



Community Support Connections

Accredited with Exemplary Standing

Community Support Connections has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement.

Community Support Connections 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 **Community Support Connections** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

Community Support Connections (2021)

Community Support Connections – Meals on Wheels and More provides a range of services that enable seniors and adults with disabilities to live at home with independence and dignity. Governed by a volunteer Board of Directors, CSC relies on the time, talents and generosity of hundreds of volunteers, donors and supporters to serve more than 7,000 clients in Waterloo Region. Services such as Meals on Wheels, Exercise and Falls Prevention, Transportation, Grocery Shopping, Home Help, Community Dining, Visiting and Caregiver Support are designed to improve the quality of life of the people we serve by promoting health, well-being and social interaction.

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, a tangible demonstration that our programs meet international standards.

Find out more about what we do at 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

May 30, 2021 to June 2, 2021

Locations surveyed

- **1 location** was 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

- **4 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.

There is strong commitment shown by the Board of directors to serve the community. Governing board's roles and responsibilities, bylaws and policies are evident. There is a succession planning process to ensure continuity of board of directors with 2 years for each term to a maximum of 4 terms (maximum 8 years). New directors are highly sought and interviewed based on skill matrix. Orientation is provided for new directors to ensure mission, vision, goals and objectives are understood.

The governing board has identified committees to oversee functions of finance and audit and quality. Strategic planning is conducted and inter-mingled with staff and volunteer representatives. Strategic plan is monitored by KPI's which are reported quarterly. Risk management includes incident reports and mitigation strategies to ensure client safety.

A high level of engagement with the community stakeholders is noteworthy. The organization has a creditable reputation in the community. Community partners have indicated that CSC is very responsive to concerns raised, caregiver support program is extremely valuable and volunteers are shiny stars. It is encouraged to develop more collaborative partnerships that can be featured for marketing and promotion. Rebranding, website and social media helps to attract more clients.

A leadership team that shows its strong commitment to support the community. The fact that the organization is engaged with the Ontario Health Team for future planning demonstrates the importance of its service delivery to the community. The addition of Quality Manager position has shown the organization's emphasis on quality and client safety. The value of people centred care has permeated throughout all levels of staff and volunteers, along with the establishment of the Client Family Advisory Council.

Staff are well engaged through multiple ways - huddles, newsletters and Sharepoint, etc. Formalized framework for staff to recognize volunteers each month was initiated. Virtual volunteer appreciation event in lieu of annual dinner with new awards based on service milestones was held. Workforce and budgets, flexible work and locations where possible, generous benefits package of benefit days for health and wellbeing - attaining joy in work – personal and professional development opportunities and budgets, flexible work and locations where possible, generous benefits package of benefit days for personal and family wellbeing, talent management planning, and Employee Assistance Program are offered.

Community Support Connections has displayed a high degree of excellence in home support services by constantly evaluated and improving its services. Efforts to remove barriers to access service or assist clients to access the most appropriate service aligns with CSC mission to support patients at home for as long as possible. CSC provides non-medical holistic supports to seniors and adults in their own homes in the strategic areas of Nutrition, Physical Health, Social Wellbeing, and Help at Home. There is an extensive inventory of comprehensive policies and procedure for staff training and to support safe and quality service.

A key component of CSC's service delivery is their reputation of compassionate, courteous, affordable service exemplifying their vision for the community where everyone feels valued, connected, and empowered at home. Clients refer to their support workers as extended family and expressed deep appreciation and gratitude for the many free and affordable sliding scale payment services they receive. Clients are especially grateful for the continuity of services during the pandemic and the special efforts made to transition to virtual programming where in-person was not an option. Both the Exercise and Friendly Connections (replaced the Community Dining) have been offered virtually during the pandemic. The team is commended for the successful transition to this virtual environment which has seen an increase in clientele accessing the programs beyond the original regional boundaries of the service.









Clients reported that the transportation service, meals on wheels, wellness call, exercise and friendly connection programs have all contributed to their mental and physical wellbeing and independence, allowing them to age in place (home). 100 percent of the clients surveyed would recommend CSC service to friends and families. They appreciated relieving the "burden" and "inconvenience" on family members who would have had to support them with the services currently provided by CSC. The Infection Prevention and Control policies, and procedures and the comprehensive COVID-19 Pandemic Plan document were and continue to be instrumental in guiding staff, volunteers and clients on how to keep safe and decrease the spread of the virus. Staff and volunteers are encouraged to be vaccinated for covid-19 and the influenza viruses as an additional protection to keep themselves and their clients safe and stop the spread.

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.

