



Quality and Standards Orientation

This set of slides covers content for:

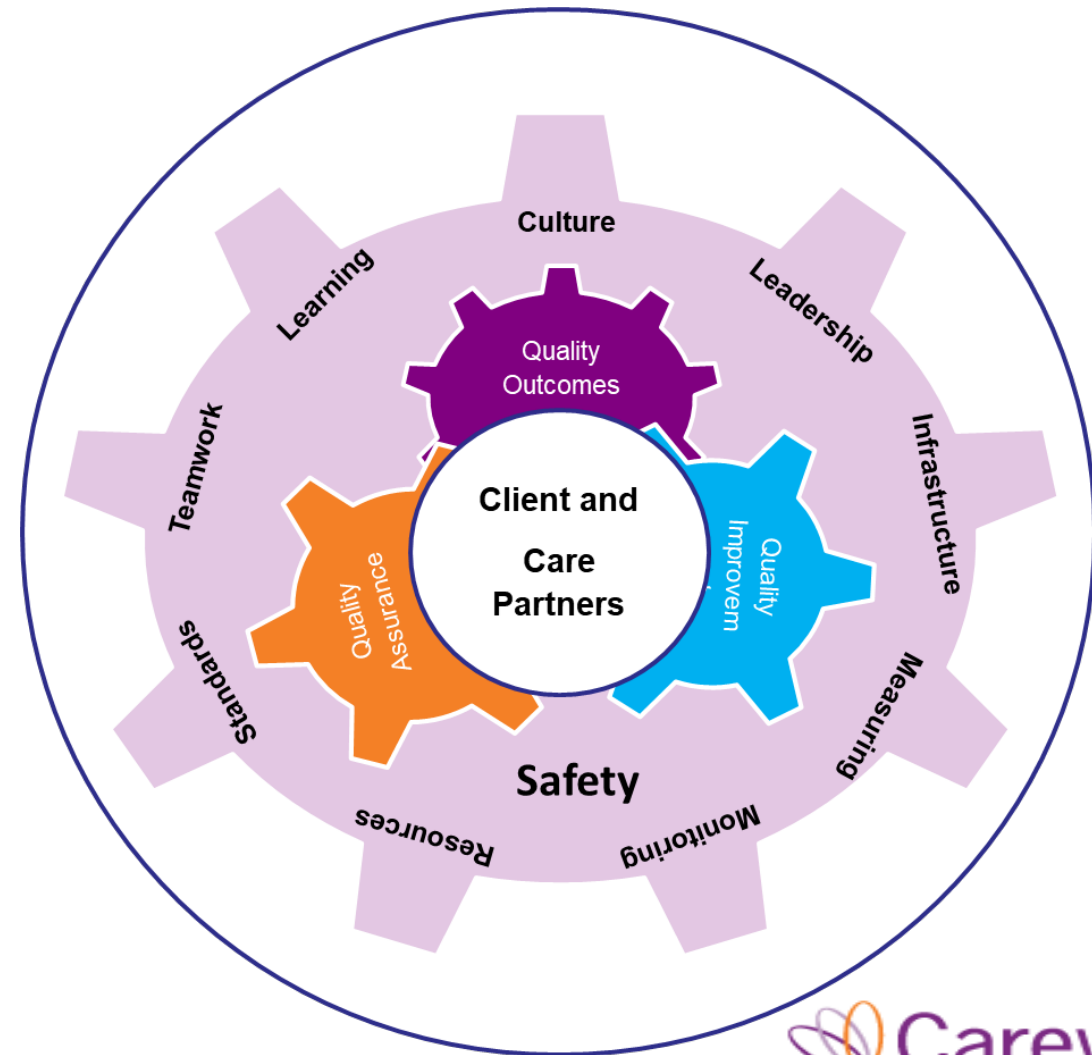
- Quality at Carewest
- Standards
- HIA/FOIPP and Confidentiality

Quality at Carewest

- The Carewest Quality Framework provides an overview of how we approach quality through:
 - Quality assurance (e.g., audits, reporting, analysis of incidents)
 - Quality Improvement (e.g., PDSA cycles, surveys, focus groups)
 - Quality Outcomes (e.g. Pressure Ulcer rates, Functional Improvement, Pain management)
- Safety is integral to quality and part of our framework.
 - We follow the ISMP Measuring and Monitoring for Safety framework.

