

Canadian Council on Health
Services Accreditation

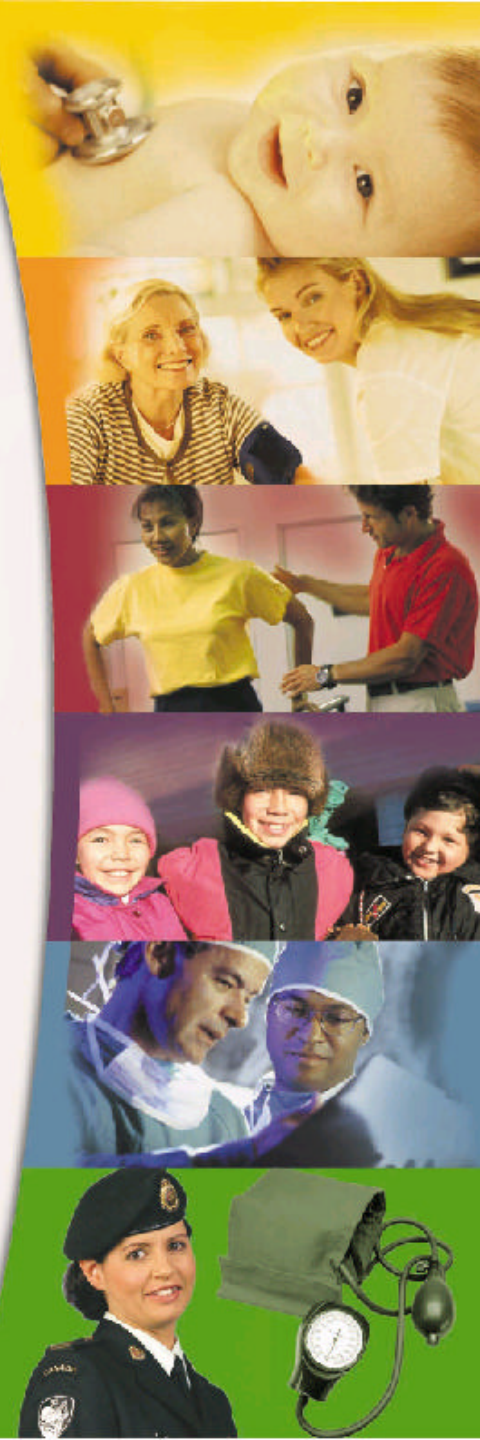
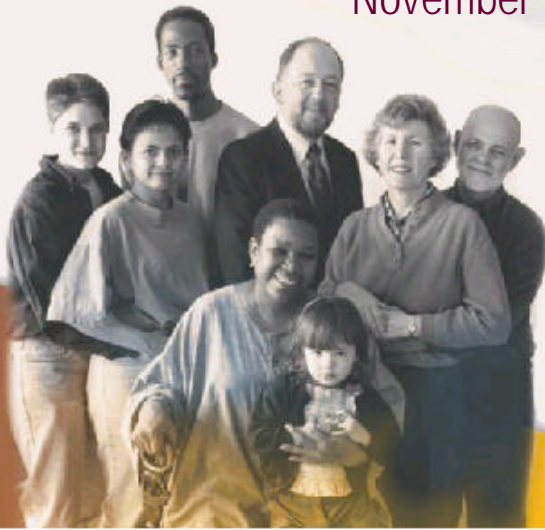


Conseil canadien d'agrément
des services de santé

Protecting Quality of Life: A Healthcare Perspective

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Quality of Life: A three-dimensional Role for the Health Care System

- Provide safe quality care
- Provide a safe, quality work environment for health care workers
- Promote health



DIMENSION 1:

Provide Safe, Quality Care

A look around the world....

- United States: 44,000-98,000 die due to medical system failures
- United Kingdom: 10% (850,000) of patient admissions injured
- Australia: 16.6% of admissions result in adverse event – 51% can be prevented
- Canada: overall adverse event rate – 7.5% or 1 in 13



