

Canadian Council on Health
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Conseil canadien d'agrément
des services de santé






Accreditation Survey Report

Provincial Health Services Authority
B.C. Provincial Renal Agency
Vancouver, BC
October 30 - November 2, 2005




BC Provincial Renal Agency

Rating at the Sub-section Level

	1	2	3	4	5	6	7		R	PR			TR	Avg. Rating
Being a learning organization and achieving positive outcomes														5.3
Achieving wellness														5.3
Having a positive relationship with the community														5.0
Being responsive								1						6.0
Meeting the organizations mandate														6.0
Being ethical														5.0
Having a clear direction														5.7
Managing risk														5.6

Good Practices

-  The team has done a spectacular job with the development and use of the PROMIS database system, which is of special note. This all inclusive database is used to register every patient on dialysis and all patients registered with chronic renal disease throughout the province. The system is all on-line and in real time so that units get all there lab data on individual patients as soon as the lab has them ready. These lab results then are compared to the provincial average, giving this service excellent access to comparison data. The PROMIS system is used for quality assurance, quality improvement, budget projections and research. It is a first in the renal community in Canada and is a leading practice for the country to follow. (BC Provincial Renal Agency Team). (Coordination and Partnerships, Standard 6.0)

Recommendations

There are no recommendations for this team.

Key Findings

Being a learning organization and achieving positive outcomes	Criteria	Organization Rating	Survey Rating
1.0 The team continually plans and designs its services to meet the current and future needs of the populations it serves, and to achieve the best possible outcomes.	1.1	5	6
	1.2	5	5
	1.3	5	5
2.0 The team uses research, evidence, and best practice information to develop and improve its services.	2.1	5	6
	2.2	NA	NA
	2.3	5	5
	2.4	5	5
3.0 The team monitors and improves the quality of its services to achieve the best possible outcomes.	3.1	5	6
	3.2	5	5
	3.3	5	5
	3.4	5	5

Strengths:

The BCPRA has included all the dialysis patients/clients in the province, and is trying to register and follow all the patients in the province with diminished renal function, with a Glomerular filtration rate (GFR) less than 60. To do this, it has developed a program with the laboratories across the province so that all serum creatinines are reported using the GFR, Cockcroft Gault formula. People are registered only if seen by a nephrologist.

The agency regularly assesses the needs of clients and has many committees to facilitate this. The PROMIS database is used to follow all registered patients. The agency has developed a vascular access program which should improve fistula usage and decrease complications.

There is a Web based link to general practitioners, which provides recommendations and guidelines for following patients with renal disease.

The agency works to facilitate the collection and sharing of best practice guidelines throughout the province.

Areas for Improvement:

Consider making transplant patients a part of the database. Some of these patients fail transplant and return to dialysis.

Try and see patients earlier and registered them sooner, as there can be a delay of several months from time of referral to seeing a nephrologist.

Make more of an effort to involve more family physicians in using the guidelines of caring for renal patients.

Undertake satisfaction surveys.

Continue to monitor and track indicators to influence best practice.

Increase the use of telehealth in the dialysis units in the remote areas of the province.

Key Findings (Continued)

Achieving wellness	Criteria	Organization Rating	Survey Rating
4.0 The team, working with the community, promotes health, prevents or detects health problems early, and maximizes the well-being of those it serves.	4.1	6	5
	4.2	5	5
	4.3	6	6

Strengths:

This agency is actively involved in various strategic and successful partnerships with the community, as well as several key projects. Of note is the fact that the agency successfully negotiated with the provincial government for funds for chronic kidney disease clinics throughout the province. These clinics work with nurses, dieticians, social workers, pharmacists and physicians to educate patients on their disease. They also attempt to slow progression of their disease and delay or prevent complications. This is a tremendous move forward in standardizing the management of kidney disease throughout the province.

The agency has developed and implemented a strategy for increasing the use of home dialysis both hemo and peritoneal. This program is very cost effective and benefits the patients and their families.

Recognition is given for producing educational material for patients and families in four languages.

Areas for Improvement:

Increase the use of work groups that deal with similar things such as hypertension.

Ensure communication between dialysis unit sites.

Key Findings (Continued)

Having a positive relationship with the community	Criteria	Organization Rating	Survey Rating
5.0 The organization has broad and meaningful linkages and partnerships with other organizations and with the community.	5.1	5	5
	5.2	5	4
	5.3	6	6

Strengths:

The agency has a strong structure in terms of working committees, whose memberships comprise renal clinical care providers and senior administrators.

