


Infection Prevention and Control with Accreditation Canada Qmentum Program  
Chingiz Amrov, Canadian Journal of Infection Control  
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**Infection Prevention and Control with Accreditation Canada Qmentum Program**

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**Chingiz Amirov MSc-QIPS, MPH, CIC**  
Director, Infection Prevention and Control, Baycrest Health Sciences

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## Outline

- ❖ Accreditation in CCC/Rehab/LTC
- ❖ The study of “*Getting Ready*”
- ❖ Evidence beyond the guidelines
- ❖ Tips & pointers

## What is accreditation?

- “An ongoing process of assessing your organization against standards to identify what you do well, where you can make improvements, and how to make them happen.” (Accreditation Canada)
- Voluntary exercise
- ~100% of facilities go through it



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## Accreditation / certification landscape



**ACCREDITATION**  
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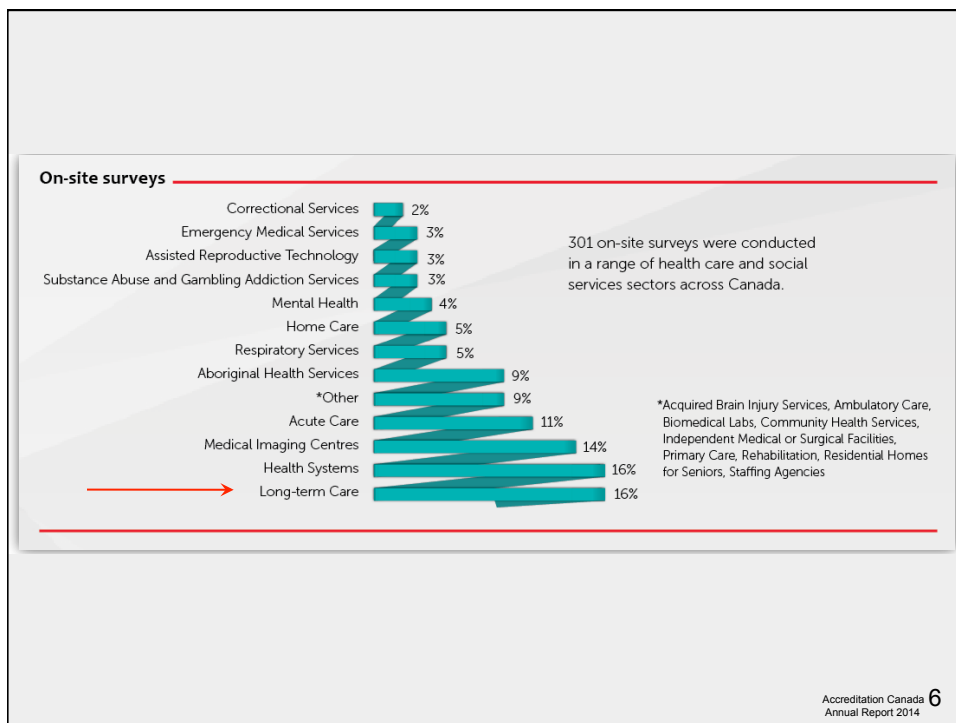
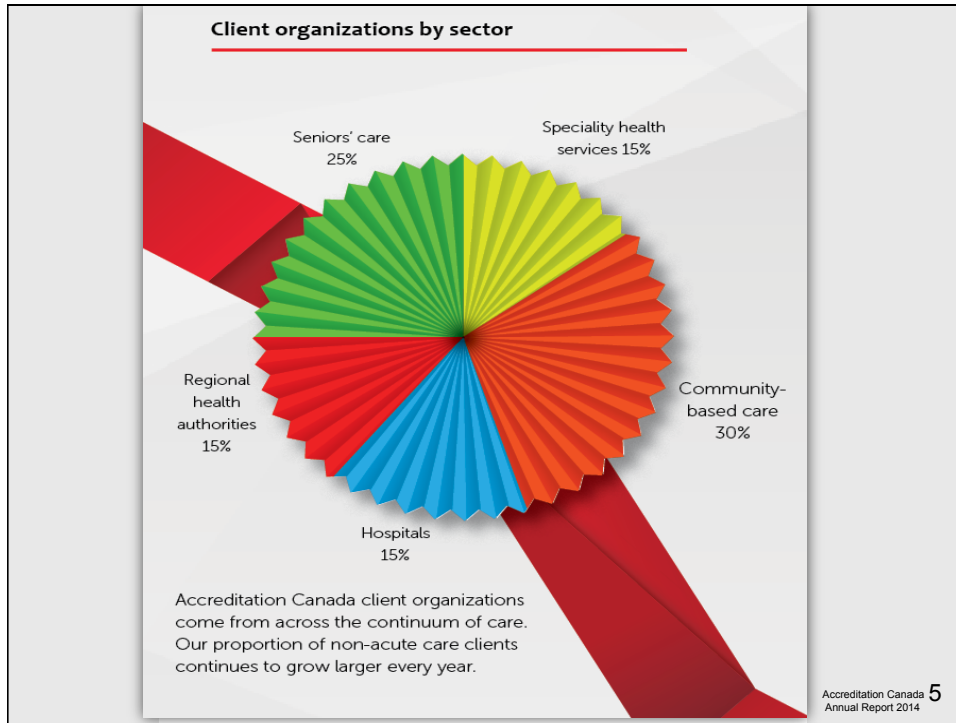


