

Kateri Memorial Hospital Centre Tehsakotitísén:tha



KMHC was recently accredited with commendation and we are proud. Accreditation is an important quality assurance process that verifies the meeting of standards within a certain field. In healthcare, the most commonly used agency is Accreditation Canada.

The process of accreditation is a 4-year cycle that starts with staff determining what improvements are required to meet standards, making those improvements and then being assessed by surveyors who look for evidence that standards are met. In mid-June KMHC had their surveyor visit and met 1075 of the 1085 standards assessed. Surveyors are peers who also work in First Nations. The surveyors had some very positive things to say about KMHC, notably that elders can age in their own community, something many First Nations communities cannot offer. They identified that KMHC has a qualified and community elected Board of Directors, are in a good financial position, and work with partners to the benefit of the community. They identified strengths in the staff such as a senior team committed to the health of the community who inspire staff to perform their best and staff cohesiveness and job satisfaction. Clinically they noted the integrated case management approach and that clients feel respected and appreciate the care they receive. Most importantly they identified the culture of caring and respect demonstrated throughout the organization.

The areas the surveyors identified for improvement include extending the care planning process to outpatients and to the short term care inpatients. This is a formal planning process that outlines the expectations of care and includes the patient and family in the process. They recommend developing a strategy on preventing abuse that includes providing information and education for residents and family in long-term care. They stated that the many verbal instructions for long term care residents and their family should be put in a written format, like an admission booklet. Finally they identified the need to teach staff on revisions to high alert medication procedures.

KMHC has been accredited since 2006 because there is a commitment on the part of the staff to provide the best healthcare. As we enter our 5th cycle, our quality journey continues... we will meet the recommendations made by surveyors and start the process again through self-assessment and continual

improvement actions. We invite you as users to participate. If you have commentary or want to participate in some of the hospital's quality activities, call Lidia De Simone at 450-638-3930 Ext. 205.