BC nephrology days have been increased to two days because attendance has increased year by year.

Educational materials are translated into the major required languages.

Newsletters are produced. Pamphlets and videos are developed in partnership with the Foundation.

Areas for Improvement:

Develop more formal feedback mechanisms, rather than relying on informal feedback.

Increase promotion/prevention activities in the communities to raise awareness of kidney disease.

Key Findings (Continued)

Being responsive	Criteria	Organization Rating	Survey Rating
6.0 The team's services are integrated and coordinated to ensure continuity of service for the populations it serves.	6.1	6	6
	6.2	6	6

Strengths:

Core staff include skilled interdisciplinary teams with high levels of expertise. There is an atmosphere of collaboration and respect for all allied health professionals.

The pharmacy and formulary committee ensures that medications necessary for renal patients are provided. Negotiated provincial contracts enhance cost efficiency relative to volumes.

Areas for Improvement:

Enhance communication strategies to ensure that front line staff are kept up to date.

Attempt to enhance the agency's presence in the larger community, outside of the renal community.

Work with BC renal clinicians to ensure the agency is always responsive to the needs of the community.

Key Findings (Continued)

Meeting the organizations mandate	Criteria	Organization Rating	Survey Rating
7.0 The organization's mission gives it direction.	7.1	6	6

Strengths:

The mission provides direction and understanding to staff and external partners. It serves to ensure the delivery of province wide services, sets direction and province wide standards and guidelines.

Areas for Improvement:

No specific areas for improvement were identified.

Key Findings (Continued)

Being ethical	Criteria	Organization Rating	Survey Rating
8.0 The organization delivers services and makes decisions in accordance with its values, and with its own code of ethics or other recognized codes of ethics.	8.1	6	5

Strengths:

The PROMIS database has been designed with an access control feature. All staff are very aware of the confidentiality of the data and demonstrate a philosophy of transparent behaviour.

Areas for Improvement:

Ensure that new staff are aware of the code of conduct.

Key Findings (Continued)

Having a clear direction	Criteria	Organization Rating	Survey Rating
9.0 The organization has a clear direction and achieves the desired results.	9.1	5	6
	9.2	6	6
	9.3	5	6
	9.4	4	5
	9.5	5	5
10.0 Human, financial, and physical resources are appropriately allocated throughout the organization.	10.1	6	6
	10.2	6	6

Strengths:

BCPRA has specific strategic goals and objectives and there is a process in place to facilitate yearly monitoring of the goals. The unique structure and the agency's successes have attracted international interest.

The development of the strategic plan was a highly collaborative endeavour. The plan serves to ensure high quality care to renal patients across the province. It is supportive of and stresses the importance of patients with chronic kidney disease. Also, the partnerships meet the objectives and serve to strengthen them as well.

The budget includes payments to vendor contracts, medication nutritional supplements and dialysis supplies including home dialysis. The renal recourse program that management introduced permits flexibility in having funding follow the patients.

Objective criteria have been established around facilities and equipment.

Areas for Improvement:

Undertake a more formal needs assessment process. Also monitor the vision, goals and objectives and find ways to make them more formal.

Continue applying the criteria for facilities and equipment to assess priority areas for renovations and expansions.

Review the communication strategy to ensure it is increasing community knowledge of renal disease.

Ensure that the orientation of new employees covers awareness of the strategic plan.

Key Findings (Continued)

Managing risk	Criteria	Organization Rating	Survey Rating
11.0 The governing body and managers prevent and manage any risks to the organization.	11.1	5	5
12.0 The organization's financial resources are protected and controlled.	12.1	6	6
	12.2	7	6
13.0 Contracted services are delivered according to the terms set out in the contract.	13.1	6	6
	13.2	5	5

Strengths:

There is continual checking of the security and reliability of the PROMIS database.

There are well detailed financial reports which are distributed in a timely manner. Variances in projections are reviewed quickly.

PSHA corporate policy guides the process for selecting vendors, which is clearly defined. Contracts are assessed against performance criteria.

There is commitment to providing the best quality product.

Areas for Improvement:

Work to streamline financial accountability. Improve linkages between risk and materials management. This includes refining processes to monitor client satisfaction, and monitoring, measuring and reporting client outcomes. There is an ongoing need to educate partners on business affairs and requirements.