**The Joint Commission**



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## 4 main mechanisms

- Engagement of staff in QI (e.g. self-assessment)
- Promotion of quality systems of care;
- Documentation, collation and use of data for internal and external benchmarking; and
- Implementation of best-practice guidelines

## Accreditation Canada - Qmentum program

- Survey methodology
- Introduced in 2008
- Clear, available guidelines
- Reports of firsthand experiences are scant



## Core program

- Leadership 
- Governance 
- Medication Management 
- Infection Prevention and Control 

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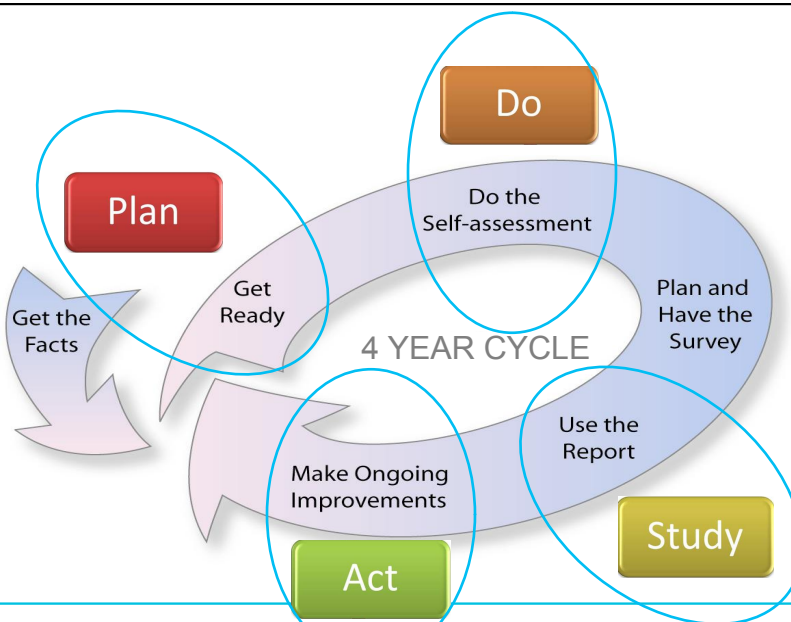
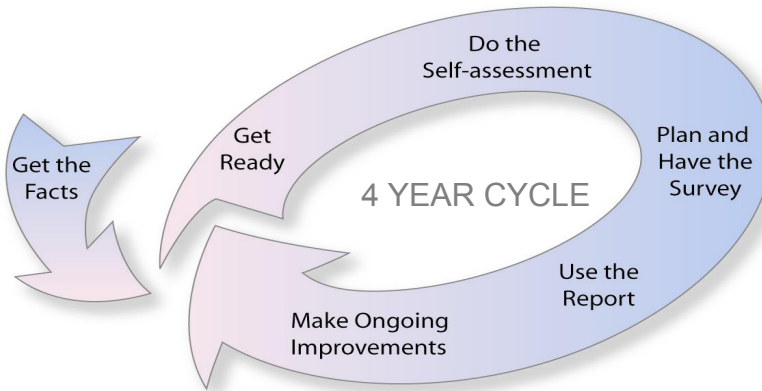
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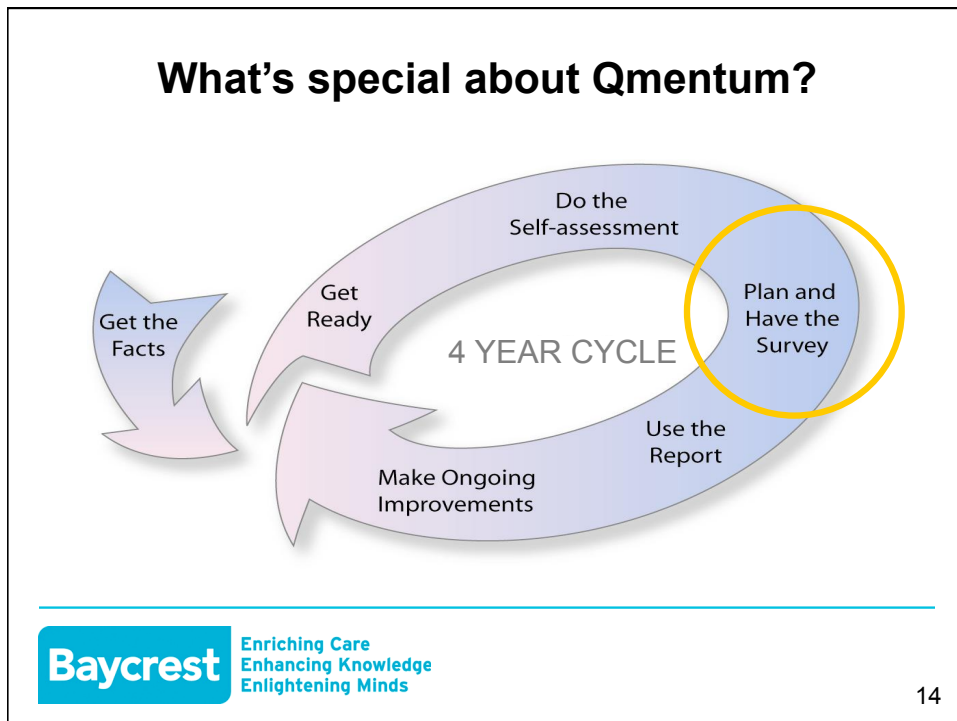
## Broad shoulders of IPAC

