



John McGivney Children's Centre

Accredited with Exemplary Standing

March 2021 to 2025

John McGivney Children's Centre has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement. It is accredited until March 2025 provided program requirements continue to be met.

John McGivney Children's Centre is participating in the Accreditation Canada Qmentum accreditation program. Qmentum helps organizations strengthen their quality improvement efforts by identifying what they are doing well and where improvements are needed.

Organizations that become accredited with Accreditation Canada do so as a mark of pride and as a way to create a strong and sustainable culture of quality and safety.

Accreditation Canada commends **John McGivney Children's Centre** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

John McGivney Children's Centre (2021)

JMCC has been providing services in Windsor/Essex County for over 40 years. Formerly known as the Children's Rehabilitation Centre of Essex County, we incorporated in 1978 and are currently serving more than 2900 children and youth annually with disabilities including many with complex needs and medical fragility.

Children/youth/families access a broad range of services customized to meet their needs including family supports, therapy(physiotherapy, occupational, and speech) and specialty clinics (seating and mobility and augmentative communication) Therapy is also provided in their homes and community schools.

Accreditation Canada

We are independent, not-for-profit, and 100 percent Canadian. For more than 55 years, we have set national standards and shared leading practices from around the globe so we can continue to raise the bar for health quality.

As the leader in Canadian health care accreditation, we accredit more than 1,100 health care and social services organizations in Canada and around the world.

Accreditation Canada is accredited by the International Society for Quality in Health Care (ISQua) www.isqua.org, a tangible demonstration that our programs meet international standards.

Find out more about what we do at www.accreditation.ca.

Demonstrating a commitment to quality and safety

Accreditation is an ongoing process of evaluating and recognizing a program or service as meeting established standards. It is a powerful tool for quality improvement. As a roadmap to quality, Accreditation Canada's Qmentum accreditation program provides evidence-informed standards, tools, resources, and guidance to health care and social services organizations on their journey to excellence.

As part of the program, most organizations conduct an extensive self-assessment to determine the extent to which they are meeting the Accreditation Canada standards and make changes to areas that need improvement. Every four years, Accreditation Canada surveyors, who are health care professionals from accredited organizations, visit the organization and conduct a virtual and an on-site survey. After the survey, an accreditation decision is issued and the ongoing cycle of assessment and improvement continues.

This Executive Summary highlights some of the key achievements, strengths, and opportunities for improvement that were identified during the virtual and the on-site survey at the organization. Detailed results are found in the organization's Accreditation Report.

Virtual survey dates (Part 1 of 2)

January 18, 2021 to January 19, 2021

On-site survey dates (Part 2 of 2)

March 31, 2021 to March 31, 2021

Locations surveyed

- **1 location** was assessed by the surveyor team during the virtual and the on-site survey. Locations and sites visited were identified by considering risk factors such as the complexity of the organization, the scope of services at various sites, high or low volume sites, patient flow, geographical location, issues or concerns that may have arisen during the accreditation cycle, and results from previous on-site surveys. As a rule, sites that were not surveyed during one accreditation cycle become priorities for survey in the next.
- All sites and services are deemed **Accredited with Exemplary Standing** as of the date of this report.

See **Appendix A** for a list of the locations that were surveyed.

Standards used in the assessment

- **4 sets of standards** were used in the assessment.

Summary of surveyor team observations

These surveyor observations appear in both the Executive Summary and the Accreditation Report.

During the virtual and the on-site survey, the surveyor team undertook a number of activities to determine the extent to which the organization met the accreditation program requirements. They observed the care that was provided; talked to staff, clients, families and others; reviewed documents and files; and recorded the results.

This process, known as a tracer, helped the surveyors follow a client's path through the organization. It gives them a clear picture of how service is delivered at any given point in the process.

The following is a summary of the surveyor team's overall observations.

