



Southern Health-Santé Sud

Accredited

Southern Health-Santé Sud has met the requirements of the Qmentum accreditation program and has shown a commitment to quality improvement.

Southern Health-Santé Sud 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 **Southern Health-Santé Sud** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

Southern Health-Santé Sud (2023)

Southern Health-Santé Sud delivers a full continuum of programs, services and community health. One of the five Regional Health Authorities in the province, Southern Health-Santé Sud spreads over 27,025 km² with 20 rural municipalities, 8 municipalities, 4 cities, 7 towns/villages and 1 unorganized territory. Southern Health-Santé Sud is home to 7 First Nation communities, Métis communities, Hutterite colonies, many Francophone communities, and a growing large Mennonite population as well as many other cultures. Southern Health-Santé Sud is a designated bilingual health authority and serves approximately 222,369 residents.

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 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 on-site survey at the organization. Detailed results are found in the organization's Accreditation Report.

On-site survey dates

May 14, 2023 to May 19, 2023

Locations surveyed

- **42** locations were assessed by the surveyor team during 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** as of the date of this report.

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

Standards used in the assessment

- **21 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 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.

Southern Health-Santé Sud is to be commended for continuing their Accreditation Journey. During the survey the team rated 22 Priority Processes in 42 sites across the region.

The organization has a ten-member Board of Directors (board) that is highly engaged, was well prepared and note their primary reason to exist is to serve the community of Southern Health-Santé Sud. The organization has affiliate boards as well – those sites will receive a separate report.

The Southern Health-Santé Sud board is appointed by the Minister of Health who uses the Agencies, Boards and Commissions (ABC) website to seek individuals who are interested in serving on ABC entities. When specific skill sets are required (e.g., an individual with financial acumen) the minister may “tap someone on the shoulder” and ask them to serve.

The board has policies, and executive limitations. These are up to date, comprehensive and include a position profile for the CEO and board chair. Members can serve two three-year terms. The board is most proud of Southern Health-Santé Sud's What Matters to You? initiative.

The organization has many partners. There are seven First Nations Communities, Francophone residents, Métis, Mennonite and Hutterite communities as well as a growing number of immigrants from all over the world. Other partners include 23 districts and health foundations. This makes for a rich and diverse region to support in terms of health and wellness. Words used to describe Southern Health-Santé Sud include important, complex, responsive, difficult, large, rural, supportive, collaborative, innovative and challenging.

Having just come through a difficult global pandemic, partners remarked on the excellent communication throughout the pandemic. The partners see some of the strengths of Southern Health-Santé Sud as being collaborative, and supportive. They appreciate the Blurring of the Lines agreement and believe this should be expanded. They see the organization living their values at the heart, but there is room to grow. Partners would like to be more involved in planning and understand funding envelopes better.

The organization's leadership is strong. They aspire to be more physically present now that the pandemic restrictions have been lifted. The organization invests in education and training in leadership, and this is a strength. The CEO feels comfortable leaving any of the senior leadership in charge when she takes time away from work. There are many newer middle managers and supervisors. The organization needs to continue to support them to grow and reach their potential.

The organization has released its new five-year strategic plan this year and ongoing communication with the community and affiliate boards will be helpful in supporting collective efforts in addressing the strategic priorities and enhancing innovation. One of the priorities is a healthy, empowered and thriving workforce. Health human resources has been a challenge for the organization with a vacancy rate of 25 percent. Having a healthy and happy work-life will be imperative to retain current staff and recruit new ones.

In most parts of the region the client satisfaction is high, and the staff and physicians are appreciated. The organization has begun a campaign asking staff and clients/patients/residents What Matters to You? to gain an understanding of what staff and clients really want. This is assisting the organization to be more person-centred. The organization has moved the needle slowly forward since their last survey.









Continued good luck on your quality journey!

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.

