Problem Gambling)	Met	Met
Medication reconciliation at care transitions (Acquired Brain Injury Services)	Met	Met
Medication reconciliation at care transitions (Ambulatory Care Services)	Met	Met
Medication reconciliation at care transitions (Ambulatory Systemic Cancer Therapy Services)	Met	Met
Medication reconciliation at care transitions (Cancer Care and Oncology Services)	Met	Met
Medication reconciliation at care transitions (Community-Based Mental Health Services and Supports)	Met	Met
Medication reconciliation at care transitions (Medicine Services)	Met	Met
Medication reconciliation at care transitions (Mental Health Services)	Met	Met
Medication reconciliation at care transitions (Perioperative Services and Invasive Procedures)	Met	Met

Required Organizational Practice	Compliance	
	On-site survey May 2016	Progress review November 2016
<b>Patient Safety Goal Area: Communication</b>		
Medication reconciliation at care transitions (Rehabilitation Services)	Met	Met
Medication reconciliation at care transitions (Spinal Cord Injury Acute Services)	Met	Met
Medication reconciliation at care transitions (Spinal Cord Injury Rehabilitation Services)	Met	Met
Medication reconciliation at care transitions (Substance Abuse and Problem Gambling)	Met	Met
Safe surgery checklist (Perioperative Services and Invasive Procedures)	Unmet	Met
<b>Patient Safety Goal Area: Medication Use</b>		
Infusion pump safety (Ambulatory Care Services)	Met	Met
Infusion pump safety (Ambulatory Systemic Cancer Therapy Services)	Met	Met
Infusion pump safety (Cancer Care and Oncology Services)	Met	Met
Infusion pump safety (Home Care Services)	Met	Met
Infusion pump safety (Medicine Services)	Met	Met
Infusion pump safety (Mental Health Services)	Met	Met
Infusion pump safety (Perioperative Services and Invasive Procedures)	Met	Met

Required Organizational Practice	Compliance	
	On-site survey May 2016	Progress review November 2016
Patient Safety Goal Area: Medication Use		
Infusion pump safety (Rehabilitation Services)	Met	Met
Infusion pump safety (Spinal Cord Injury Acute Services)	Met	Met
Infusion pump safety (Spinal Cord Injury Rehabilitation Services)	Met	Met
Patient Safety Goal Area: Risk Assessment		
Falls prevention (Acquired Brain Injury Services)	Met	Met
Falls prevention (Ambulatory Care Services)	Unmet	Unmet
Falls prevention (Ambulatory Systemic Cancer Therapy Services)	Unmet	Unmet
Falls prevention (Cancer Care and Oncology Services)	Met	Met
Falls prevention (Home Care Services)	Met	Met
Falls prevention (Medicine Services)	Met	Met
Falls prevention (Mental Health Services)	Unmet	Unmet
Falls prevention (Perioperative Services and Invasive Procedures)	Unmet	Unmet
Falls prevention (Rehabilitation Services)	Unmet	Unmet

Required Organizational Practice	Compliance	
	On-site survey May 2016	Progress review November 2016
Patient Safety Goal Area: Risk Assessment		
Falls prevention (Spinal Cord Injury Acute Services)	Met	Met
Falls prevention (Spinal Cord Injury Rehabilitation Services)	Met	Met
Home safety risk assessment (Home Care Services)	Met	Met
Pressure ulcer prevention (Cancer Care and Oncology Services)	Unmet	Unmet
Pressure ulcer prevention (Medicine Services)	Unmet	Unmet
Pressure ulcer prevention (Perioperative Services and Invasive Procedures)	Unmet	Unmet
Pressure ulcer prevention (Rehabilitation Services)	Met	Met
Pressure ulcer prevention (Spinal Cord Injury Acute Services)	Met	Met
Pressure ulcer prevention (Spinal Cord Injury Rehabilitation Services)	Met	Met
Skin and wound care (Home Care Services)	Met	Met
Suicide prevention (Community-Based Mental Health Services and Supports)	Met	Met
Suicide prevention (Mental Health Services)	Met	Met

Required Organizational Practice	Compliance	
	On-site survey May 2016	Progress review November 2016
Patient Safety Goal Area: Risk Assessment		
Suicide prevention (Substance Abuse and Problem Gambling)	Met	Met
Venous thromboembolism prophylaxis (Cancer Care and Oncology Services)	Met	Met
Venous thromboembolism prophylaxis (Medicine Services)	Unmet	Unmet
Venous thromboembolism prophylaxis (Perioperative Services and Invasive Procedures)	Unmet	Unmet
Venous thromboembolism prophylaxis (Spinal Cord Injury Acute Services)	Met	Met
Venous thromboembolism prophylaxis (Spinal Cord Injury Rehabilitation Services)	Met	Met

## Summary

Alberta Health Services is using Accreditation Canada's Qmentum program to guide its quality improvement initiatives by assessing its services against Accreditation Canada's standards and using the results to make improvements.

Accreditation Canada has reviewed the evidence of action taken and reports that, as of November 2016, the organization's accreditation decision remains Accredited.

In the spirit of ongoing quality improvement, the organization is encouraged to continue to use the standards to improve the quality and safety of the services it offers.