

Continuing Care Health Service Standards How Did We Do?

Alberta Health & Wellness
Continuing Care Health Service Standards
Alberta Health Services Continuing Care
Edmonton Zone Home Living
Canadian Home Care Association
National Conference

OCTOBER 24 - 26, 2011
Sheraton on the Falls, Niagara Falls Ontario

Objectives

- To highlight Alberta Health and Wellness, Continuing Care Health Service Standards.
- To review Home Living's Quality Audit process.
- To highlight the results of Home Living Quality Audits.
- To share recommendations and implementation plans for the next cycle of Home Living Quality Audits.



Introduction

- Alberta Health & Wellness developed Continuing Care Health Service Standards (CCHSS) May 2006.
- Purpose of CCHSS
 - To guide health zones and their Contracted Partners in the delivery of quality care to their clients.
 - Standards take into consideration the individual needs, preferences and abilities of each client.
- CCHSS
 - Revised March 2007, July 2008.
 - Currently under revision.

CCHSS (July 2008)

23 standards are included in the July 2008 CCHSS

- **STANDARD 1.1** Continuing Care Health Service Standards
- **STANDARD 1.2** Information on Continuing Care Health Services
- **STANDARD 1.3** Waitlist Management
- **STANDARD 1.4** Client/Family Information and Feedback
- **STANDARD 1.5** Client Concerns
- **STANDARD 1.6** Promoting Wellness
- **STANDARD 1.7*** Communicable Disease and Infection Prevention and Control
- **STANDARD 1.8** Standardized Assessment
- **STANDARD 1.9** Client/Family Involvement in Care Planning
- **STANDARD 1.10*** Integrated Care Plan
- **STANDARD 1.11** Service Coordination
- **STANDARD 1.12** Client Health Information
- **STANDARD 1.13*** Continuing Care Health Service Providers
- **STANDARD 1.14** Nurse Practitioners
- **STANDARD 1.15*** Physician Services
- **STANDARD 1.16*** Medication Management
- **STANDARD 1.17*** Therapeutic Nutrition and Hydration
- **STANDARD 1.18** Therapeutic Services
- **STANDARD 1.19** Oral Health, Dental, Podiatry, Hearing and Vision Service
- **STANDARD 1.20*** Specialized Health Service Equipment and Medical-Surgical Supplies
- **STANDARD 1.21*** Operational Processes
- **STANDARD 1.22** Quality Improvement
- **STANDARD 1.23** Reporting



CCHSS (July 2008)

Alberta Health and Wellness Compliance Unit defines CCHSS into 2 levels of risk:

- High Risk Standards

“Health Standards that are identified as having a potential to cause immediate harm that requires immediate correction.”

- Intermediate Risk Standards

“Health Standards that are identified as having a potential impact on quality of care and over a period of time may result in immediate harm to clients.”

Home Living

- Alberta Health Services (AHS)
 - Delivers continuing care health services directly to clients based on the CCHSS.
- Continuing Care, Edmonton Zone, Home Living
 - Works at the operation level to provide health services and coordination of care, based on the standards, in the home and clinical setting to clients to optimize their ability to live safely, healthy and independent in their home for as long as possible.
 - Care is provided to clients in partnership with clients themselves, caregivers, Home Living staff, and Contracted Partners.