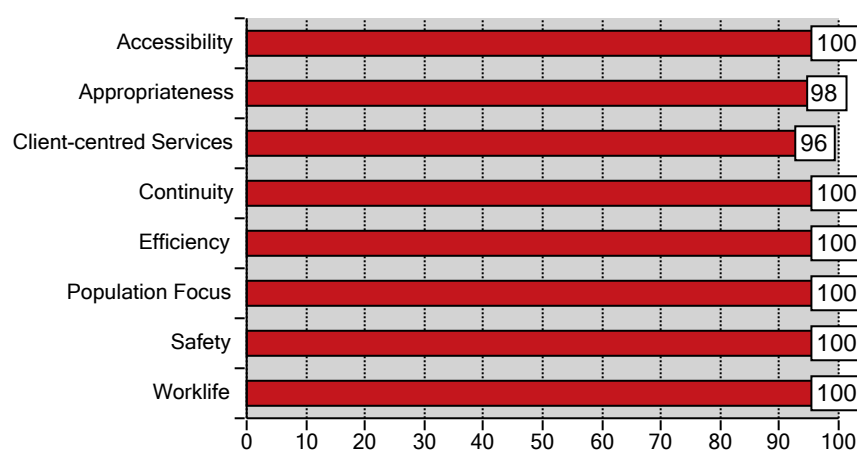
The quality dimensions are:

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

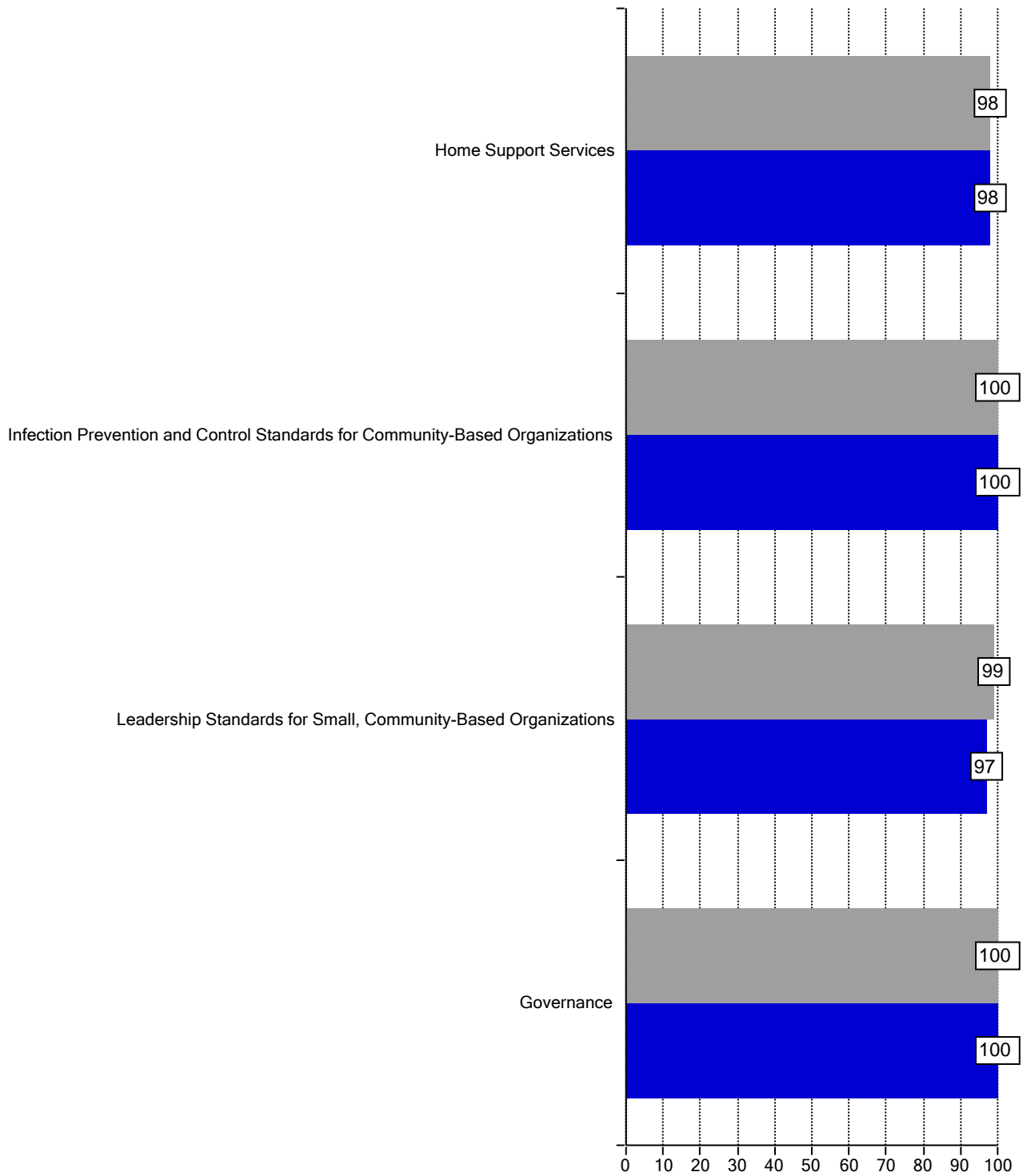
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

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.

