









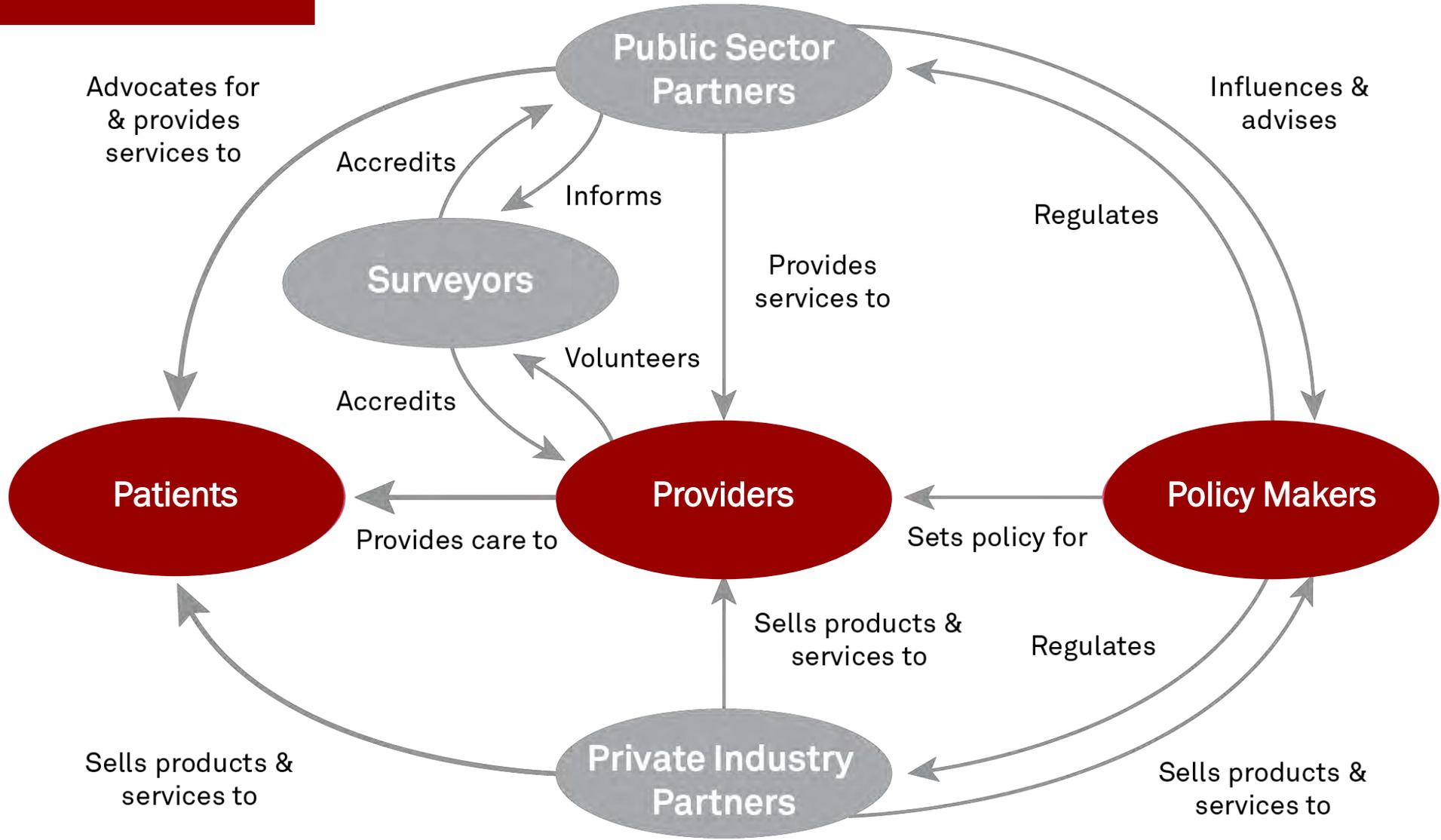
10 Provinces

16 Countries

5 Continents

18 months

700 VOICES



EXPERIENCE ACROSS ECOYSYSTEM

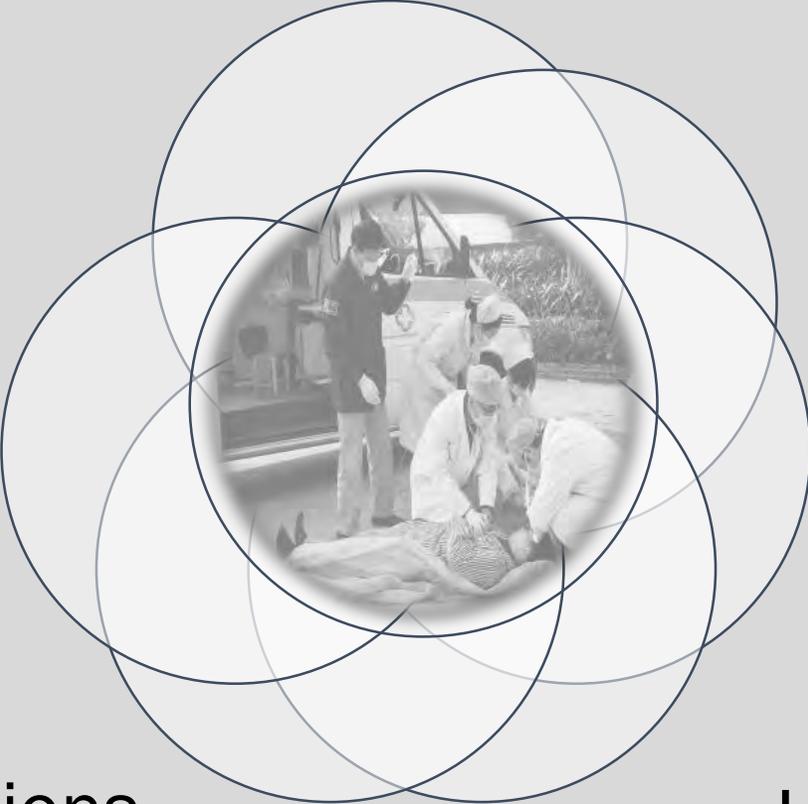
Hospitals &
Health Regions

Primary Care
Networks

Labs,
Pharmacies,
Dental Clinics

Public Health

Home &
Community
Care



Military & Corrections

Long-Term Care

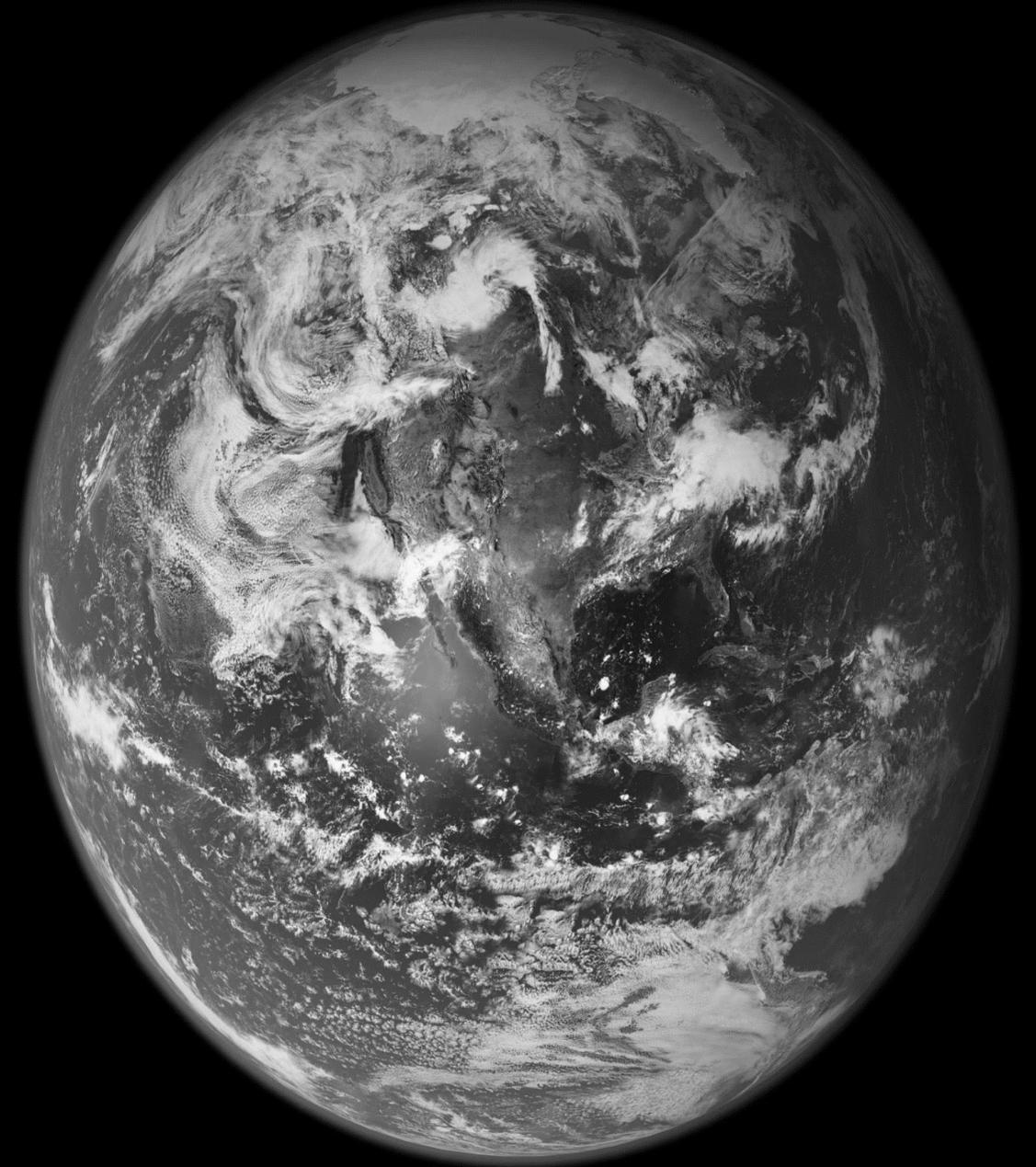
EMS

...and more

HEALTH SYSTEMS OF TOMORROW

1. People Centered
2. Adaptable & Agile
3. Knowledge Driven

OECD Ministers May 2017





“It is no longer sufficient to focus on only providers, institutions or individual episodes of care. In fact, it’s dangerous.”

- 1/700 voices we heard in our strategy design process

UNIVERSAL NEEDS

Better
connect with
each other.

Listen to all
voices.

Design systems and