--- VIRTUAL---

Part 1 of 2

This virtual survey of the John McGivney Children's Centre (JMCC) is the Part 1 of 2, and is the JMCC's first survey experience with Accreditation Canada. The Centre provides pediatric rehabilitations services to populations of the Windsor and Essex County areas. Services include activities that are Centre-based, Community-based as well as School-based. With the arrival of the COVID pandemic, the JMCC has been very quick and a leader in transforming its services to offer virtual rehabilitation and treatment to its clients.

The JMCC has a very active and engaged Board of Directors. With the newly instituted term-limits to Board member mandates, the Board has focused attention to the introduction of new members to its various committees and eventually to membership at the Board level.

The JMCC is in the final year of its 2017-2022 strategic plan with 4 strategic goals including Family-Centred Care, growing a community culture, engaging in the transformation agenda, and becoming an innovative hub of learning and practice. The organization has embraced these strategic priorities and these are very evident in the design and delivery of services by all levels of the organization.

Community partners identify the JMCC as an excellent "team player", always ready to lead and/or contribute to initiatives for the benefit of the clients. In addition, partners recognize the willingness of staff at all levels of the JMCC to collaboratively problem-solve.

The leadership of the JMCC is commended by its staff and partners for their openness, their caring and human approach, their communication, as well as their collaborative and participative management style. Despite the challenges posed by the COVID pandemic, the staff and clients continue to feel connected and part of the "family" due to the explicit efforts of the management and communications team to implement new strategies to maintain contact.

A high percentage of staff at the JMCC are long-standing employees, and this can partly be attributed to a positive work environment, where management's stated priority is to invest in its employees.

There is also a very strong and well developed client engagement strategy, contributing to a family-centred approach. Many strategies and efforts are made to involve clients, including the creation of roles such as client engagement coordinators.

Some of the challenges facing the JMCC over the next years including inadequate funding to meet the needs of the population, recruitment of qualified professional staff, as well as the increasing presence of private fee-for-service providers. The JMCC will also have the challenge of reviewing its post-COVID service delivery model, and what lessons could be learned from the pandemic.

--- ON-SITE ---

Since Part 1 (the virtual portion) of this survey, the organization has already been in action mode, seeking opportunities to implement quality improvement initiatives proposed by the survey team.









Among these initiatives include review of quality indicators included in the balanced score card, pursuit of the Inclusivity, Diversity, Equity and Accessibility (IDEA) committee including client representatives, as well as quality verification of cleaning services.

Overview: Quality dimensions results

Accreditation Canada uses eight dimensions that all play a part in providing safe, high quality health care.

These dimensions are the basis for the standards, and each criteria in the standards is tied to one of the quality dimensions.

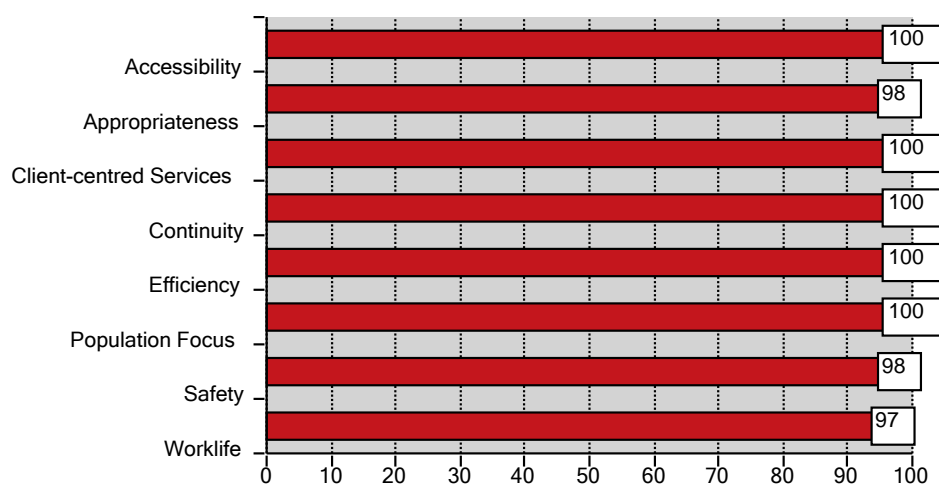
The quality dimensions are:

