

A soft-focus photograph of a woman with blonde hair tied back, gently kissing a young girl on the cheek. The girl has her eyes closed and a peaceful expression. They are both wearing light-colored clothing. The background is blurred, suggesting an indoor setting with natural light.

Driving Sustainable Change through a People-Centred Approach

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WHY does healthcare
need to change today?

WHAT is the problem
we are trying to solve?





Our **WHY**



700 People in 20 Countries:

What we heard:

- ✓ Connect better with one another
- ✓ Listen to all voices
- ✓ Boil it down to what matters
- ✓ Design systems and solutions for people
- ✓ Make it easier to do the right thing
- ✓ Link data, decisions and practices to better health

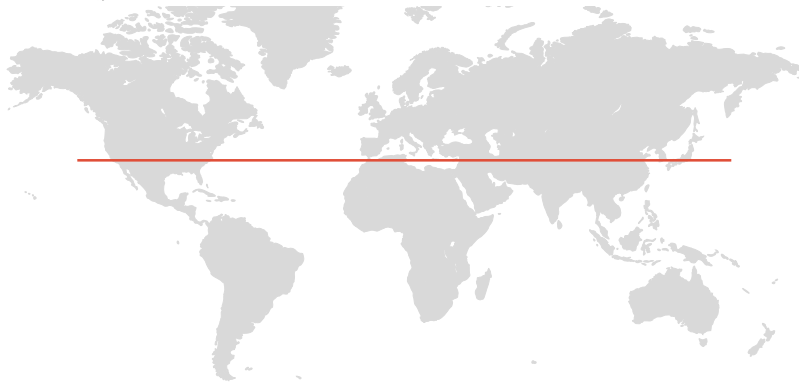


"I'm the key to making me better because I have all the hidden information."

With 10 large-scale changes we can deliver **more value** that better responds to **local needs**