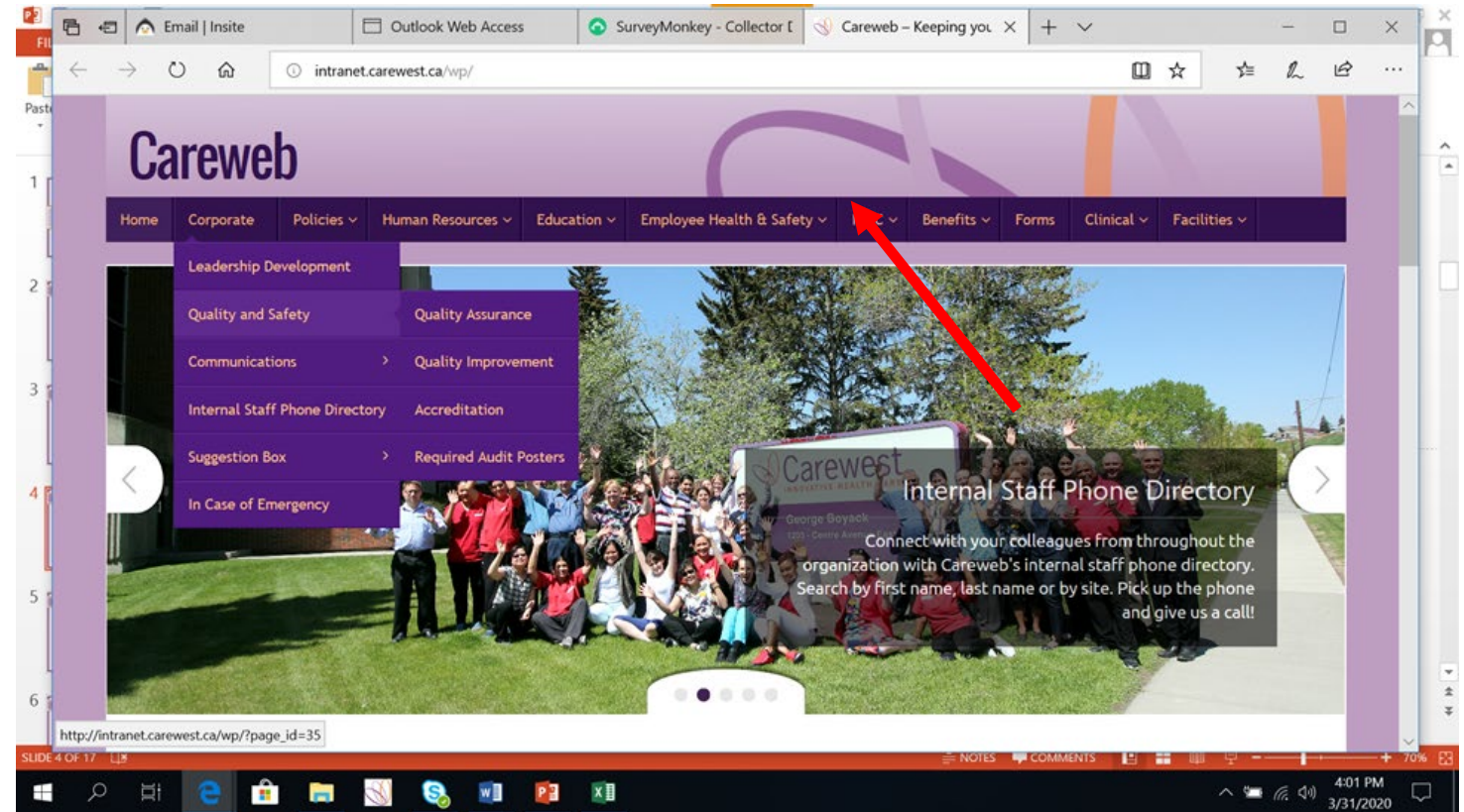
Carewest Quality Framework

- We strive for a culture that:
 - Involves everyone in quality and safety initiatives
 - Aligns with our values for learning and finding opportunities to improve,
 - Encourages open reporting of incidents
 - Engages the team in learning and collaborating to make improvements and reduce incidents



For More Information

- You can find Quality and Safety information on Careweb, under the “Corporate” Tab.