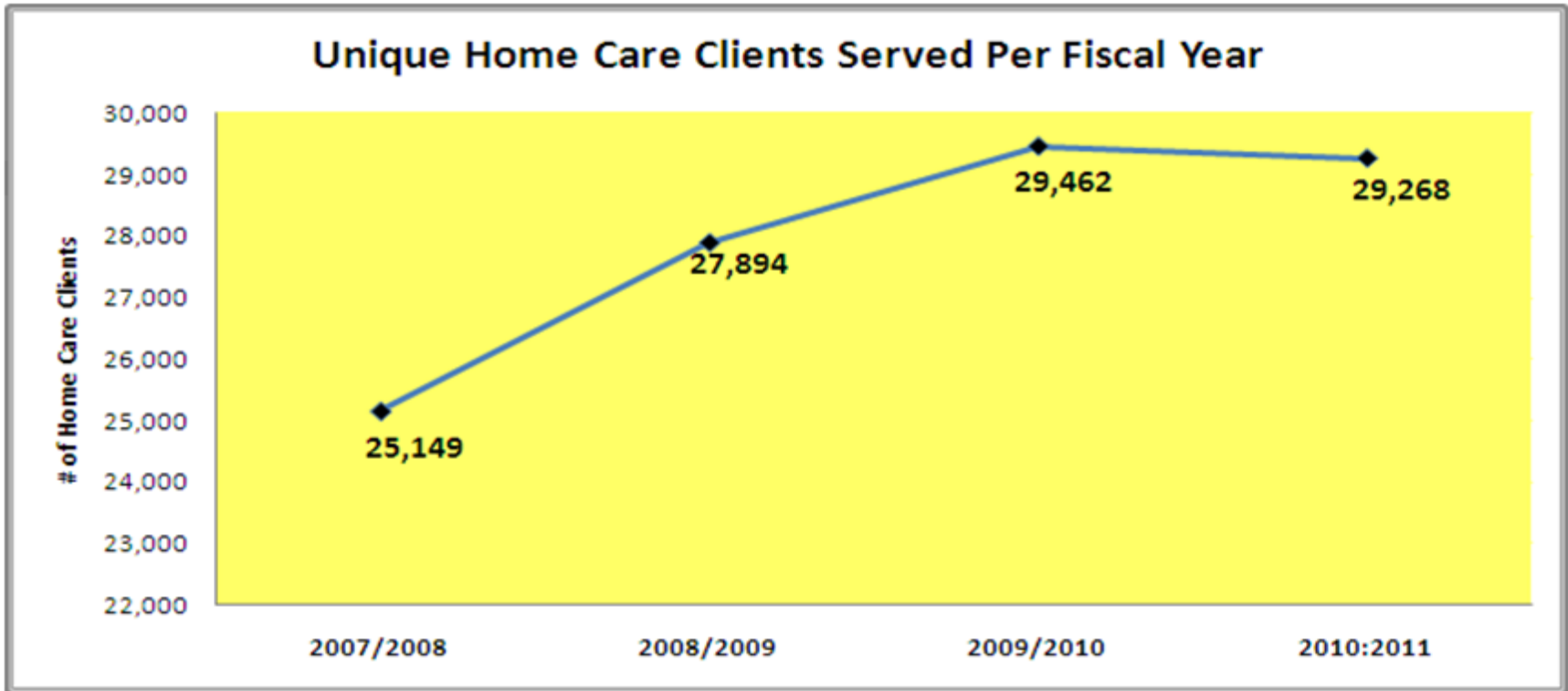
Home Living Quality Audits

- Home Living Quality Audits
 - Ongoing Quality Improvement activity.
 - Completed on a Biannual Basis.
- Purpose of Quality Audits
 - To monitor how Home Living and their Contracted Partners have operationally integrated the CCHSS into their policies, process and practices to ensure quality care is provided to clients.

Letter to Home Care



Home Living Clients



*Alberta Health Services – Continuing Care, Edmonton Zone, Home Living, *Community Care Local Database (CCLD)*. Edmonton, AB.

Quality Audits

- Standardized Quality Audit Process in 2008
 - Increase in consistency in tracking and reporting
- Quality Audits conducted October 2008 – September 2010

Total # of Quality Audit Sites	
Contracted Agencies	11
Site Based Operators	32
CHOICE	5
Day Programs	14
Home Care Sites (plus CAIL)	11
Total	73

Quality Audit Instruments

Quality Audit Instruments

- ✓ Document Checklist
- ✓ Interview Guides
- ✓ Chart Review Tool
- ✓ Site Tour Checklist
- ✓ Client Experience Survey
- ✓ Quality Audit Summary and Action Plan



Quality Audit Tool

- Standardized audit tools developed for each of the 5 areas audited
 - Home Living Offices, Contracted Agencies, Housing Sites, Adult Support Day Programs & CHOICE.
- Audit Tools Incorporated
 - Indicators identified from each of the CCHSS.
 - Home Living best practices and quality improvement strategies related to client centered care, patient safety and risk management.
 - Data from completed Quality Audit instruments.

Quality Audit Tool

Data Code	Area of Focus	Standard Number	Description of Process, Guidelines or Procedure	NA	Existing written policy	Met	Not Met	In progress	Comments	Definitions	
1	Compliance to Standards	1.1(a)	Full time staff have easy access to the Continuing Care Health Service Standards by registration to the Con't Care Desktop.							Met	Within 30 days of their start date, 100% of new staff (hired in the previous 6 months) are registered and have logins for the Con't Care Desktop.
										In progress	Some new staff have been registered within this timeframe, but not all.
										Not met	No new staff have been registered within this timeframe.
2	Information on Continuing Care Health Services	1.2(a)	Information is available to clients and families on how to connect to Con't Care Services through a single access link.							Met	Health Link/CCA promotional materials (brochures, posters, etc) are visible and available in public areas at this site.
										In progress	The site has materials, but they are not displayed.
										Not met	The site does not have materials available.
3	Waitlist Management	1.3(a)	Waitlists are managed according to urgency of need and equitable service.		CCS Policy 2.2.1HL 2.2.10; 2.2.20					Met	Staff follow the Comprehensive Lower Leg Assessment (CLLA) guidelines for 100% of referrals (as recorded on the consult board).
										In progress	Staff follow the CLLA guidelines for some, but not all, referrals.
										Not met	Staff do not follow the CLLA guidelines.

