

Vancouver accreditation 2012

It's what we do every day

What are ROPs and what are we doing about them?

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ROP stands for Required Organizational Practice. ROPs describe the practices that Accreditation Canada considers most critical to the delivery of safe, high-quality service – areas that have a direct impact on patient safety and risk.

So it follows that ROPs are also the areas in the standards that Accreditation Canada surveyors will be paying closest attention to when they evaluate our sites and services in November. The ROPs target these system-wide themes:

- Safety culture
- Medication use
- Infection control
- Communication
- Worklife/workforce
- Risk assessment.

Most acute and community teams have at least one or more ROPs embedded in their clinical standards, easily recognizable by the stop-sign-shaped graphic labelled “ROP.” Even those areas without ROPs embedded in their standards still treat these as high-priority criteria.

Because the ROPs cross multiple teams, we’ve identified the following eight ROPS as key areas of focus for Vancouver, in acute and community services:

- Falls prevention
- Comprehensive staff orientation (including infusion pumps)
- Managing transitions and discharges
- Using two client identifies before providing care
- Educating clients/families about their roles in promoting safety
- Medication reconciliation at admission and transfer or discharge
- Hand hygiene
- Using safety processes for high risk activities.

Vancouver-wide working groups with sponsors from both Community and Acute were set up for each ROP to better identify any gaps and define the scope of work needed. Many groups confirmed that initiatives are already underway and no new work is required.

At this time, only the areas around falls prevention and patient/family education on safety are being targeted with some new work between now and November. Your input is key to identifying what is working well and what can be improved in these areas; thanks for your survey responses!

If your team’s self-assessment has uncovered area-specific ROPs that require some work, please continue to address them.

All of the ROPs address important practices that are part of what we do every day in the Vancouver Community of Care; our goal is to ensure that we have plans in place or work under way where opportunities for improvement exist. If you have questions, please contact the planner supporting your team.

Who’s Who:

Accreditation Canada

Vancouver Surveyor Profile Corner

Denise Hardenne is Senior VP of Halton Healthcare Services in Oakville, Ont., covering three community hospitals. Since 2000, she has been responsible for senior administration of clinical programs including family practice, rehabilitation and geriatrics, emergency and ambulatory care, medicine, surgery, mental health and social services, and maternal child. She also provides leadership to the Quality and Risk Management Program and Office of Professional Practice. Denise previously held several management positions in regional acute care organizations in Saskatchewan. She has a B.Sc. in Nursing and a Master’s in Continuing Education.

Jane Matheson has been the CEO of Calgary’s Wood’s Homes since 1995. She has always worked with children, youth and their families, as a family therapist and Director of Social Work at Alberta Mental Health, and as a youth and family counsellor and supervisor for two Toronto residential treatment homes. As the leader of a non-profit children’s mental health centre providing Canada-wide services, Jane’s interests include supervision, children’s mental health, research and outcomes, board governance, risk management and partnerships. Jane has a Master’s and PhD in Social Work and is a Registered Clinical Social Worker and Supervisor. She holds an adjunct position and teaches graduate courses at the University of Calgary.

What we do every day

Ethics: decision-making in a sea of grey

Accreditation Canada ROP being addressed: Ethics

A critically ill elderly woman is admitted to hospital. Appointed representatives, members of her family, do not want to abide by the written guidance regarding end of life in her representation agreement. Who should make the decision, and on what grounds?

If the recent Sandoz drug shortage had been worse, who would have decided which patients got the drugs that were available? What criteria would they have used?

Nothing is an easy black and white in health care, but when you add the ethical decisions that have to be made, sometimes it seems like a sea of grey.

Earlier this year, an ethical decision making framework for clinical decisions was posted on the intranet for all staff to access. Created by VCH's ethicists, it guides staff in how to make ethical decisions.

The same [website](#) lists ethics resources available: contact info for the ethicists, information on Brown Bag Ethics Discussions held during the year, and how your unit can find out more about ethics in your workplace.

There are currently five ethics committees being formed in Vancouver, based on patient populations. The regional ethics committee is a resource to all of them.

Staff at every level should know where and who to turn to if they have an ethical dilemma.

Work is underway now to develop a similar decision-making framework for leadership and governance, where decisions often relate to personnel choices or allocation of resources among competing needs.

"Those decisions impact all our teams," explains Monica Redekopp, Director, Professional Practice, Nursing & Allied Health and chair of the VCH-wide Ethics Committee. She says frankly, "Ethics is a passion of mine."

Ethics is also a necessary element of research and quality improvement initiatives, too – assessing what data is being gathered, whether it is all needed, and what will be done with it, for example.

Ethics is one of the critically important areas that Accreditation Canada considers for an entire organization; staff at every level should know where and who to turn to if they have an ethical dilemma.



*Monica Redekopp:
"Ethics is a passion of mine."*

Vancouver Accreditation Next Steps

- **Action Plans:** Prioritize the areas for improvement that you've identified, plan your actions and roll out the improvement (ongoing).
- **Mock Tracer Exercises:** We'll be scheduling chances for your teams to practise site visit activities in September and October so you're familiar with what to expect during the site visit.
- **Site Survey:** Visit by national accreditation surveyors between Nov. 26 and 30. Final schedule will be posted on the intranet once approved.

Check out [Accreditation Vancouver](#) on VCH Connect.

Questions or comments? Please contact:
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