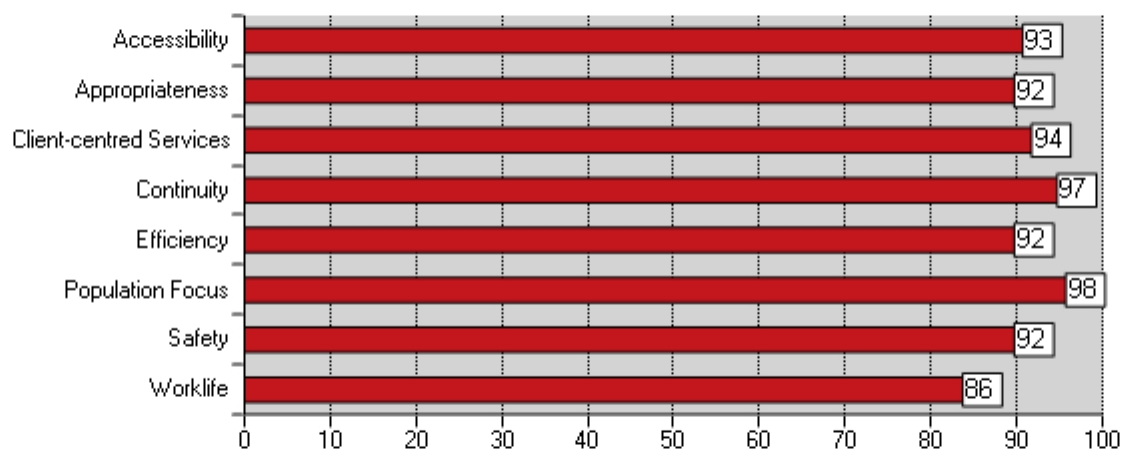
The quality dimensions are:

	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

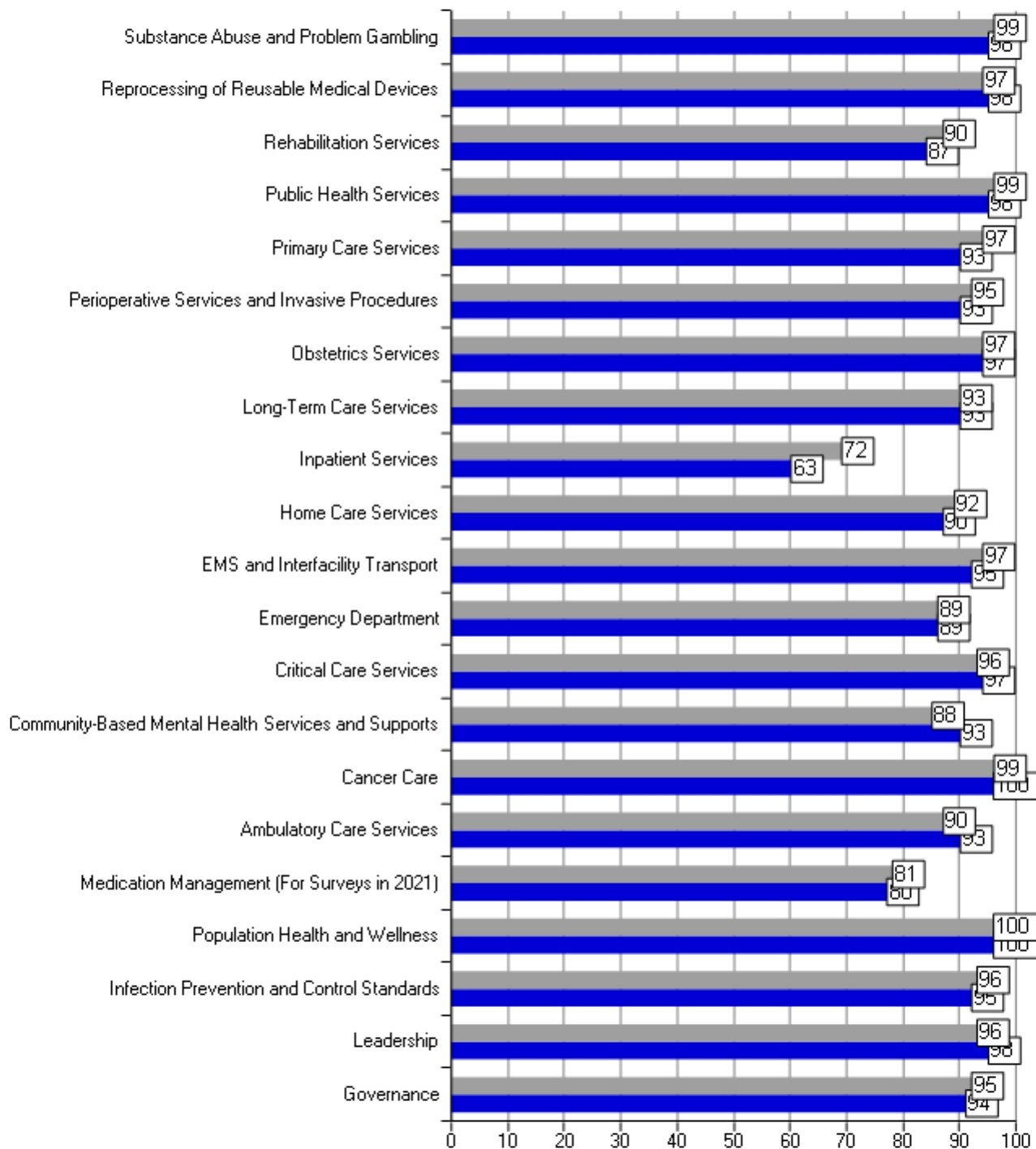
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

