

# Addressing Equity Through Accreditation and Patient Safety

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# Equity in Patient Participation – How?

Programs aligned with the Standards for equity in Health Care for migrants and other vulnerable groups :

- Hospital accreditation process
- MUHC patient participation program



# An Important Step Forward



**ACCREDITATION**  
**CANADA**

Better Quality. Better Health.

2015

Client- and family-centred care now a guiding principle in all standards of excellence



# Accreditation Canada – Qmentum

- All standards were revised in 2015 to include Client- and Family-Centred Care (CFCC) as guiding principle
- Providing CFCC care means working collaboratively with clients/families to provide care that is:
  - respectful;
  - compassionate;
  - culturally safe, and;
  - competent, while being responsive to their needs, values, cultural backgrounds and beliefs, and preferences.



# Accreditation Canada – Qmentum

- CFCC is an approach that guides all aspects of:
  - planning;
  - delivering;
  - evaluating services.
- The focus is on creating and nurturing mutually beneficial partnerships among the organization's staff and the clients and families they serve.
- Accreditation Canada has adopted the four values that are fundamental to this approach.



# Four Core Values Fundamental To CFCC:

**1. Dignity and respect:** Listening to and honoring client and family perspectives and choices. Client and family knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.

**2. Information sharing:** Communicating and sharing complete and unbiased information with clients and families in ways that are affirming and useful. Clients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.

**3. Partnership and participation:** Encouraging and supporting clients and families to participate in care and decision making to the extent that they wish.

**4. Collaboration:** Collaborating with clients and families in policy and program development, implementation and evaluation, facility design, professional education, and delivery of care.

# Service excellence standards

## *... new requirements*

- Engaging client and families in **planning and service design**
- **Partnering** with clients and families throughout their care
- Working with clients for **collaborative goal setting** and creating care plans based on **shared decision-making**
- Involving clients and families in **evaluating services**

# 2 New Levels of Requirement

- **With input from** = collective feedback

*Ex: Surveys, focus groups, patient stories, advisory forums*

- **In partnership with** = engagement of individual patients in decision-making

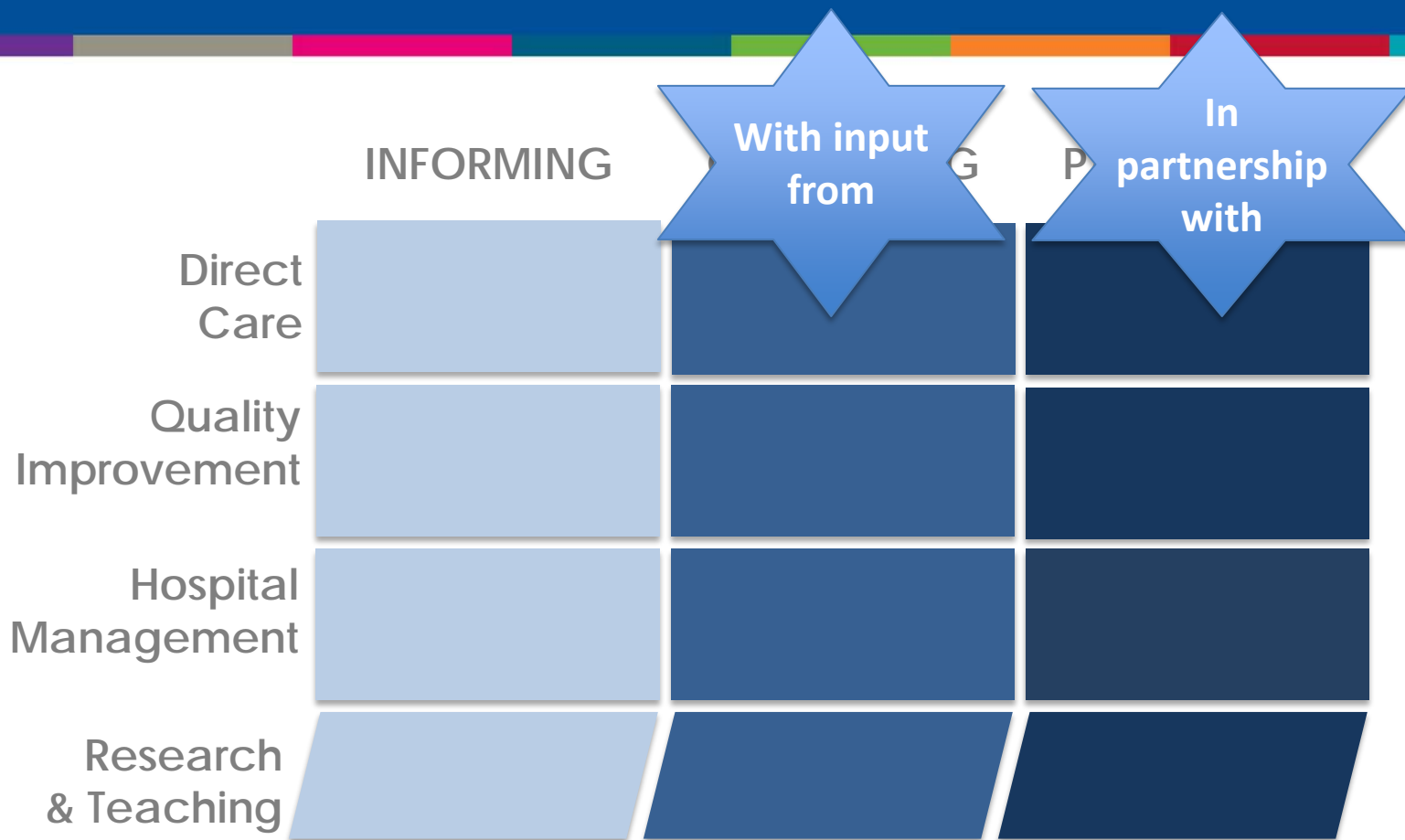
*Ex: Patient Partners' engagement in quality improvement projects, patients and families engagement in discharge planning*