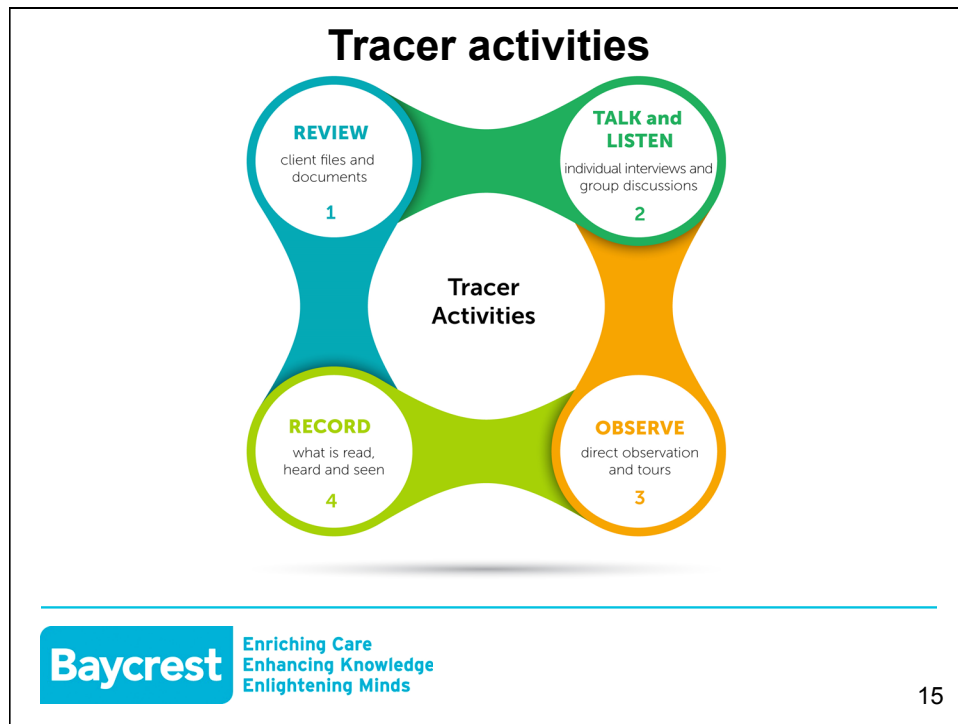


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## What's special about Qmentum?


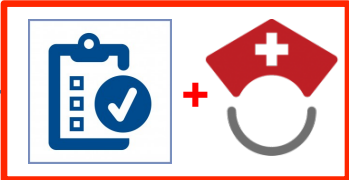






### Tracers

- Compliance with standards alone not enough
- Preparation two-pronged:
  1. demonstrate compliance with IPAC standards
  2. ensure POC staff convey their understanding of & adherence to these standards

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The screenshot shows a PubMed search results page. The search term is 'PubMed'. The results are sorted by link, showing 1 to 20 of 97 items. The first four items are listed below:

