



ACCREDITATION CANADA
AGRÉMENT CANADA

Driving Quality Health Services
Force motrice de la qualité
des services de santé



Client- and Family-Centred Care in the Accreditation Canada Program

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Client- and Family-Centred Care (CFCC) in Qmentum

- Integral part of Qmentum program:
 - Quality Framework
 - Standards content
 - On-site survey process
 - Instruments
 - Leading practices requirements

Enhancing Client- and Family-Centred Care

- Our objective
 - Support organizations to adopt principles and implement practices that exemplify a client- and family-centered approach to service delivery
 - Foster culture change at all levels - fundamental to success

Principles Guiding the Work

- Dignity and Respect
- Information Sharing
- Partnership and Participation
- Collaboration

Safety

- Keep me safe

Client-Centred Services

- Partner with me and my family in our care

Worklife

- Take care of those who take care of me

Efficiency

- Make the best use of resources

Appropriateness

- Do the right thing to achieve the best results

Accessibility

- Give me timely and equitable services

Population Focus

- Work with my community to anticipate and meet our needs

Continuity

- Coordinate my care across the continuum

Our Journey: Further Considerations

- On-site survey
 - Client or family advisors on survey team
 - Structured discussions with patient and family advisors
- Surveyor training
 - Educational tools co-designed with or vetted by client and family advisors
- Standards Development & Program Advisory
 - Further strengthen patient involvement in standards development and Advisory Committees

Leveraging Accreditation

- Accreditation has a role to play in advancing the client- and family-centred care agenda
- Encourage organizations to adopt CFCC philosophy as they strive to meet standards of excellence
- Knowledge to action



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