# MUHC Patient Participation Program



# MUHC Patient Participation Continuum



# Some Examples – Consulting (with input from)

## CONSULTING

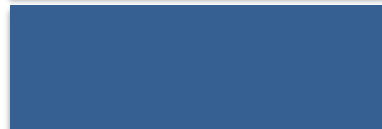
Direct  
Care



Quality  
Improvement



Hospital  
Management



*Research  
& Teaching*

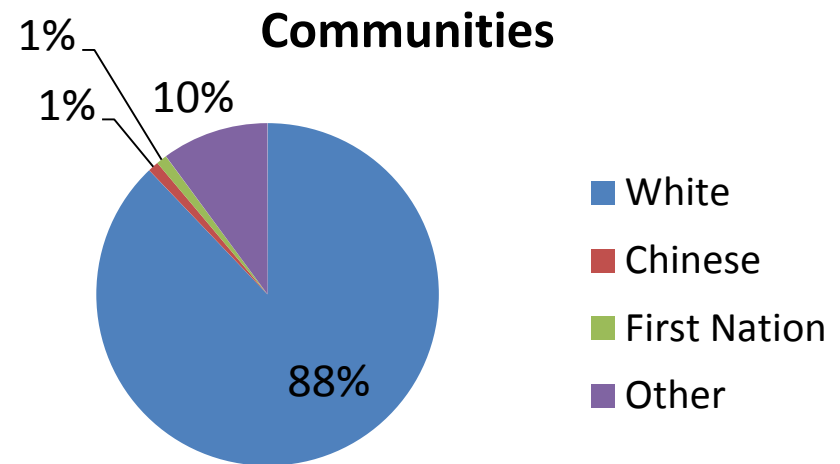
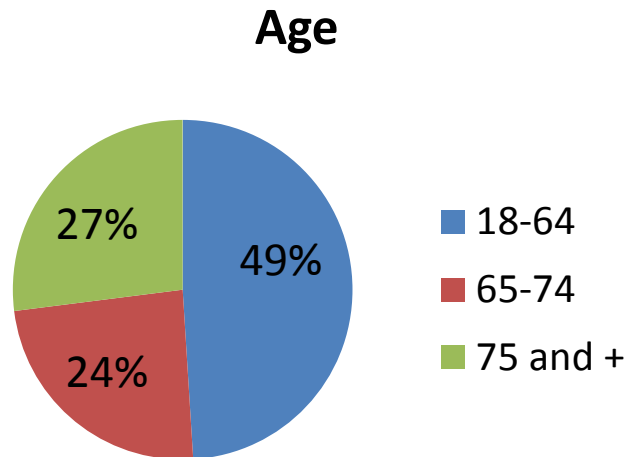