Standards and Legislation

- Carewest complies with many high-level standards for our care and services, that include:
 - Accreditation Canada (all areas of Carewest)
 - Provincial IP&C standards (all areas of Carewest)
 - Continuing Care Health Services Standards (limited)
 - Accommodations Standards (limited)
 - Standards are often related to legislation (e.g. HIA)

Legislation

- Freedom of Information and Protection of Privacy Act
- Health Information Act

Legislated Acts that control the:

- Collection
- Use
- Disclosure (release) of information in the public sector in Alberta



Importance

- FOIPP/HIA provides people with the right to access information which is under the control of Carewest
- FOIPP/HIA also provides rules to protect information held by Carewest



The Health Information Act (HIA)

- HIA addresses the protection of privacy of persons in the health care system and the confidentiality of their health information. HIA also:
 - Enables appropriate sharing of information for health system purposes
 - Sets out the rules for the collection, use and disclosure of health information
 - Provides individuals with the right of access to **their own** health information
 - Provides individuals with the right to request correction of their own health information
 - Provides for an independent review process and sanctions for contravention

Confidentiality Required Learning

- To complete your required learning on confidentiality please go to
<https://www.surveymonkey.com/r/CWCONF21>

If you have further questions, please contact:
Manager, Information Management & Privacy
at
403-230-6929

Standards related to Long Term Care and Community Programs



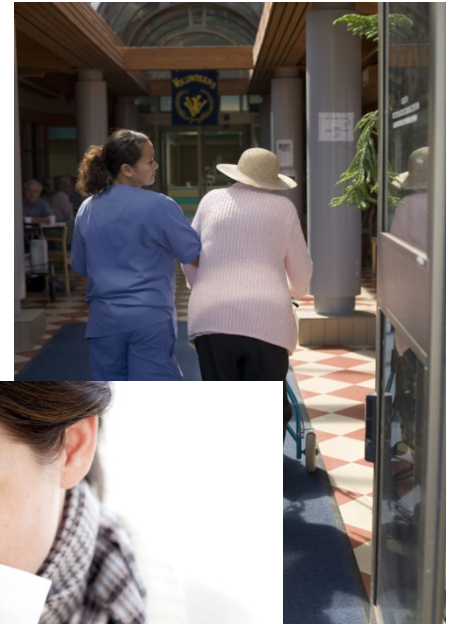
- Pages (slides) 11 – 16 are not required reading if you are working at:
 - Carewest Glenmore Park, and sub-acute units at Fanning and Sarcee
 - Southport
 - Operational Stress Injury Clinic
 - Seating Clinic

If that applies to you, close this document and proceed to the next section of your orientation (Infection Prevention & Control)

Everyone else must complete the next section and the related quizzes

Continuing Care Health Service Standards

- Provincial commitment to delivery of quality Health Care in the continuing care system
- CCHSS set the minimum requirements that Operators must comply with
- 19 standards, amended 2018 to:
 - provide quality services that consider the individual needs, preferences and abilities of each client or resident.
 - Increased attention to safety



Continuing Care Health Service Standards

What do you need to know?

Please go to this link for your online learning about the standards

<http://www.surveymonkey.com/r/CWCCHSS21>

Where can you learn more?

- hard copy of Standards on unit
- Continuing Care Connection, (covered later in your orientation)
- [Online by clicking here.](#)

Accommodation Standards

The Standards Compliance and Licensing Branch of Alberta Health monitors all lodges, supportive living and long-term care sites in the province of Alberta to ensure sites are complying with “Supportive Living and LTC Accommodation Standards”



Accommodation Standards

The Provincial Accommodation Standards cover :

- Physical environment
- Hospitality services
- Safety services
- Personal services
- Coordination and referral services
- Residential services
- Human resources
- Management and administration

- All Supportive Living and LTC centres require an Accommodation license and a certificate confirming the centre meets accommodation standards is posted near the entrance.



Accommodation Standards

- Your role supporting compliance with the Accommodation Standards
 - Assist in ensuring that we provide a comfortable and clean environment
 - Assist in ensuring that building repairs and safety issues are reported in a timely manner
 - Assist in ensuring that Carewest processes are followed, as they have been developed based on required standards.

Standards Compliance

- The provincial government monitors compliance through various audits and inspections including:
 - Alberta Accommodation Standards audits
 - Alberta Health Services/Alberta Health CCHSS audits
- Your daily efforts to meet standards requirements will support a successful audit
- Answer any auditors questions honestly and fairly