

QHN Pre Fall Forum Workshop

Building Capacity for Quality Improvement



Spotlight on Required Organizational Practices (ROPs)
in partnership with Accreditation Canada

November 17, 2008
White Oaks Conference Resort
Niagara-on-the-Lake, Ontario



Spotlight on Required Organizational Practices

BY ATTENDING THIS WORKSHOP
YOU WILL:

- be introduced to the newly added Accreditation Canada Required Organizational Practices (ROPs) for 2008.
- share learning experiences and successful strategies for meeting Accreditation Canada ROPs.
- begin to recognize good practice in meeting the challenge of implementing ROPs.
- explore in smaller groups some of the learning experiences and insights among participants around specific topics related to the ROPs.

Monday, November 17

7:00 am – 9:00 am
Registration
Garden View Foyer

8:00 am – 9:00 am
**Continental Breakfast &
Poster Viewing**
Garden View Foyer

9:00 am - 9:15 am
Welcome and Introduction
Grand Event C

**Cynthia Majewski, Executive
Director, Quality Healthcare
Network**

**Kathrina Loeffler, Director,
Learning and Development,
Accreditation Canada**

9:15 am - 9:45 am
**Patient Safety and ROPs:
New Requirements on (ROPs)
for 2009**

**Danielle Dorschner,
Director, Service Delivery,
Accreditation Canada**

9:45 am -10:15 am
Break

10:15 am - 11:30 am
**Panel Presentations:
Sharing Viewpoints and
Key Lessons: Challenges &
New Possibilities**

**Keary Fulton-Wallace,
Performance Management,
Reporting Coordinator
Huron Perth Healthcare Alliance**

**Lydia Chudleigh,
Vice President of Planning and
Community Program
St. Mary's Hospital**

**Susanne Babic,
Assistant Administrator &
Accreditation Surveyor
Hillsdale Estates, Region of Durham**

**Sonia Jacobs,
Director, Quality & Risk
Management, Decision Support
St. John's Rehab**

**Deborah Simon,
Vice President
VHA Home Healthcare**

A panel of representatives bringing various viewpoints across the health system have been assembled. Together, they will respond to our pre-determined questions:

- How have you been able to successfully meet ROPs in your organization?
- How did you integrate meeting ROPs into the accreditation process?
- What challenges did you encounter in meeting the ROPs?

11:30 am - 12:00 pm
Question & Answer Period

12:00 pm - 1:00 pm
Lunch
Sunnyhill Dining Hall

1:00 pm - 2:30 pm
**Breakout sessions:
Promising practices for
implementing ROPs: Round
Robin Poster Presentations**

One prospective analysis per year

- Hamilton Health Sciences
- St. Joseph's Healthcare

Reconcile the patient's/ client's medications upon admission to the organization and with the involvement of the patient/client.

- The Ottawa Hospital
- Trillium Health Centre
- Kirkland & District Hospital

Use at least 2 client identifiers prior to the provision of any service or procedure.

- Hillsdale Estates, Region of Durham
- Whitby Mental Health Centre
- Huron Perth Healthcare Alliance

The organization assesses and monitors client for risk of suicide (mental health).

- Whitby Mental Health Centre
- Women's College Hospital

3:00 pm - 3:15 pm
Stretch Break



3:15 pm - 3:45 pm

Plenary Session - Round Table Session

Participants will be asked to choose two topics that interests them further in discussion with others.

Fifteen minutes has been allotted at one table, then participants can change (or stay) to their second topic of interest.

The table topics will be an open facilitated discussion format and may include issues, shared experiences or practical applications.

Table topics to be announced on final program.

Table Topics may include, but are not limited to:

- Process and outcome indicators
- Tracer methodology
- Organizational preparation and staff communication for survey
- Practical experience with the Qmentum process, New ROPs
- ROPs in non-acute settings
- Implementing the ROPs across multiple sites

3:45 pm - 4:00 pm

Closing Comments

**Kathrina Loeffler, Director,
Learning and Development,
Accreditation Canada**

**Hold the Date!
Eating the Elephant II
Feb 12, 2009**

**Hold the Date!
Med Rec in
Long-term Care
Jan 27, 2009**

**Hold the Date!
Open House
HSMR
Dec 5, 2008**

**Hold the Date!
Fall Forum
Nov 18-19, 2008**

**Hold the Date!
MRSA Workshop
Nov 26, 2008**

REGISTRATION FORM

For each registrant please complete and email or fax back to the Sean Molloy at sean.molloy@qhn.ca or 416.351.3762.

NAME TO APPEAR ON TAG: _____

TITLE: _____

ORGANIZATION: _____

EMAIL ADDRESS: _____

TELEPHONE NUMBER: _____

SPECIAL NEEDS/ DIETARY/ ALLERGIES/ OTHERS: _____

Please register me for the Pre Fall Forum Workshop, Spotlight on Required Organizational Practices (ROPs).

QHN MEMBER: \$109.00 PLUS GST/ PERSON

NON MEMBER: \$159.00 PLUS GST/ PERSON

This fee includes meals, breaks, materials and resources.

Privacy Policy: All personal information collected on this form will only be used for purposes of conference administration.

Please check here if you do not wish your coordinates listed on the participant sheet.

Fine Print

The deadline for registration is Wednesday, November 5, 2008. After this date, space cannot be guaranteed. You may substitute one person for another at any time without charge.

Cancellations received after November 5, 2008 are not eligible for any refund. All substitutions and cancellations must be submitted in writing.

Please send payment to the Quality Healthcare Network, 790 Bay Street, Unit 910, Toronto, Ontario M5G 1N8.

For any inquiries please call Sean Molloy at 416.351.3760 or email at sean.molloy@qhn.ca.

Directions and Accommodations

For directions to the White Oaks Conference Resort please visit their web site at <http://www.whiteoaksresort.com/directions.asp>.

For accommodations, please book directly with the White Oaks Conference Resort at 1.800.263.5766.