What we're doing:

- **Patient experience surveys**
- **Partnership Forum**
- **Patient Stories**

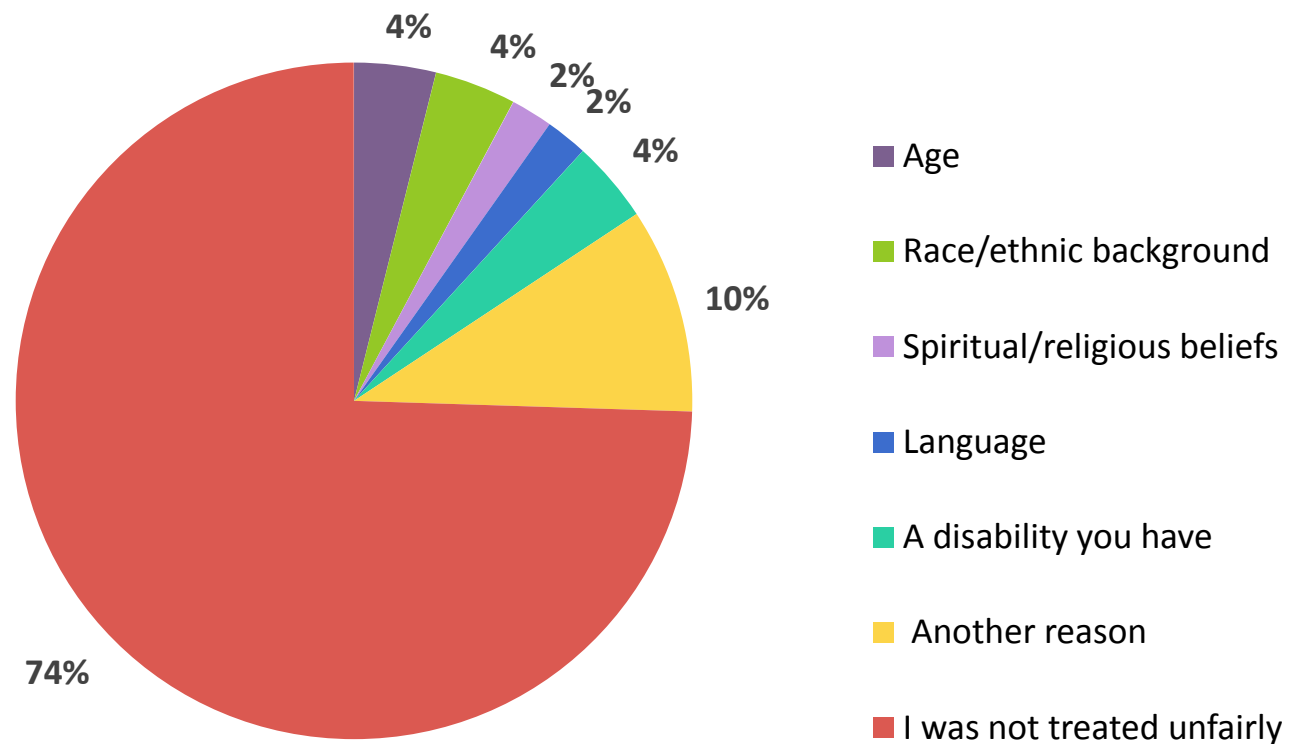
# Canadian Patient Experiences Survey – Inpatient Care (CPES-IC)

- Used for all adult inpatient units (except Mental Health & Obstetrics)
  - 5667 surveys sent in 2016-2017 (2088 respondents)
  - Overall response rate: 37%
- Profile of our respondents (2016-17)



