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.”

HSO Research Findings 2016
With 10 large-scale changes we can deliver **more value** that better responds to **local needs**
Our approach

- Health & Social Services
- Education
- Government

Country / Region

System/Network

Organization Level

Global Standards
Assessments
Strategic Solutions

Capacity Building
Connecting

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

Professionals:
- Colleges & Universities
- Regulatory / Bodies
- Associations / ETC...

Patients/ Citizens
- Individuals, Associations, Networks

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)

- Identify
- Study
- Public Review
- Publish

Technical Committee
Consensus
Approve

New Standard
National Goals: Canadian Quality & Safety Framework

People-Centered Care

1

Accessible Care

3

Safe Care

2

Appropriate Care

4

Integrated Care

5
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

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

Target Population and Outcomes
Comprehensive & Coordinated Continuum of Care and Service
Seamless Access, Flow, Transitions
People Centred Collaborative Teams

Learning Culture
PARTNERSHIP WITH PEOPLE
System Leadership

Impact Based Performance Management
Interoperable Information Systems & Data
Aligned Funding and Incentives
Shared Governance and Accountability
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.
Our vision: Quality Health Services for ALL
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please join us!

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www.accreditation.ca

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Together, we can make a difference