Cancer Standards Development in Canada: Leveraging National Partnerships and Expertise

Bernadette MacDonald, VP Programs and Services
Accreditation Canada
Ambulatory Systemic Cancer Therapy

- Partnership
  - Accreditation Canada
  - Canadian Partnership Against Cancer
  - Canadian Association of Provincial Cancer Agencies
Accreditation Canada

- Incorporated in 1958
- Not for profit
  - Funded by annual fees
  - Cost-recovery for surveys
- Accredited by ISQua
- Public and private organizations participate
Vision:
The leader in raising the bar for health quality

Mission:
Driving quality in health services through accreditation

Values:
Within an environment focused on clients and committed to quality of worklife, partnerships and personal growth, our values are:
- excellence
- integrity
- respect
- innovation
Accreditation Canada Standards

- **Standards of Excellence**
  - ‘set the bar’ for health care practice
  - enable an organization/team to improve care

- **Standards**
  - developed with the input / guidance of experts in the field
  - updated on a regular basis - ensure relevance and value
## QUALITY DIMENSIONS

<table>
<thead>
<tr>
<th>DIMENSION</th>
<th>TAG LINE</th>
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<tbody>
<tr>
<td>POPULATION FOCUS</td>
<td>Working with communities to anticipate and meet needs</td>
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<tr>
<td>ACCESSIBILITY</td>
<td>Providing timely and equitable services</td>
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<tr>
<td>SAFETY</td>
<td>Keeping people safe</td>
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<tr>
<td>WORKLIFE</td>
<td>Supporting wellness in the work environment</td>
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<td>CLIENT-CENTRED SERVICES</td>
<td>Putting clients and families first</td>
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<tr>
<td>CONTINUITY OF SERVICES</td>
<td>Experiencing coordinated and seamless services</td>
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<td>EFFECTIVENESS</td>
<td>Doing the right thing to achieve the best possible results</td>
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<td>EFFICIENCY</td>
<td>Making the best use of resources</td>
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Accreditation Canada Standards Development Process

- Expert Advisory Committees
- Literature Reviews
- Principles for Standards Development:
  - national in scale
  - applicable to all health organizations
  - throughout the continuum of care
  - public and private
## Qmentum Standards

### Standards Areas

- **Governance**
- **Leadership**
- **Service Excellence**

Customized as required for specific sectors, services, and markets.

### Populations (used by regions)

- Cancer
- Child/Youth
- Chronic Conditions
- Maternal/Child
- Mental Health
- Seniors

### Sectors and Services

- Acquired Brain Injury
- Ambulatory Care
- Ambulatory Systemic Cancer Therapy
- Assisted Reproductive Technology
- Blood and Transfusion
- Cancer Care and Oncology
- Case Management
- Child Welfare
- Community Health
- Critical Care
- Developmental Disabilities
- Diagnostic Imaging
- Emergency Department
- Emergency Medical Services
- Home Care
- Hospice Palliative and End of Life
- Infection Prevention and Control
- Independent Medical/Surgical Facilities
- Laboratory
- Long Term Care
- Medication Management
- Medicine
- Mental Health
- Obstetrics
- Operating Rooms
- Organ and Tissue Donation and Transplant
- Point-of-Care Testing
- Primary Care
- Public Health
- Rehabilitation
- Reprocessing and Sterilization
- Staffing Agencies
- Substance Abuse and Problem Gambling
- Surgical Care
- Telehealth

### Custom Markets

- Aboriginal Health Services
- Corrections Canada
- Primary Health
- Stroke
- Sterilization
Project Deliverables

- Develop and disseminate national standards for ambulatory chemotherapy delivery settings
  - Review literature and ambulatory IV chemotherapy practices
    - Informed by work of CAPCA Systemic Therapy Working Group
  - Establish Advisory Group to inform process
  - Pilot testing and refinement
  - Web-based national consultation and finalization
Advisory Committee
Advisory Committee

Purpose

- To advise Accreditation Canada on the development and implementation of an accreditation program for ambulatory IV chemotherapy services.

Membership selected to represent

- Ambulatory IV chemotherapy service providers
- Accreditation Canada surveyors
- Experts in the field
- Participants from across the country
- Range of procedures performed
# Advisory Committee Members

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Dr. Maureen Trudeau</td>
<td>Professor, Faculty of Medicine, University of Toronto Provincial Head, Systemic Treatment, CCO Head, Division of Medical Oncology/Hematology, Sunnybrook Health Sciences Centre Associate Scientist, Sunnybrook Research Institute</td>
</tr>
<tr>
<td>Esther Green</td>
<td>Provincial Head, Nursing and Psychosocial Oncology, Cancer Care Ontario Chief Nursing Officer</td>
</tr>
<tr>
<td>Mélany Léonard</td>
<td>Nurse Manager, In-patient Oncology/ Hematology Unit, McGill University Health Centre, Montreal General Hospital</td>
</tr>
<tr>
<td>Roxanne Dobish</td>
<td>Pharmacy Manager, Cross Cancer Institute, Alberta Health Services</td>
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<tr>
<td>Tracy Truant</td>
<td>Professional Practice Lead, BC Cancer Centre</td>
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<tr>
<td>Maggie Keresteci</td>
<td>Director of Quality Initiative Implementation, Canadian Partnership Against Cancer (CPAC)</td>
</tr>
<tr>
<td>Heather Logan</td>
<td>Executive Director, Canadian Association of Provincial Cancer Agencies (CAPCA)</td>
</tr>
<tr>
<td>Larry Broadfield</td>
<td>Manager, Provincial Systemic Therapy program, Cancer Care Nova Scotia/ Capital District Health Authority, Adjunct professor, School of Pharmacy, Dalhousie University, Faculty of Health Sciences</td>
</tr>
<tr>
<td>Ruth Loewen</td>
<td>Program Director, Community Cancer Programs Network (CCPN) Cancer Care Manitoba</td>
</tr>
<tr>
<td>Dr. Scott Ernst</td>
<td>London Regional Cancer Program, London Health Sciences Centre</td>
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Key Quality and Risk areas

- Staff training and continued education
- Patient communication and education
- Medications
  - Orders
  - Dosage
  - Administration / infusion safety
- Patient identification
- Reporting near misses and adverse events
Standard Subsections

- Investing in ambulatory systemic cancer therapy services
- Engaging prepared and proactive staff
- Providing safe and appropriate services
- Safe handling and administration of systemic cancer therapies
- Maintaining safe and effective equipment
- Maintaining accessible and efficient clinical information systems
- Monitoring quality and achieving positive outcome
Standards Development Process

- Advisory Committee meetings:
  - July 27, 2010
  - September 29, 2010
  - December 2010

- Pilot-testing - June 2011

- Released - September 2011
The following organizations have endorsed Accreditation Canada’s Ambulatory Systemic Cancer Therapy Services standards:

The Canadian Partnership Against Cancer is an organization funded by the federal government to accelerate action on cancer control for all Canadians. Bringing together cancer experts, government representatives, patient and survivor groups to implement the first pan-Canadian cancer control strategy, the vision is to be a driving force to achieve a focused approach that will help prevent cancer, enhance the quality of life of those affected by cancer, lessen the likelihood of dying from cancer, and increase the efficiency of cancer control in Canada. For more information, visit partnershipagainstcancer.ca. The Partnership is also the driving force behind cancerview.ca, an online community linking Canadians to cancer information, services and resources.
Scope: Ambulatory Systemic Cancer Therapy Services Standards

Apply to

- Cancer Centres
- Acute Care Centres
- Regional Health Authorities
- Private Clinics
Questions/ Discussion
The leader in raising the bar for health quality