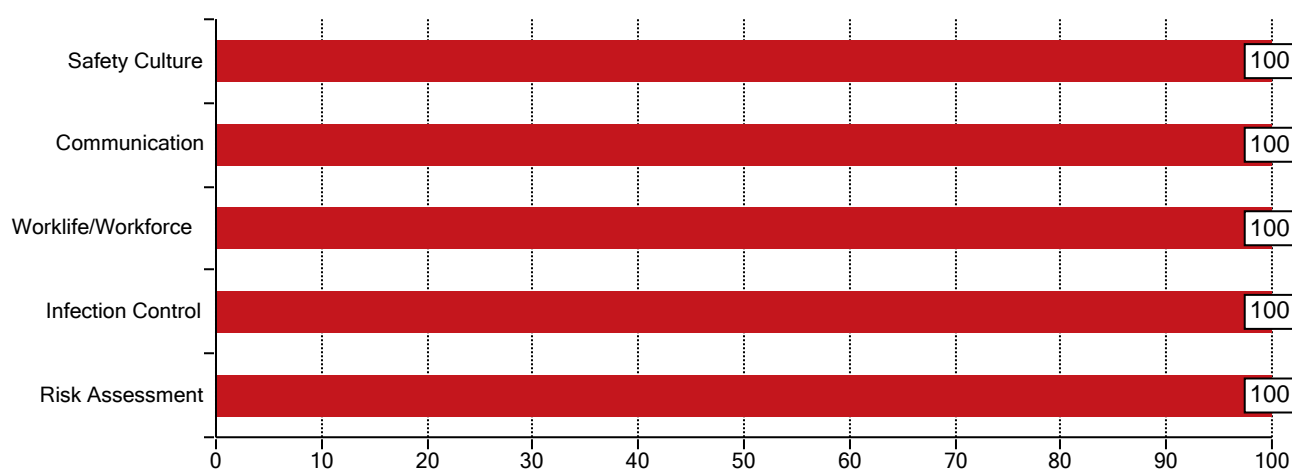
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes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



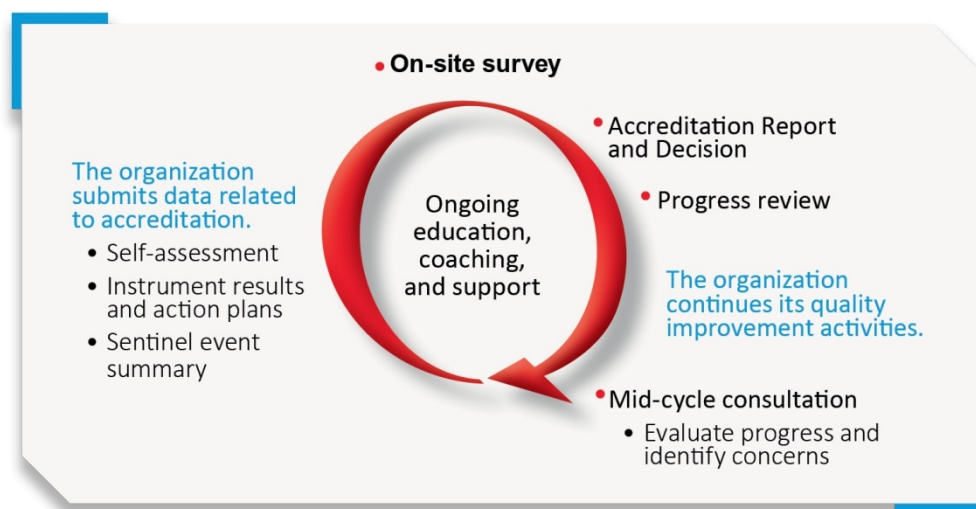
The quality improvement journey

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 **Community Support Connections** 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 Community Support Connections - Breslau

Appendix B

Required Organizational Practices

Safety Culture

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

Communication

- Client Identification
 - Information transfer at care transitions
-

Worklife/Workforce

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

Infection Control

- Hand-Hygiene Compliance
 - Hand-Hygiene Education and Training
 - Reprocessing
-

Risk Assessment

- Home Safety Risk Assessment
-