

FOR RELEASE
December 22, 2016

Continuing care commended for its commitment to quality improvement

Government of Yukon's continuing care division has been commended by Accreditation Canada for the division's ongoing work to ensure the quality and safety of its programs and services.

From September 18 to 22, 2016, peer surveyors from Accreditation Canada conducted an on-site survey of Yukon's continuing care facilities and home care program. The survey included assessment of the programs' leadership, governance, clinical programs and services. These assessments were evaluated against Accreditation Canada's requirements for quality and safety excellence.

Yukon's continuing care program has gone beyond the requirements of the Qmentum accreditation program to achieve 99 per cent compliance.

Quotes

"Accreditation is a process, not a one-time event. It is a commitment to ongoing evaluation and improvement of all activities and practices. I am proud of the dedicated continuing care teams and care and service providers for continuously striving for excellence in all they do for Yukoners."

–Minister of Health and Social Services Pauline Frost

"Accreditation Canada works with partners from coast, to coast, to coast who share our passion for quality health services for all. In principle, this accreditation with commendation is an expression of Yukon Health and Social Services' and continuing care's commitment to continuous improvement and to the ideals of patient and family-centred care. In practice, it means Yukoners who rely on continuing care services should expect and experience better health and care."

–Canadian Accreditation, Accreditation Canada executive director Danielle Dorschner

Quick facts

- Accreditation Canada's requirements include national standards of excellence; required safety practices to reduce potential harm; and questionnaires to assess the work environment, patient safety culture, governance and client experience. Results from all of these components were considered in the accreditation decision.
- All continuing care sites, services and programs are deemed accredited with commendation.
- Continuing care achieved 98.8 per cent compliance in 588 quality standards in eight quality dimensions.
- Continuing care is accredited until September 2020.

Learn more: Accreditation Canada

See backgrounder.

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Backgrounder

- On-site survey occurred September 18-22, 2016.

Results:

- Standards assessed (average score of 99.1 per cent):
 - Infection prevention and control standards for community-based organizations
 - Leadership standards for small, community-based organizations
 - Medication management standards for community-based organizations
 - Home care services – service excellence standards
 - Long-term care services – service excellence standards
- Required organizational practices assessed (average score of 97.8 per cent):
 - safety culture
 - communication
 - medication use

- work life/workforce
 - infection control
 - risk assessment
- Quality dimensions assessed (average score of 99.4 per cent):
 - Accessibility
 - Appropriateness
 - Client-centered services
 - Continuity of services
 - Efficiency
 - Population focus
 - Safety
 - Work life
- Works closely with territorial community partners to ensure safe practices are adopted and followed throughout all of its facilities and home care services.
- Monitors and maintains best practice standards following national standards.
- Works closely with residents, clients, staff, volunteers, families and community organizations to provide satisfying quality care.

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