



## **EM/ANB Inc.**

### **Accredited with Exemplary Standing**

February 2020 to 2024

**EM/ANB Inc.** has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement. It is accredited until February 2024 provided program requirements continue to be met.

**EM/ANB Inc.** is participating in the Accreditation Canada Qmentum accreditation program. Qmentum helps organizations strengthen their quality improvement efforts by identifying what they are doing well and where improvements are needed.

Organizations that become accredited with Accreditation Canada do so as a mark of pride and as a way to create a strong and sustainable culture of quality and safety.

Accreditation Canada commends **EM/ANB Inc.** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

#### **EM/ANB Inc. (2020)**

The Extra-Mural Program came together with Ambulance New Brunswick as EM/ANB Inc., a publicly funded primary health care approach on January 1, 2018. EMP provides coordinated home healthcare services for individuals of all ages across the province by an interdisciplinary team of over 850 Nurses, Occupational Therapists, Physiotherapists, Registered Dietitians, Rehabilitation Assistants, Respiratory Therapists, Social Workers, Speech Language Pathologists and administrative staff. ANB provides comprehensive, province-wide land and air ambulance services and employs close to 1000 professionals as paramedics, emergency medical dispatchers and critical care flight nurses.

#### **Accreditation Canada**

We are independent, not-for-profit, and 100 percent Canadian. For more than 55 years, we have set national standards and shared leading practices from around the globe so we can continue to raise the bar for health quality.

As the leader in Canadian health care accreditation, we accredit more than 1,100 health care and social services organizations in Canada and around the world.

Accreditation Canada is accredited by the International Society for Quality in Health Care (ISQua) [www.isqua.org](http://www.isqua.org), a tangible demonstration that our programs meet international standards.

Find out more about what we do at [www.accreditation.ca](http://www.accreditation.ca).

## Demonstrating a commitment to quality and safety

Accreditation is an ongoing process of evaluating and recognizing a program or service as meeting established standards. It is a powerful tool for quality improvement. As a roadmap to quality, Accreditation Canada's Qmentum accreditation program provides evidence-informed standards, tools, resources, and guidance to health care and social services organizations on their journey to excellence.

As part of the program, most organizations conduct an extensive self-assessment to determine the extent to which they are meeting the Accreditation Canada standards and make changes to areas that need improvement. Every four years, Accreditation Canada surveyors, who are health care professionals from accredited organizations, visit the organization and conduct an on-site survey. After the survey, an accreditation decision is issued and the ongoing cycle of assessment and improvement continues.

This Executive Summary highlights some of the key achievements, strengths, and opportunities for improvement that were identified during the on-site survey at the organization. Detailed results are found in the organization's Accreditation Report.

### On-site survey dates

February 23, 2020 to February 28, 2020

### Locations surveyed

- **17** locations were assessed by the surveyor team during the on-site survey. Locations and sites visited were identified by considering risk factors such as the complexity of the organization, the scope of services at various sites, high or low volume sites, patient flow, geographical location, issues or concerns that may have arisen during the accreditation cycle, and results from previous on-site surveys. As a rule, sites that were not surveyed during one accreditation cycle become priorities for survey in the next.
- All sites and services are deemed **Accredited with Exemplary Standing** as of the date of this report.

See **Appendix A** for a list of the locations that were surveyed.

### Standards used in the assessment

- **5 sets of standards** were used in the assessment.

## Summary of surveyor team observations

*These surveyor observations appear in both the Executive Summary and the Accreditation Report.*

During the on-site survey, the surveyor team undertook a number of activities to determine the extent to which the organization met the accreditation program requirements. They observed the care that was provided; talked to staff, clients, families and others; reviewed documents and files; and recorded the results.

This process, known as a tracer, helped the surveyors follow a client's path through the organization. It gives them a clear picture of how service is delivered at any given point in the process.

The following is a summary of the surveyor team's overall observations.