# Measuring Health Equity Through Patient Experience Surveys

**Q17. Do you feel that you have been treated unfairly at this hospital for any of the following reasons?**



# Some Examples – In Partnership With

## PARTNERING

Direct  
Care



Quality  
Improvement



Hospital  
Management



*Research  
& Teaching*



What we're doing:

**Communication workshops  
for staff members and  
physicians**

**Structured process to:**

- Recruit and train patient and family partners
- Prepare staff to partner with patients

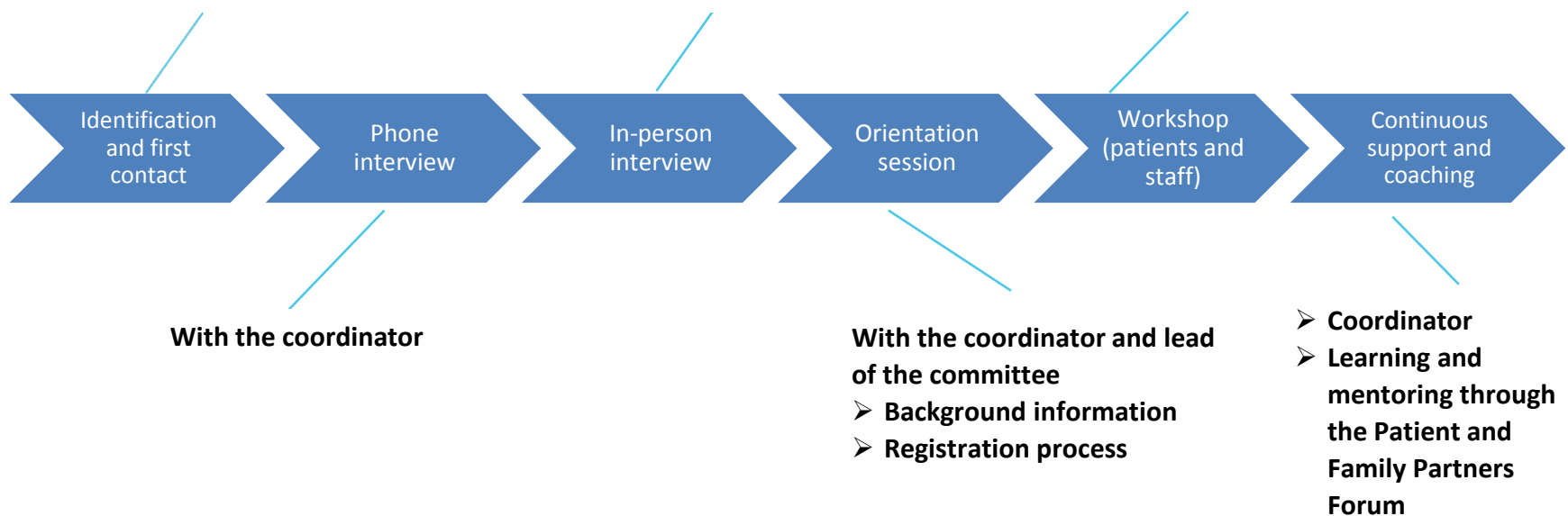
# Patient Partners - Recruitment and Training

## Referral by :

- Clinicians,
- Patient partners
- Self-referral (surveys)

With an active patient partner  
and coordinator

Hands-on approach  
and rules of engagement



# Partnering with Patients to Improve Health Equity

## Example of the Recovery Transition Program

- Proposal developed in partnership with patients, based on priorities identified by mental health patients in a survey
- Patient partner hired as project coordinator
- Multiple components: peer mentoring, resource centre, workshops, self-management tool kit



# Equity Is Progressing at the MUHC

- **Accreditation process and Patient Participation Program overlap with many aspects of the Standards for equity in Health Care for migrants and other vulnerable groups:**
  - I - Equity in policy
  - II - Equitable access & utilization
  - III - Equitable quality of care
  - IV - Equity in participation
  - V - Promoting equity
  
- **Next Steps to Increase Diversity:**
  - Pilot project on the use of online surveys
  - Linking up with community associations
  - Experimentation with more accessible methods, e.g. informal quality rounding



# Questions?