- [Accreditation and Resident Safety in Ontario Long-Term Care Homes.](#)  
McDonald SM, Wagner LM, Gruneir A.  
Healthc Q. 2015;18(1):54-9.  
PMID: 26168392  
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Wagner LM, McDonald SM, Castle NG.  
Jt Comm J Qual Patient Saf. 2012 May;38(5):207-15.  
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- [What, why, and how care protocols are implemented in Ontario nursing homes.](#)  
Berta W, Ginsburg L, Gilbert E, Lemieux-Charles L, Davis D.  
Can J Aging. 2013 Mar;32(1):73-85. doi: 10.1017/S0714980813000081. Epub 2013 Mar 18.  
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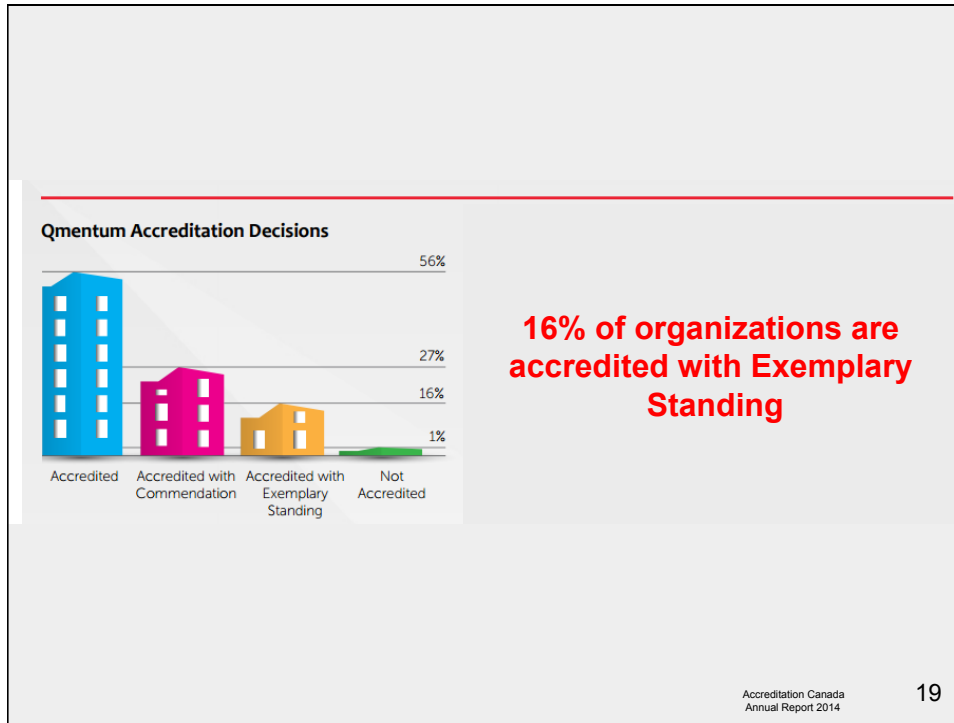
- 404-bed CCC/Rehab