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The organization, EM/ANB is commended on preparing for and participating in the Qmentum program. The organization is also commended, on its commitment to quality improvement and patient safety by its active preparation in the accreditation process. The organization is building a new tradition of excellence in healthcare. The various sites can celebrate many successes in their work; making the accreditation process comprehensive and welcoming the surveyor team. In addition to having the opportunity to meet with a range of internal and external stakeholders during the on-site survey, the surveyor team was provided with written, verbal and visual evidence to confirm compliance/non-compliance with the standards. Staff members and clients were readily available to answer questions and to demonstrate their skills and knowledge.

The board of directors has set the tone for a high-performing organization. The administrators receive information and reports on time to prepare for committee and board meetings. Board members indicate they are engaged in their work as a board, with examples of their involvement in different committees. The members closely monitor strategic performance indicators to assess progress towards goals.

The senior management team is dedicated to achieving organizational goals. They lead the integration and transition of EM/ANB towards the development of a new organizational culture of performance and patient safety. Leaders favor proximity management. They preach by example by touring all the units on an annual basis. They listen to suggestions and recommendations coming from patients and employees. It is important to note that several improvement projects are underway to improve employee's safety and improve service to the population.

Community partners appreciate the openness and communication brought by the Medavie leadership, and the genuine interest demonstrated by this team to maintain the relationship with partners. The partners perceive the organization to be innovative and collaborative, involving partners in several recent projects.

Employees are the greatest asset of the organization. The leadership team has put a lot of effort to make up for the lack of staff. Several recruitment activities are underway and the results are there. Presently, the number of vacancies is less than 2% for EMP and 12% at ANB. Several projects to improve employee safety have been brought forward. The replacement of stretchers and the replacement of the vehicle fleet are examples of the organization living up to their objectives in the

Strategic plan 2019-2022.

The Extra-Mural Program provides acute, support, maintenance palliative and care coordination services that reduce, and prevent unnecessary hospital, nursing home admission. Furthermore, they facilitate appropriate discharge of clients from hospitals and assist individuals to live as independently as possible.

In its 2018 survey, the New Brunswick Health Council found the two most trusted health services in the province were EMP and ANB. More than 95% of clients are satisfied with EMP service. This is commendable.

EM/ANB has much to be proud of in terms of accomplishments to date and should work to maintain the gains achieved while continuing to address challenges and opportunities ahead. The commitment, teamwork, and dedication of your staff and community will help you as you continue in your journey of being the foundation of community health care in New Brunswick.

## Overview: Quality dimensions results

Accreditation Canada uses eight dimensions that all play a part in providing safe, high quality health care.

These dimensions are the basis for the standards, and each criteria in the standards is tied to one of the quality dimensions.

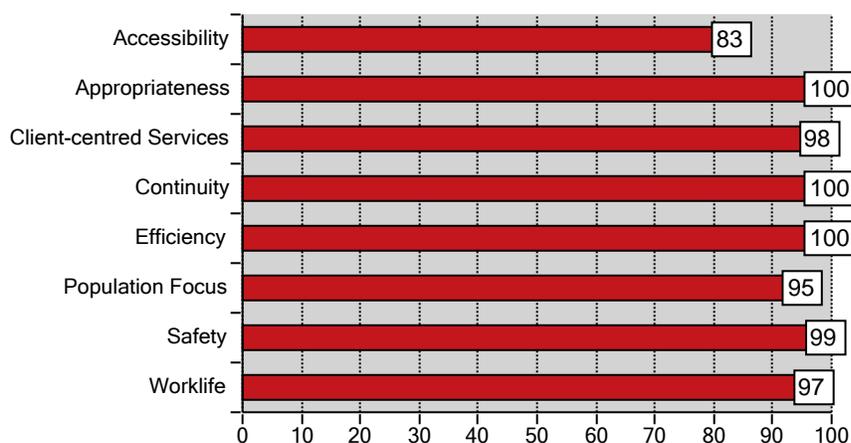
The quality dimensions are:

	<b>Accessibility:</b>	Give me timely and equitable services
	<b>Appropriateness:</b>	Do the right thing to achieve the best results
	<b>Client-centred Services:</b>	Partner with me and my family in our care
	<b>Continuity:</b>	Coordinate my care across the continuum
	<b>Efficiency:</b>	Make the best use of resources
	<b>Population Focus:</b>	Work with my community to anticipate and meet our needs
	<b>Safety:</b>	Keep me safe
	<b>Worklife:</b>	Take care of those who take care of me

Taken together, the dimensions create a picture of what a high quality health care program or service “looks like.” It is easy to access, focused on the client or patient, safe, efficient, effective, coordinated, reflective of community needs, and supportive of wellness and worklife balance.