ACCREDITATION
CANADA



1

People Centred

2

Co- Design

3

Connected /
Integrated Care

4

Ecosystem

5

Continuous Improvement

6

Capacity Building

7

Agile

8

Global + Local

9

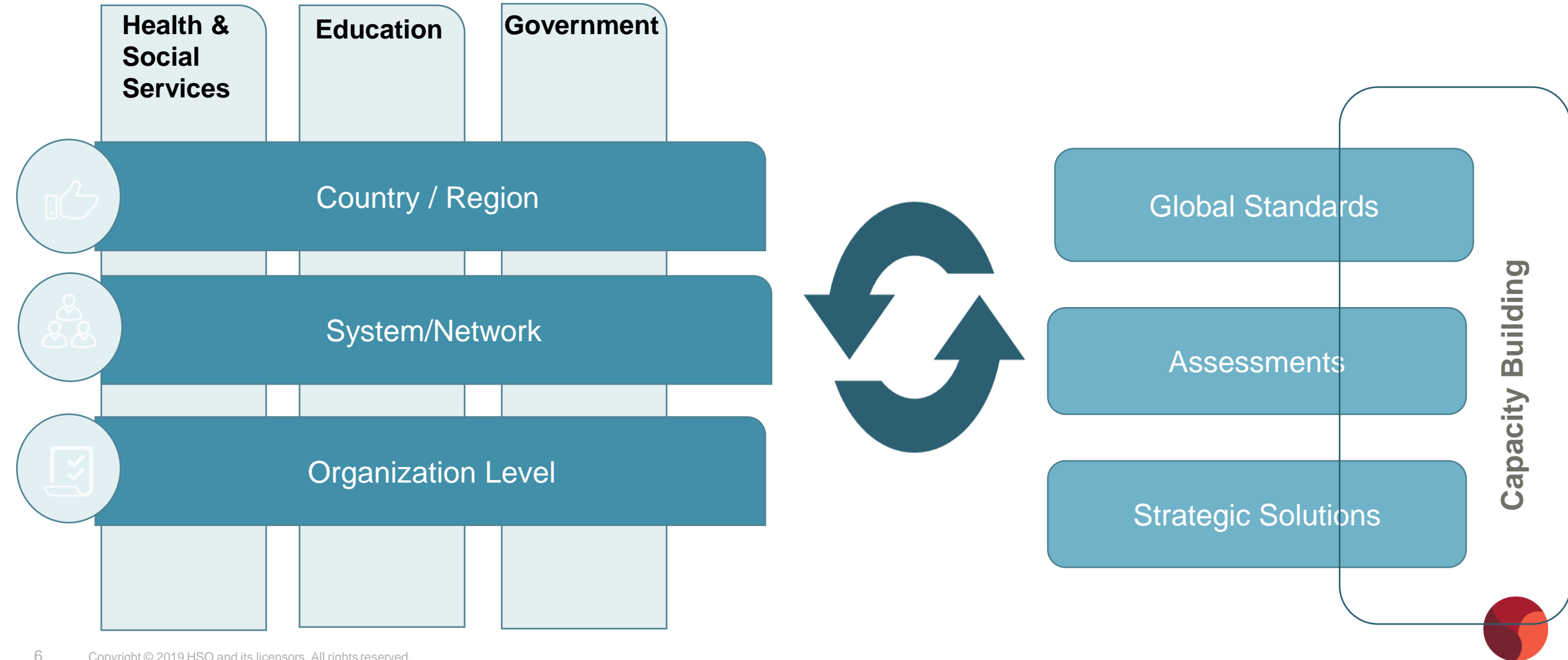
Partner

10

Impact



Our approach



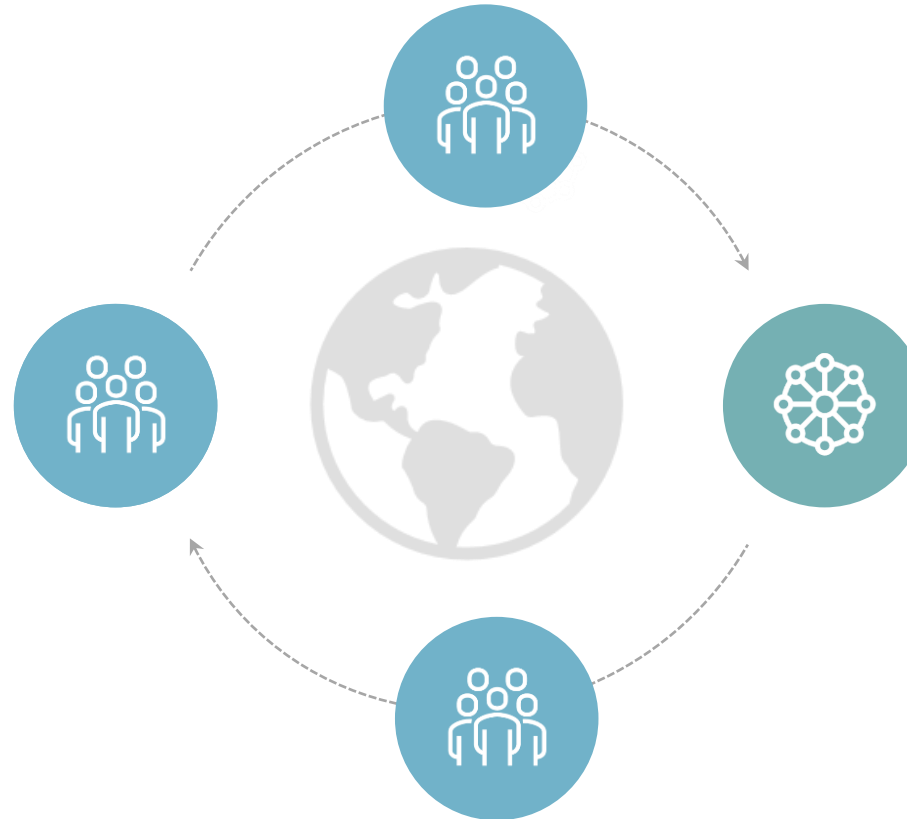
Connecting

Policy Makers:

- Governments
- Ministries
- Health and Social Services Agencies, Authorities, and Regulators
- Global Summits – G20

Patients/ Citizens

- Individuals, Associations, Networks



Professionals:

- Colleges & Universities
- Regulatory / Bodies
- Associations /

Health and Social Service Providers and Networks:

- Home & Community Services
- Mental Health Care
- Primary Care
- Lab/ Diagnostics
- Acute Care Hospitals
- Long Term Care
- Public Health Units
- Voluntary and Not-for-Profit, Health and Social Services
- Other health & well-being sectors
- ETC...