	Accessibility:	Give me timely and equitable services
	Appropriateness:	Do the right thing to achieve the best results
	Client-centred Services:	Partner with me and my family in our care
	Continuity:	Coordinate my care across the continuum
	Efficiency:	Make the best use of resources
	Population Focus:	Work with my community to anticipate and meet our needs
	Safety:	Keep me safe
	Worklife:	Take care of those who take care of me

Taken together, the dimensions create a picture of what a high quality health care program or service “looks like.” It is easy to access, focused on the client or patient, safe, efficient, effective, coordinated, reflective of community needs, and supportive of wellness and worklife balance.

This chart shows the percentage of criteria that the organization met for each quality dimension.

Quality Dimensions: Percentage of criteria met



Overview: Standards results

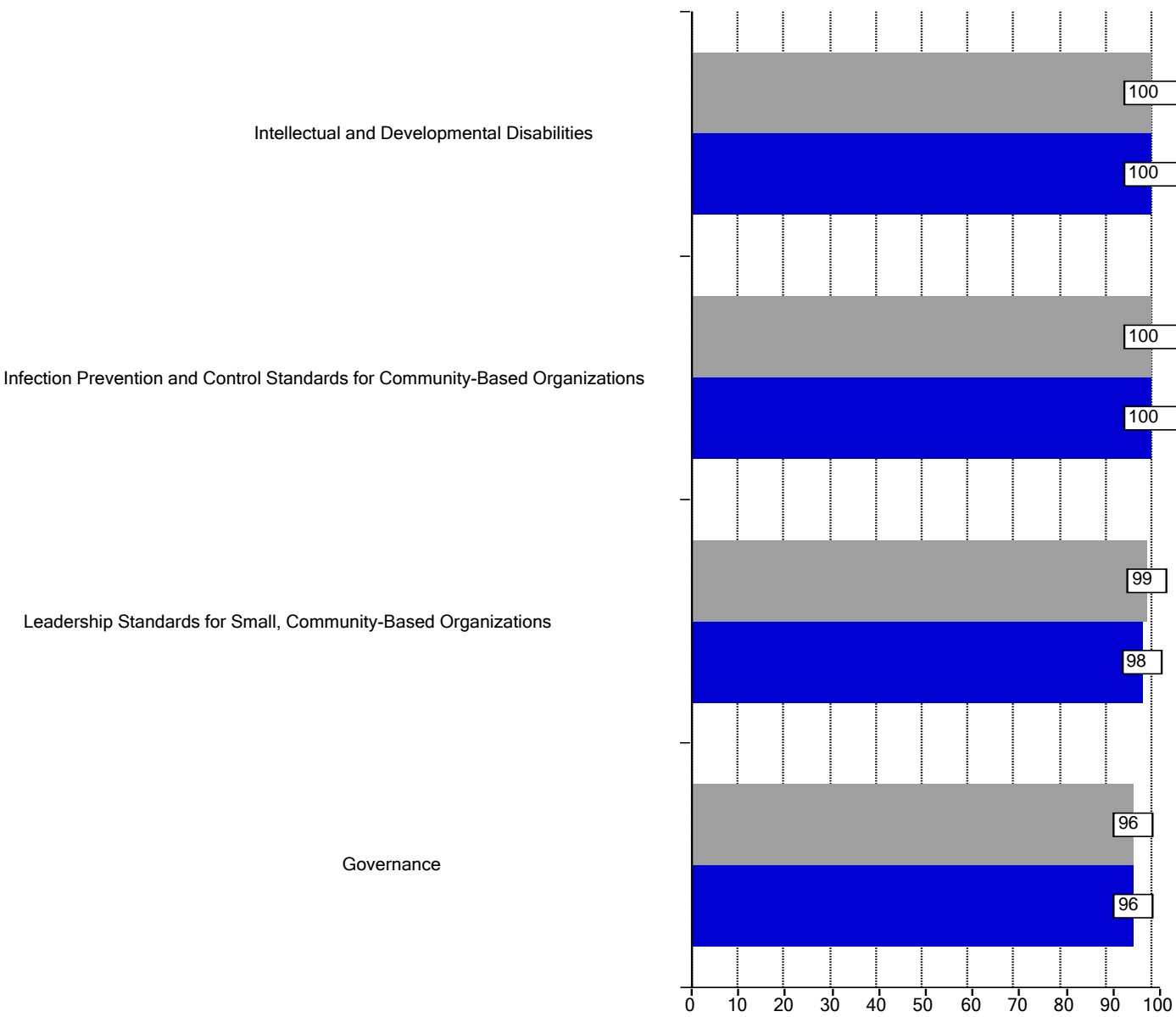
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