This chart shows the percentage of criteria that the organization met for each quality dimension.

### Quality Dimensions: Percentage of criteria met



## Overview: Standards results

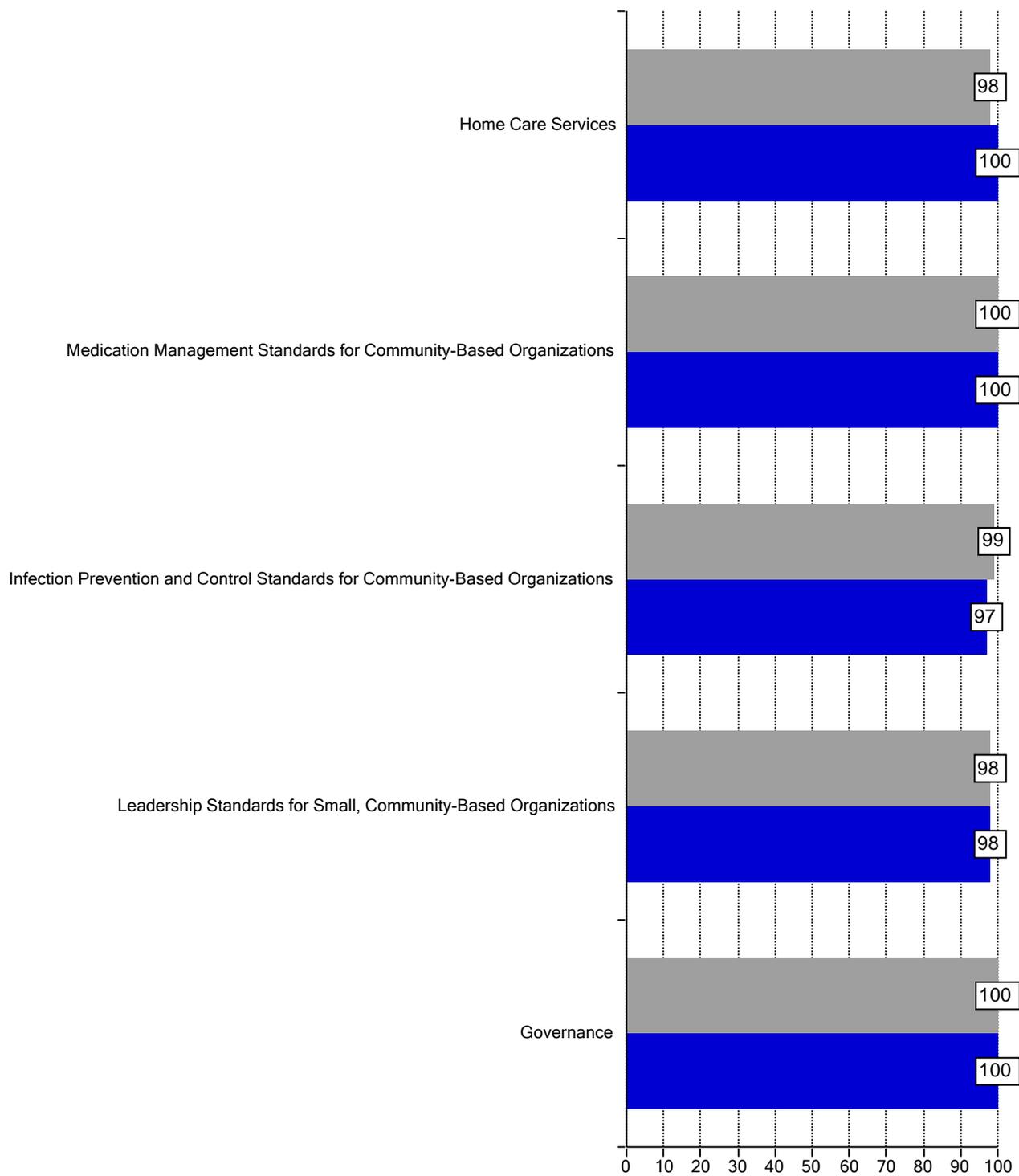
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