solutions for people.

Boil it down to
what matters.

Make it easier
to do the right
thing.

Link data, decisions
& process to better
health outcomes.

OUR CHOICES

Process

Providers

Institutions

One-size-fits-all

'We Know Best'



Outcomes

Patient Pathways

Networks & Systems

Local context

Co-design



Separating Standards & Accreditation
raises the bar & drives new value

HSS

TECHNICAL COMMITTEE PROCESS

IDENTIFY



Identify opportunities for standard review.

COMMITTEE



Establishment of technical committee.

PUBLIC REVIEW



Public Review of the draft standard.

PUBLISH



Publish the standard.



Preliminary study & preparation of a draft outline.

STUDY



Committee meetings & consensus building on the draft.

CONSENSUS



Vote on the draft standard.

VOTE

TECHNICAL COMMITTEE RECRUITMENT

- TC001 Integrated Health Services
- TC004 Medication Management
- TC006 Indigenous Health
- TC009 Primary Health Care
- TC011 Mental Health and Addictions
- TC012 Care in the Community and Home
- TC018 Technology-Enabled Health
- TC023 Assessment Methodologies





Gold



Platinum



Diamond

- Evidence driven standards
- Improves care at front line and across organization
- Handover of care from one service / facility to another
- Three award levels
- Client & Family Centered Care criteria embedded into standards

CLIENT & FAMILY CENTRED CARE

In partnership with the client and family: The team collaborates directly with each individual client and their family to deliver care services. Clients and families are as involved as they wish to be in care delivery.