Encourage cultures of
LEARNING

COLLABORATIVE learning
fosters continuous improvement
& innovation

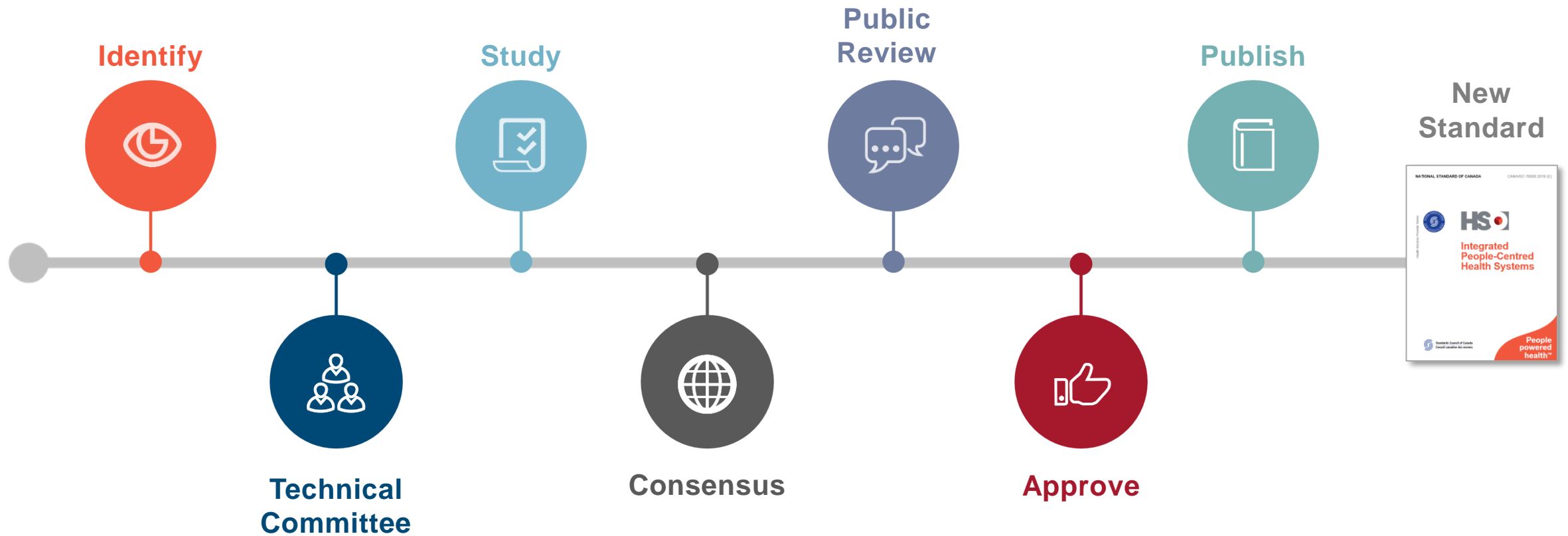




**Global standards & innovative
assessment methods are
foundation for change**