Some criteria—specifically those related to safety, ethics, risk management, or quality improvement—are considered high priority and carry more weight in determining the accreditation decision.

This chart shows the percentage of high priority criteria and the percentage of all criteria that the organization met in each set of standards.

**Standards: Percentage of criteria met**

■ High priority criteria met ■ Total criteria met



## Overview: Required Organizational Practices results

Accreditation Canada defines a Required Organizational Practice (ROP) as an essential practice that must be in place for client safety and to minimize risk. ROPs are part of the standards. Each one has detailed tests for compliance that the organization must meet if it is to meet the ROP.

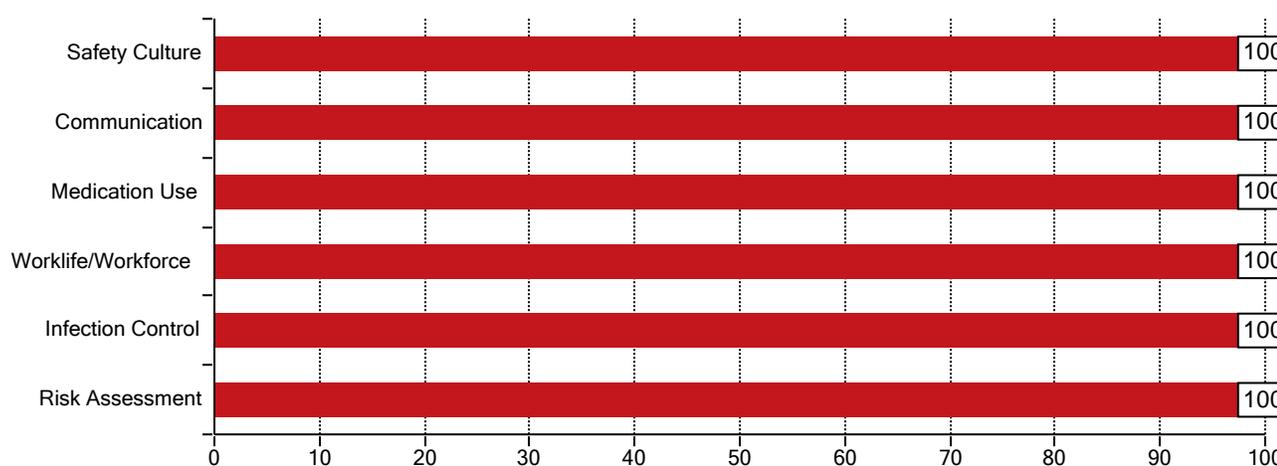
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes how select ROPs are being met across the country.

ROPs are categorized into six safety areas, each with its own goal:

- **Safety culture:** Create a culture of safety within the organization
- **Communication:** Improve the effectiveness and coordination of communication among care and service providers and with the recipients of care and service across the continuum
- **Medication use:** Ensure the safe use of high-risk medications
- **Worklife/workforce:** Create a worklife and physical environment that supports the safe delivery of care and service
- **Infection control:** Reduce the risk of health care-associated infections and their impact across the continuum of care/service
- **Risk assessment:** Identify safety risks inherent in the client population

See **Appendix B** for a list of the ROPs in each goal area.