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FEATURE

## Getting ready: Infection prevention and control with Accreditation Canada Qmentum program

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**ABSTRACT**

**Introduction**  
The experiences of organizations surveyed under Accreditation Canada's Qmentum program are only beginning to emerge. There is a paucity of published reports on getting infection prevention and control (IPAC) ready for accreditation in this format.

**Methods**  
To summarize the experience of preparing IPAC for accreditation, authors compiled information from four recently accredited chronic- and long-term care facilities using a qualitative/quantitative questionnaire specifically for IPAC accreditation standards and Required Organizational Practices (ROPs).

**Results**  
Participating facilities were accredited with an average mark of 97% for compliance with the applicable IPAC standards

engage with surveyors. Respondents in this study also emphasized importance of ROP preparedness. Under Qmentum, organizations are expected to meet the ROPs.

**Conclusion**  
Accreditation standards for IPAC continue to evolve. New standards and ROPs are expected to be added in the near future. Practical experience presented in this study may complement the existing body of knowledge on accreditation preparedness.

**KEY WORDS**  
accreditation, Qmentum, required organizational practice

**INTRODUCTION**  
Accreditation Canada's Qmentum program is a relatively recent survey methodology introduced in 2008 (1), and experiences of organizations accredited in this format are only beginning to emerge. An important step in the Qmentum accredit-

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## Study design & methods

- Qualitative
  - case studies
  - applied and action research
- Questionnaire
- Analysis of common patterns
  - Identify themes
  - Retrieve concrete tips and actions

## Questionnaire

- 29 open- & close-ended questions
  - Required Organizational Practices (ROPs)
  - Leading Practices
  - Overall experience
- Response of 4 teams collated in a single document for data analysis
- The following key themes emerged...

## Ace your ROPs

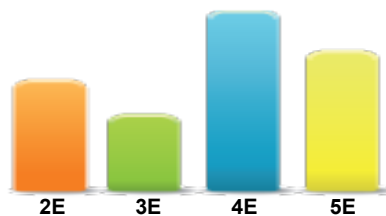


- Generate ROP-specific roadmaps,
- Develop ROP-specific information sheets
- Conduct ROP-specific mock surveys

## Create unit-specific reports

- No formal requirement to have *unit-specific stratification* of the infection rates.

- But...