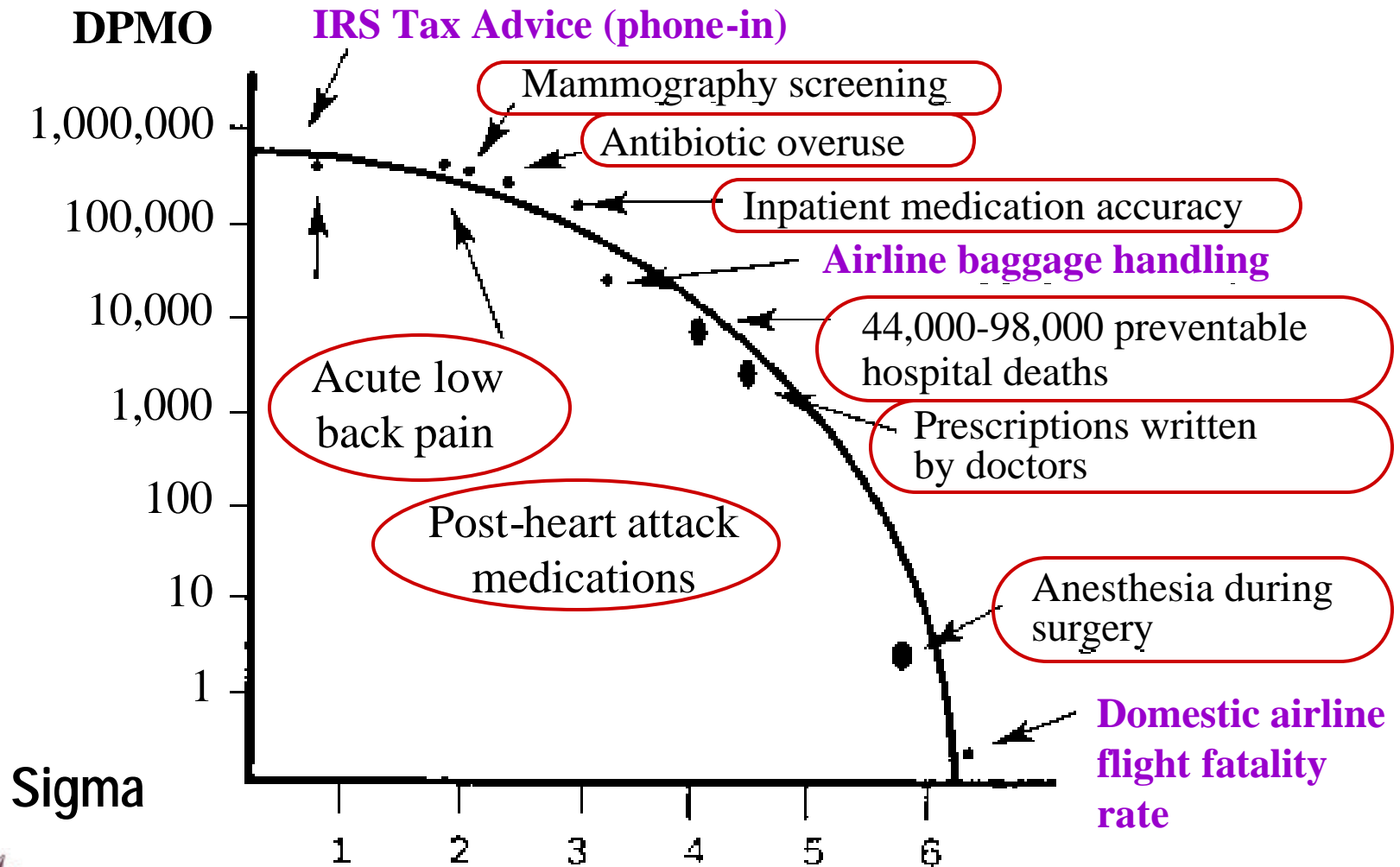
How Are We Measuring Up?

Sigma Levels

| Sigma | Defects Per Million Opportunities (DPMO) |
|-------|--|
| 1 | 690,000 |
| 2 | 308,537 |
| 3 | 66,807 |
| 4 | 6,210 |
| 5 | 233 |
| 6 | 3.4 |



Sigma Comparison of Industries



Source: GE Medical Systems

Are Standards Helping?

- Yes, but.... are there too many? Are they duplicative? Are they conflicting?
- What do we have?
 - accreditation
 - occupational health and safety
 - licensing (individuals/organizations)
 - certification (professionals)
 - medical devices (SCC)
 - NQI (leadership, processes, key performance results)
 - ISO (quality systems)
- General lack of coordination



DIMENSION 2: Provide a Safe, Quality Environment for Health Care Workers

Worklife

- Acknowledged by health service stakeholders and literature as a critical issue
- Increasing evidence of causal link between health and well-being of employees, and client and organizational outcomes
- Calls from stakeholders for a comprehensive and integrated approach to workplace health



Critical Worklife Issues and Themes

- Communication
- Scope of authority
- Stress and burnout
- Organizational culture
- Organizational support
- Collaboration/teamwork
- Rewards & Recognition
- Leadership effectiveness
- Workplace safety
- Supervisory support
- Workload
- Staffing



What Do We Need To Do?

- Create meaningful standards to address issues
- Create and monitor valid indicators to show baseline performance and progress made overtime



DIMENSION 3 – Promote Health

- National recognition of need to do this
 - New Public Health Ministry, Health Canada
 - Public health standards and strategy
(Canadian Public Health Association/Canadian Council on Health Services Accreditation)
 - Standards for health promotion



To Summarize

- Quality of life
 - does not create itself
 - must be protected
- Health care has a role to play in quality of life
 - help to create better quality of life for those who are ill
 - help to protect quality of life by keeping the population healthy and productive
- Standards are key to creating and protecting quality of life but, we need coordinated efforts