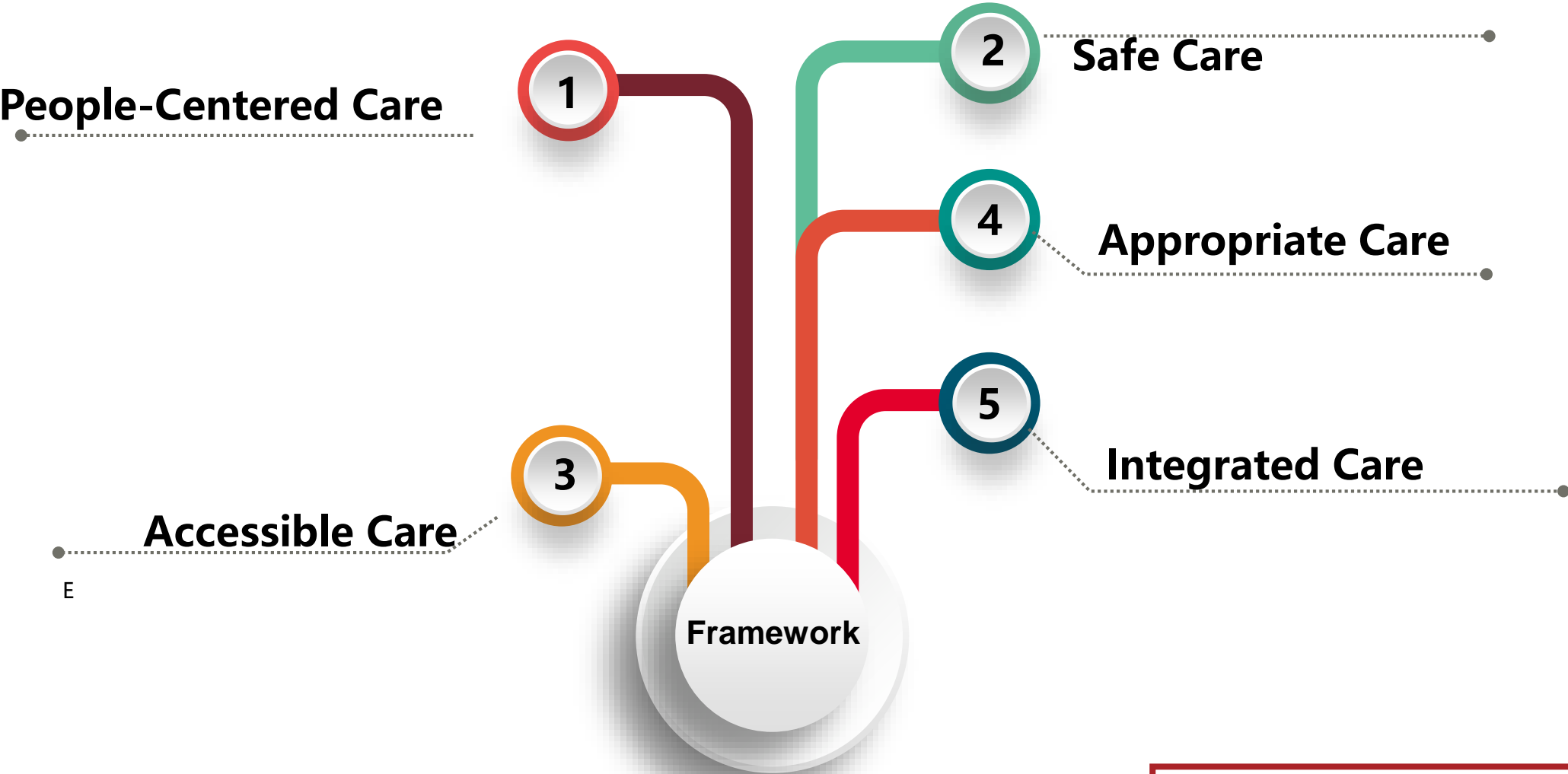
HSO has official status as a Standards Development Organization (SDO)



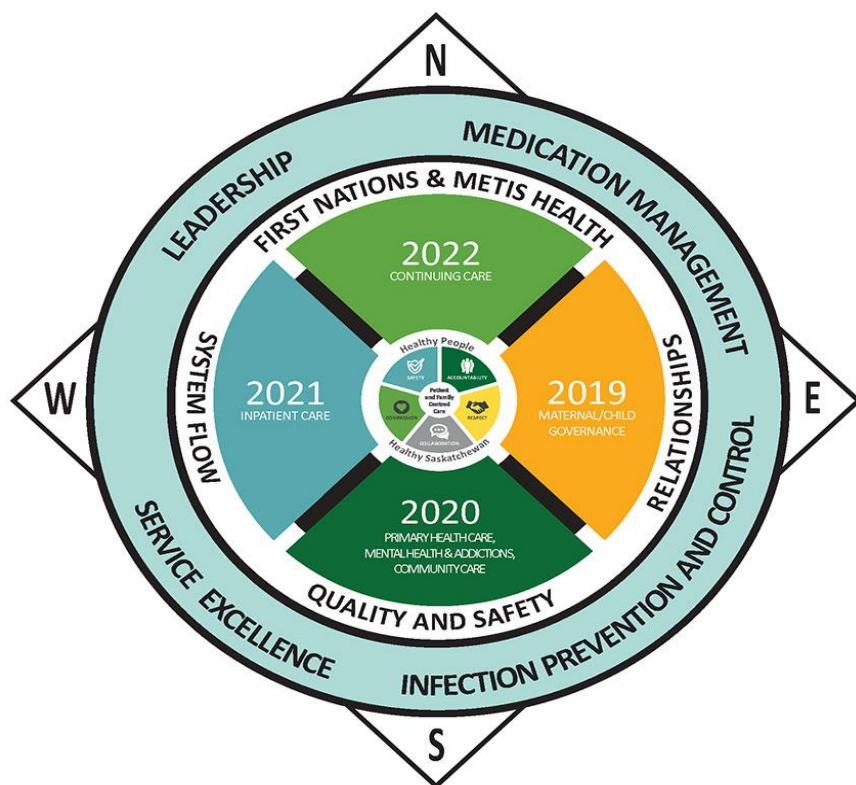
Standards Council of Canada
Conseil canadien des normes



