

Quality Improvement at Trillium Health Partners: Accreditation 2023

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Host Organization

PEEL REGION'S MAIN GROUP OF HOSPITALS
Trillium Health Partners: Credit Valley Hospital, Queensway Hospital and Mississauga Hospital
My placement in the Quality, Risk & Patient Safety Department under the supervision of

- Christopher Fung; Manager of Quality Improvement
- Ammarah Shahid; Senior Project Manager of Accreditation at THP for 2023

Accreditation

A national Quality and Patient Safety assessment conducted every four years by Accreditation Canada.

Hospital's performances are rated against best practice standards and include...

- 27 Required Organizational Practices (ROPs)
- 11 Priority Processes (PPs)
- Qmentum Standards

Projects

Readiness Assessment Handbook - Templates and Cover Pages

- Created excel pages with updated Qmentum standards for Readiness Assessment Handbook; to educate units on updated standards
- Put together foundational information on hospital programs for the cover pages of the handbook (ex; Director, and specific standards applicable)

Mock Tracer Toolkit

- Created a document outlining questions that will assess units on current positions regarding ROPs and PPs
- Potential areas of improvement are outlined

ROP Leads Powerpoints

- Created powerpoints for Program Directors to assess if ROPs are being met and areas that need improvement

Created Accreditation Games

- Merged fun games like Family Feud, Jeopardy, and Tic Tac Toe with Accreditation to prepare staff for surveyors in 2023

Tracer Methodology!



Significance

Learning and engaging in Accreditation gives foundational understanding of nationwide best practices of critical elements for hospital operations. Assisting with Accreditation ensures that healthcare outcomes are of high quality, and help improve the overall delivery of healthcare within hospitals.

Personal Growth

I acquired a great set of project management skills, communication skills, presentation skills, leadership skills, and technical skills

I also was able to learn more about the hospital leadership structure, and the importance of health studies to the healthcare system overall.