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.

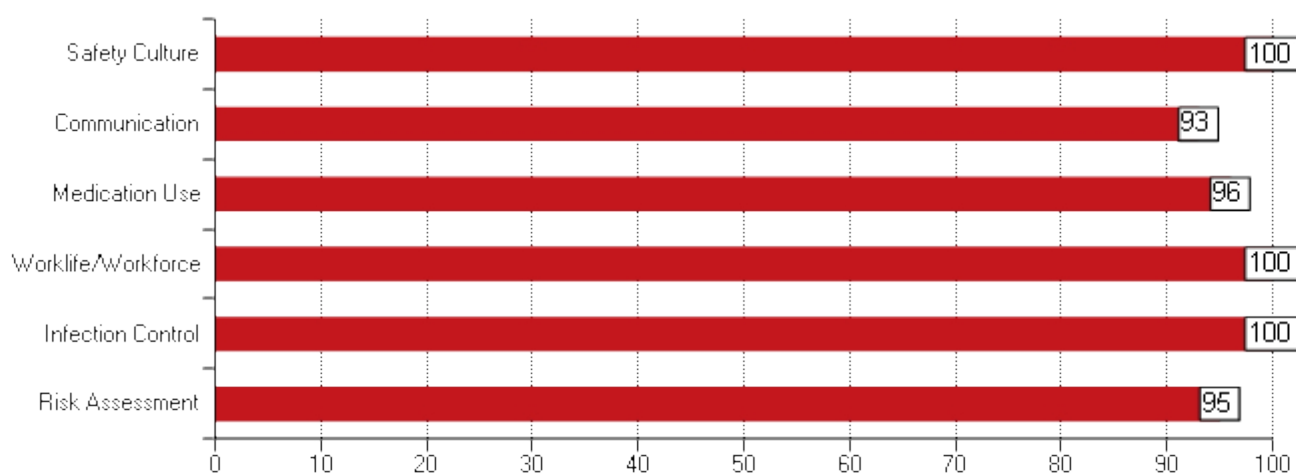
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes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