National Goals: Canadian Quality & Safety Framework



Customized Approach to reflect local priorities & culture Saskatchewan Health Authority (SHA)



- 12 RHA transformed to 1 health authority
- Co-design model to match SHA structure, priorities and aspirations
- Specific focus— patients' and First Nations and Metis' voice to be central
- Continuous accreditation – sequential –each year specific areas; and G/L;IPAC; MM etc continuous
- Circular model chosen to represent holistic health and the Medicine Wheel with patients and family centered care at its core

Our Mission

We work together to improve our health and well-being. Every day. For everyone.



Quebec: Patient pathways across the continuum

People Centred Care

Transition point:
Are **promotion programs** having the impact desired?
How is the patient **accessing these services**?

Transition point:
Are services **coordinated**?
what is the **patient experience** during these transitions?

Transition point:
Are services **coordinated**?
How is the patient **reintegrating into the community**?

Health promotion
& protection

Health &
services in the
community

Emergency &
hospitalization
care & services

Care and services
in the community

Quality and
impact of the
programs

Safety and
Quality of
services

Safety and
Quality of
services

Safety and
Quality of
services

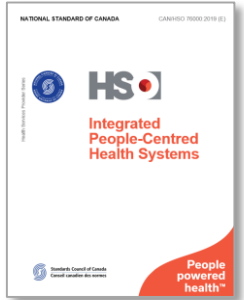
Assessment of services

“Organizations need patients to tell them what they are doing well and where they can improve. Patients are hidden gold that have yet to be tapped into. We can make amazing changes together.”

Heather Thiessen,
Patient Surveyor, Vancouver
Island Health Authority



The new future: patient pathways & integrated care





**Working with governments on
strategic solutions can help
create winning conditions for
change**



Ministry of Public Health Lebanon (MoPH)

Primary Healthcare Project (since 2010)

- The development of Lebanon's first national PHC standards
- Ongoing training for staff & surveyors
- Co-surveys (joint teams of surveyors Lebanese and Canadian)
- 126 PHC centers enrolled in accreditation process, 52 centers accredited
- Specialized training for PHCs
- Project supported by the World Bank



Ministry of Public Health, Qatar

- Creation of national licensing protocols and process
- Unique system of integrating licensing with accreditation
- Turn-key accreditation solution based on an internationally-recognized program (standards, process, education)
- Creation of systems and capacity to manage the program independently within MOPH Qatar



Ministry of Health, Kuwait

2008 – Present

- Co-Created a customized National Hospital Accreditation Program (for public sector facilities)
- Successful implementation of the national hospital accreditation program since 2010
- Specialized training in health care facilities
- Continuous knowledge exchange between Kuwaiti and Canadian surveyors through co-survey model
- Application of Qmentum International™ standards for primary care sector



European Reference Networks For People with Rare Diseases

- Design of **Standards** and **Assessment Program** for the establishment of ERNs across EU 28 Member States
- Development of **Operational criteria** that incorporates EU specific regulations, legislation, professional standards
- Patient Groups partnered at every step
- **Assessment of ERNs** against the network standards



Implementation Support - Vanessa's Law

- Vanessa Young died in 2000, at the age of 15, of a cardiac arrhythmia after taking cisapride (Prepulsid®) as prescribed.
- A campaign for increased regulation of therapeutic products subsequently led to greater powers for Health Canada to request safety data from hospitals and industry about drugs and medical devices.
- **Vanessa's Law** was enacted in 2014 and the mandatory reporting requirements come into effect December 16, 2019.
- Government Funded Joint Venture with HSO to ensure support for mandatory reporting & ongoing learning






Sustainable **change**
takes time


The future is **now.**



A hand holding a glowing orb with a network overlay. The background is a blue gradient with a white network of dots and lines. The hand is holding a glowing yellow and orange orb. The text "Our vision: Quality Health Services for ALL" is overlaid on the right side of the image.

Our vision: Quality Health Services for **ALL**



A hand holding a glowing orb with a network overlay.

**Our vision: Quality Health
Services for **ALL****

please join us!

www.healthstandards.org

www.accreditation.ca



Leslee_Thompson

Together, we can
make a
difference