Some criteria—specifically those related to safety, ethics, risk management, or quality improvement—are considered high priority and carry more weight in determining the accreditation decision.

This chart shows the percentage of high priority criteria and the percentage of all criteria that the organization met in each set of standards.

Standards: Percentage of criteria met

High priority criteria met Total criteria met



Overview: Required Organizational Practices results

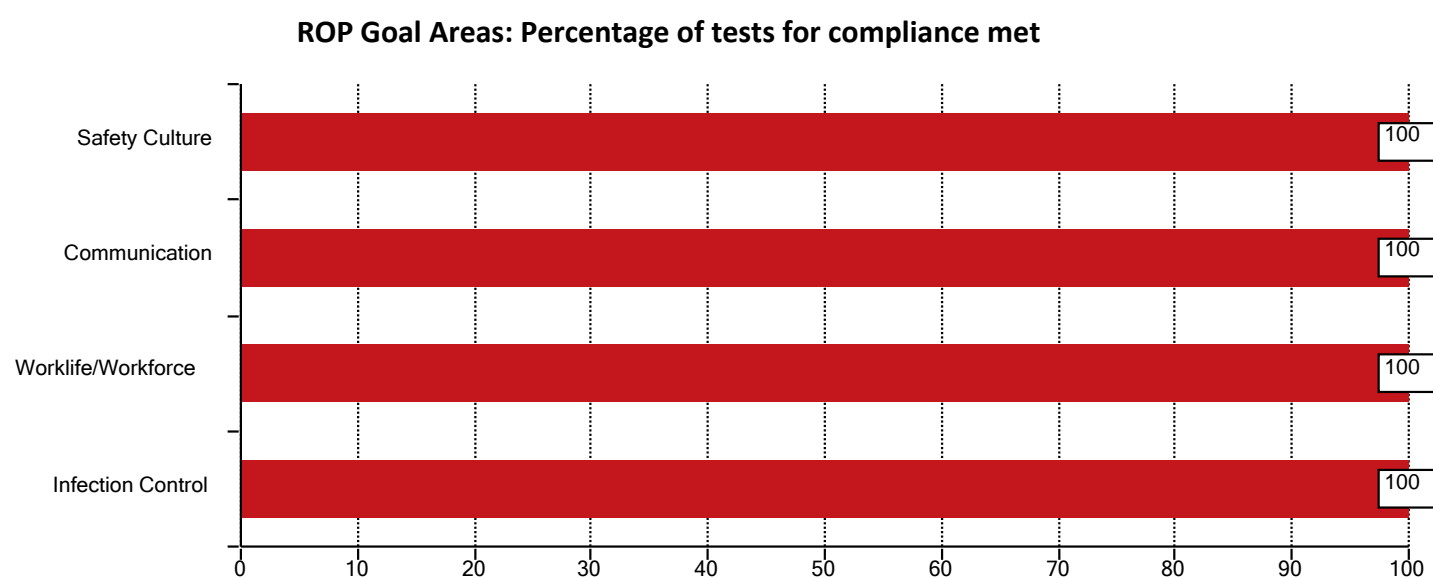
Accreditation Canada defines a Required Organizational Practice (ROP) as an essential practice that must be in place for client safety and to minimize risk. ROPs are part of the standards. Each one has detailed tests for compliance that the organization must meet if it is to meet the ROP.

ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes how select ROPs are being met across the country.

ROPs are categorized into six safety areas, each with its own goal:

- **Safety culture:** Create a culture of safety within the organization
- **Communication:** Improve the effectiveness and coordination of communication among care and service providers and with the recipients of care and service across the continuum
- **Medication use:** Ensure the safe use of high-risk medications
- **Worklife/workforce:** Create a worklife and physical environment that supports the safe delivery of care and service
- **Infection control:** Reduce the risk of health care-associated infections and their impact across the continuum of care/service
- **Risk assessment:** Identify safety risks inherent in the client population

See **Appendix B** for a list of the ROPs in each goal area.



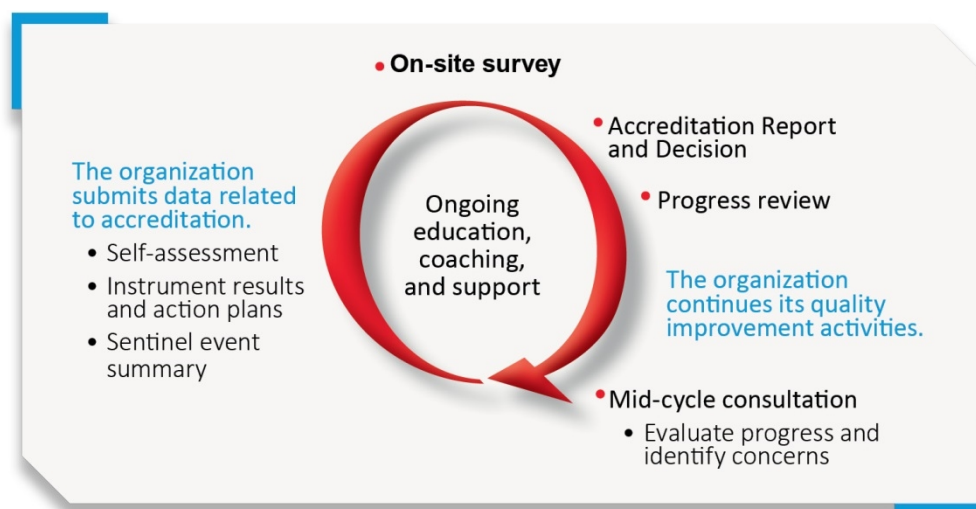
The quality improvement journey

The Qmentum accreditation program is a four-year cycle of assessment and improvement, where organizations work to meet the standards and raise the quality of their services. Qmentum helps them assess all aspects of their operations, from board and leadership, to care and services, to infrastructure.

The program identifies and rewards quality and innovation. The time and resources an organization invests in accreditation pay off in terms of better care, safer clients, and stronger teamwork. Accreditation also helps organizations be more efficient and gives them structured methods to report on their activities and what they are doing to improve quality.

In the end, all Canadians benefit from safer and higher quality health services as a result of the commitment that so many organizations across the country have made to the accreditation process.

Qmentum: A four-year cycle of quality improvement



As **John McGivney Children's Centre** continues its quality improvement journey, it will conduct an in-depth review of the accreditation results and findings. Then a new cycle of improvement will begin as it incorporates any outstanding issues into its overall quality improvement plan, further strengthening its efforts to build a robust and widespread culture of quality and safety within its walls.

Appendix A: Locations surveyed

1 Main Office

Appendix B

Required Organizational Practices

Safety Culture

- Accountability for Quality
 - Patient safety incident disclosure
 - Patient safety incident management
 - Patient safety quarterly reports
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Communication

- Information transfer at care transitions
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Worklife/Workforce

- Patient safety plan
 - Patient safety: education and training
 - Preventive Maintenance Program
 - Workplace Violence Prevention
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Infection Control

- Hand-Hygiene Compliance
 - Hand-Hygiene Education and Training
 - Infection Rates
 - Reprocessing
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