- Emphasis on unit-specific reports of:
  - Infection rates;
  - Hand hygiene compliance;
  - Immunizations

## Use 'tip sheets'



- Heavy use of 'tip sheets' for accreditation standards
- Particularly for ROPs with specific tests of compliance
- Questions, answers, where to find them

## Conduct mock surveys



- Extensive use of mock surveys
- Layered mocks:
  - tabletop within IPAC team;
  - mock tracer with the IPAC committee;
  - full mock with POC staff on the units;
  - Mock tracer on-site session

## Conduct mock surveys (contd.)

- Emphasis not on memorizing *what to say*, but on *where to find* the information
- Help staff to get into the 'survey mode', boost comfort level of engaging with surveyors

## Disseminate widely

- Use multiple venues to disseminate your messages






## Don't say "I don't know"



- POC staff may not be used to being questioned by 'strangers'
- Overcome the inertia of defaulting to the 'easy answer'
- Offer more suitable alternatives

## Don't say "I don't know" - Provide alternatives

- "I don't know" 
- "Let me show you!" 
- "Let me refer you to someone" 

Surveyors by discipline	
Administrator	68
Biochemist	7
Counselor	4
Diagnostic Imaging Technologist	9
Lab Scientist/Technologist	4
Lab Technologist	23
Medical Doctor	60
Medical Microbiologist	2
Occupational Therapist	5
Paramedic	7
Pharmacist	15
Physical Therapist	11
Psychiatrist	3
Psychologist	2
Registered Nurse	198
Respiratory Therapist	12
RPN	17
Social Worker	17

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## Competencies


**Surveyor**

- Analytical thinking
- Client focus
- Communications
- Planning and Organizing
- Teamwork

**Team Lead**

- Issues Management
- Team Leadership

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## Make it stick

- 'Accreditation overdrive'
- Attention deficit, competing priorities
- Think outside the box
- Make it memorable, make it stick











## Submit Leading Practice(s)



- No evidence Leading Practice awards correlate with high accreditation mark
- But...
- Accreditation Canada actively seeks and recognizes them for their contributions

## Accreditation Canada Quality Framework

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

**Accreditation Canada Quality Dimensions: Changing the philosophy from doing to or doing for clients, **to doing with the client.****

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Our presence in all sectors across the care continuum provides an excellent opportunity for sharing innovative practices from health organizations nationally and internationally. The Leading Practices Database is proud to serve as the new location for innovative practices from the former Health Council of Canada Health Innovation Portal. The Leading Practices Database fosters inter-organizational learning and harvesting of new ideas. It includes nearly 1,000 practices recognized as being particularly innovative and effective in improving quality.

These practices are leading in a service delivery area, in a particular health care setting, or for a specific health care challenge. Some are ingenious in their simplicity. Often, they are implemented by organizations with limited resources, showing how innovative and creative strategies can achieve positive results at a minimal cost.

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**pci**  
 The Public Health Association of Canada

40th Anniversary  
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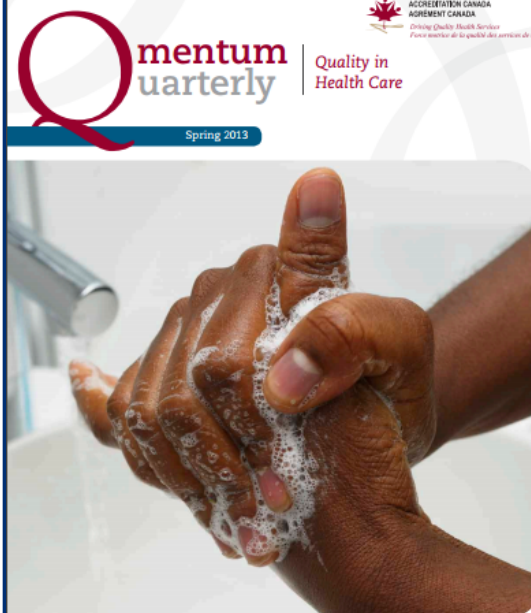
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- Fast peer review
- Short time submission-to-publication
- Designated section: **QI in IPAC**
- Submission is easy. Email me at:  
[editor-in-chief@ipac-canada.org](mailto:editor-in-chief@ipac-canada.org)

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## Phone call from Accreditation Canada



## In conclusion...

1. Ace your ROPs
2. Create unit-specific reports
3. Use 'tip sheets'
4. Conduct mock surveys
5. Disseminate widely
6. Don't say 'I don't know'
7. Make it stick
8. Submit Leading Practice(s)

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