**ROP Goal Areas: Percentage of tests for compliance met**



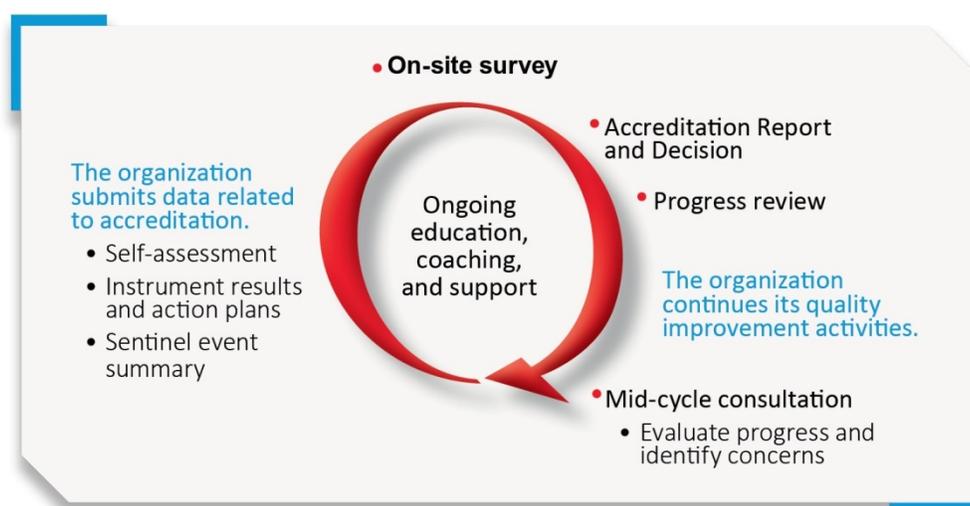
## The quality improvement journey

The Qmentum accreditation program is a four-year cycle of assessment and improvement, where organizations work to meet the standards and raise the quality of their services. Qmentum helps them assess all aspects of their operations, from board and leadership, to care and services, to infrastructure.

The program identifies and rewards quality and innovation. The time and resources an organization invests in accreditation pay off in terms of better care, safer clients, and stronger teamwork. Accreditation also helps organizations be more efficient and gives them structured methods to report on their activities and what they are doing to improve quality.

In the end, all Canadians benefit from safer and higher quality health services as a result of the commitment that so many organizations across the country have made to the accreditation process.

### Qmentum: A four-year cycle of quality improvement



As **EM/ANB Inc.** continues its quality improvement journey, it will conduct an in-depth review of the accreditation results and findings. Then a new cycle of improvement will begin as it incorporates any outstanding issues into its overall quality improvement plan, further strengthening its efforts to build a robust and widespread culture of quality and safety within its walls.

## Appendix A: Locations surveyed

- 1 EM Bathurst
- 2 EM Blanche-Bourgeois
- 3 EM Driscoll
- 4 EM Eastern Charlotte
- 5 EM Edmundston
- 6 EM Fredericton
- 7 EM Grand Falls/Grand Sault
- 8 EM Kennebecasis
- 9 EM Lameque
- 10 EM Miramichi
- 11 EM Oromocto
- 12 EM Restigouche
- 13 EM Saint John
- 14 EM Shediac
- 15 EM St.Stephen
- 16 EM Woodstock
- 17 EM/ANB Corporate Office - John Street

## Appendix B

### Required Organizational Practices

#### Safety Culture

- Accountability for Quality
  - Patient safety incident disclosure
  - Patient safety incident management
  - Patient safety quarterly reports
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#### Communication

- Client Identification
  - Information transfer at care transitions
  - Medication reconciliation as a strategic priority
  - Medication reconciliation at care transitions
  - The “Do Not Use” list of abbreviations
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#### Medication Use

- High-Alert Medications
  - Infusion Pumps Training
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#### Worklife/Workforce

- Patient safety plan
  - Patient safety: education and training
  - Preventive Maintenance Program
  - Workplace Violence Prevention
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#### Infection Control

- Hand-Hygiene Compliance
  - Hand-Hygiene Education and Training
  - Reprocessing
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#### Risk Assessment

- Home Safety Risk Assessment
  - Skin and Wound Care
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