- Each indicator was assigned a rating of *Not applicable, Met, In progress, Not met.*
- Results summarized in a Quality Audit Summary and Action Plan.

Comparable Indicators

- Coding pattern used to determine comparability of indicators across all 5 areas.

Symbol	Definitions
√	All areas use same definition to evaluate standard in question
M	All areas use a related, but modified definition to evaluate standard in question
∅	Specific area has not evaluated this standard

- Of the 34 indicators identified in the CCHSS
 - 19 indicators had the exact definition or a modified definition to the Home Care networks definitions.

Quality Audit Results

Alberta Health & Wellness (AHW) Continuing Care Health Service Standards (CCHSS)/Key Indicators Comparable for all Integrated Home Living (IHL) Quality Review Areas (except CHOICE Areas)
 ***Results are represented as % of total for each Quality Review Area

STANDARD 1.1 Continuing Care Health Service Standards

Publicly-funded continuing care health services are provided in accordance with the CCHSS.

CCHSS and/or IHL Indicator

1.1 (a) Full time staff have easy access to the CCHSS by registration to the Continuing Care Desktop.

Coding:	Home Care Offices: n =7	Contracted Housing Sites: n =24	Contracted Agencies: n =11	Adult Day Support Programs: n =11	Average (mean): n =53
Met	0%	38%	45%	55%	38%
In Progress	100%	46%	55%	45%	55%
Not Met	0%	17%	0%	0%	8%

STANDARD 1.2 Information on Continuing Care Health Services

Albertans have access to information on continuing care health services.

CCHSS and/or IHL Indicator

1.2 (a) Information is available to clients and families on how to connect to continuing care services through a single access link.

Coding:	Home Care Offices: n =7	Contracted Housing Sites: n =24	Contracted Agencies: n =11	Adult Day Support Programs: n =11	Average (mean): n =53
Met	43%	8%	36%	36%	25%
In Progress	14%	21%	36%	55%	30%
Not Met	29%	58%	9%	9%	34%

Top 5 Ranked Indicators: MET

Top Five Ranked Indicators :		Met
1	Standard 1.7 Communicable Disease and Infection Prevention and Control	89%
2	Standard 1.6 Promoting Wellness	87%
3	Standard 1.13 Continuing Care Health Service Providers	87%
4	Standard 1.12 Client Health Information	81%
5	Standard 1.4 Client Information and Feedback	79%



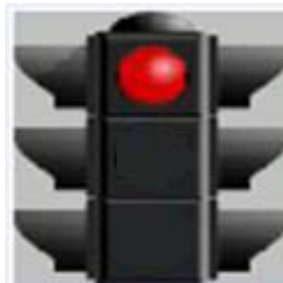
Top 5 Ranked Indicators: In Progress

Top Five Ranked Indicators :		In Progress
1	Standard 1.1 Compliance to the Continuing Care Health Service Standards	55%
2	Standard 1.23 Reporting	51%
3	Standard 1.21 Operational Processes	45%
4	Standard 1.21 Operational Processes	43%
5	Standard 1.13 Continuing Care Health Service Providers	40%



Top 5 Ranked Indicators: Not Met

Top Five Ranked Indicators :		Not Met
1	Standard 1.2 Information on Continuing Care Health Services	34%
2	Standard 1.1 Continuing Care Health Service Standards	8%
3	Standard 1.21 Operational Processes	8%
4	Standard 1.4 Client Information and Feedback	6%
5	Standard 1.13 Continuing Care Health Service Providers	6%



Limitations

Four limitations were identified that may have had an affect on the results and trending of the Quality Audit data. These 4 limitations include:

1. Quality Audit Tool
2. Challenges of trending/reporting across all 5 Quality Audit areas
3. Quality Audit Team
4. Limited focus on “High Risk Standards”

Recommendations

1. Continue to use a standardized Quality Audit process
2. Integrate key learnings and experience
3. Integrate results and trends
4. Participate in the Provincial Quality Audit initiative

Conclusions

Overall, Home Living and their Contracted Partners are doing well at integrating the CCHSS into their policies, processes and practices.

- Evidence of strong adherence to standards related to client-centered care, patient safety and client risk management.
- Evidence that Home Living and their Contracted Partners are focusing on improving their quality of care and services to clients at the operational level on a ongoing basis for quality improvement.

Questions



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- ❑ Alberta Health Services, Seniors Health Edmonton Zone, Integrated Home Living. *Integrated Home Living Quality Reviews 2008 - 2010 Analysis and Trending Report* (Alberta Health & Wellness, Continuing Care Health Service Standards).