ROP Goal Areas: Percentage of tests for compliance met



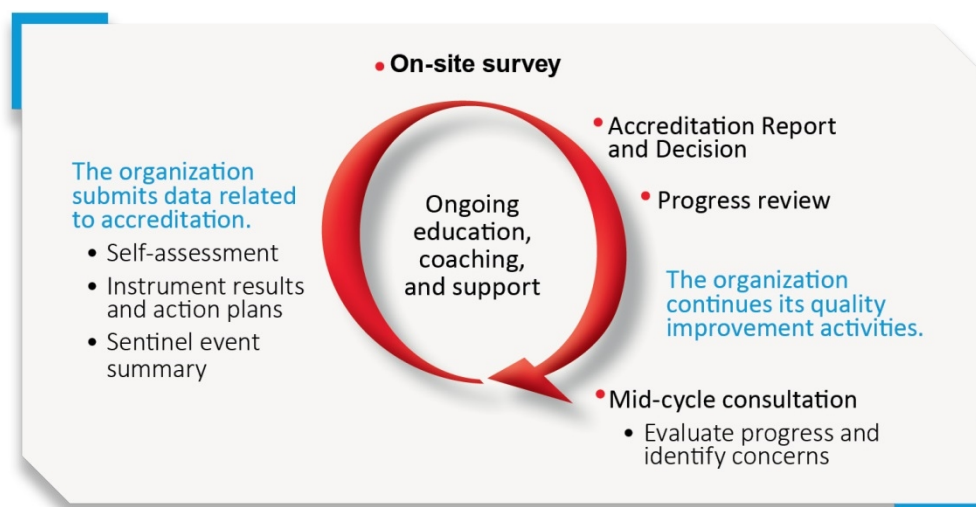
The quality improvement journey

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 **Southern Health-Santé Sud** 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 Altona Community Memorial Health Centre
- 2 Bethesda Place
- 3 Bethesda Regional Health Centre
- 4 Boundary Trails Health Centre
- 5 Boyne Lodge Personal Care Home
- 6 Carman Memorial Hospital
- 7 Centre de santé - Notre-Dame Health Centre
- 8 Centre médico-social De Salaberry District Health Centre
- 9 Douglas Campbell Lodge
- 10 Eastview Place
- 11 Emergency Response Services - Boundary Trails
- 12 Emergency Response Services - Morris
- 13 Emergency Response Services- Steinbach
- 14 Foyer Notre-Dame
- 15 Heritage Life Personal Care Home
- 16 Home Care - Steinbach
- 17 Hôpital Ste-Anne Hospital
- 18 Lions Prairie Manor
- 19 MacGregor Health Centre
- 20 Medical Clinic - St. Pierre
- 21 Menno Home for the Aged
- 22 Mental Health - Steinbach
- 23 Midwifery Services - Steinbach
- 24 Midwifery Services-Winkler
- 25 Morris General Hospital
- 26 Pathways- Winkler
- 27 Portage Collegiate Institute (PCI) Teen Clinic
- 28 Portage District General Hospital
- 29 Prairie View Lodge
- 30 Public Health-Healthy Living - St. Pierre
- 31 Public Health-Healthy Living - Steinbach 365 Reimer
- 32 Rapid Access to Addictions Medicine Clinic (RAAM)
- 33 Regional Office - La Broquerie
- 34 Repos Jolys
- 35 Rest Haven Care Home
- 36 Rock Lake Health District Hospital

- 37 Rock Lake Health District Personal Care Home
- 38 Salem Home Inc.
- 39 Tabor Home Inc.
- 40 Villa Youville Inc.
- 41 Vita & District Health Centre
- 42 Vita & District Personal Care Home

Appendix B

Required Organizational Practices

Safety Culture

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

Communication

- Client Identification
 - Information transfer at care transitions
 - Medication reconciliation as a strategic priority
 - Medication reconciliation at care transitions
 - Safe Surgery Checklist
 - The “Do Not Use” list of abbreviations
-

Medication Use

- Antimicrobial Stewardship
 - Concentrated Electrolytes
 - Heparin Safety
 - High-Alert Medications
 - Infusion Pumps Training
 - Narcotics Safety
-

Worklife/Workforce

- Client Flow
 - Patient safety plan
 - Patient safety: education and training
 - Preventive Maintenance Program
 - Workplace Violence Prevention
-

Infection Control

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

Required Organizational Practices

Risk Assessment

- Falls Prevention Strategy
 - Home Safety Risk Assessment
 - Pressure Ulcer Prevention
 - Skin and Wound Care
 - Suicide Prevention
 - Venous Thromboembolism Prophylaxis
-