From Doing TO and FOR to
Doing WITH...

- Quality Dimensions
- Standards content
- On-site survey process

PATIENTS AS SURVEYORS

“ Patients as surveyors brings meaning back to the whole accreditation process”

” Including patient perspective in tracers holds us more accountable for actually doing what we say we believe”





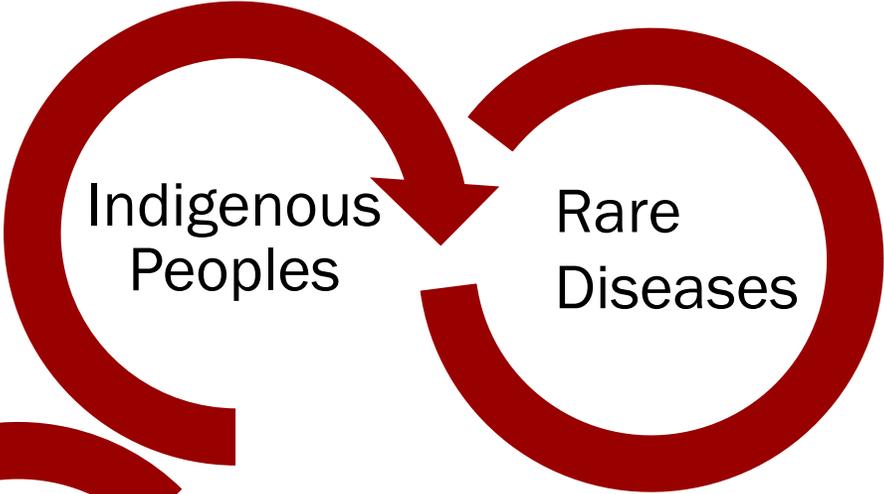
Global Program Partners



Accreditation Canada
Accreditation Europe

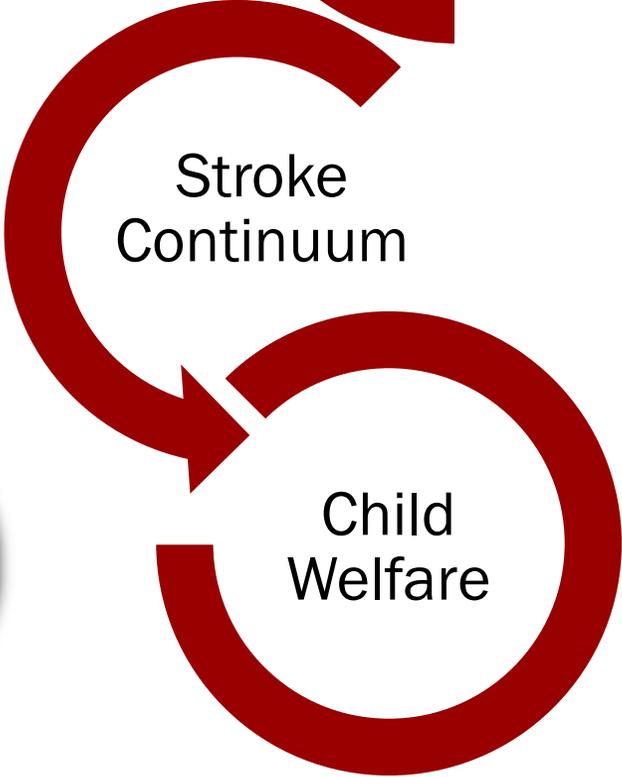
- HSO Global Program Council
- Innovative assessment methods tailored to local needs
- Instruments and benchmarking
- Technical Committees
- International standards
- Global Leading Practices
- International surveyors
- Activation Services

POPULATIONS & PATHWAYS



Indigenous Peoples

Rare Diseases



Stroke Continuum

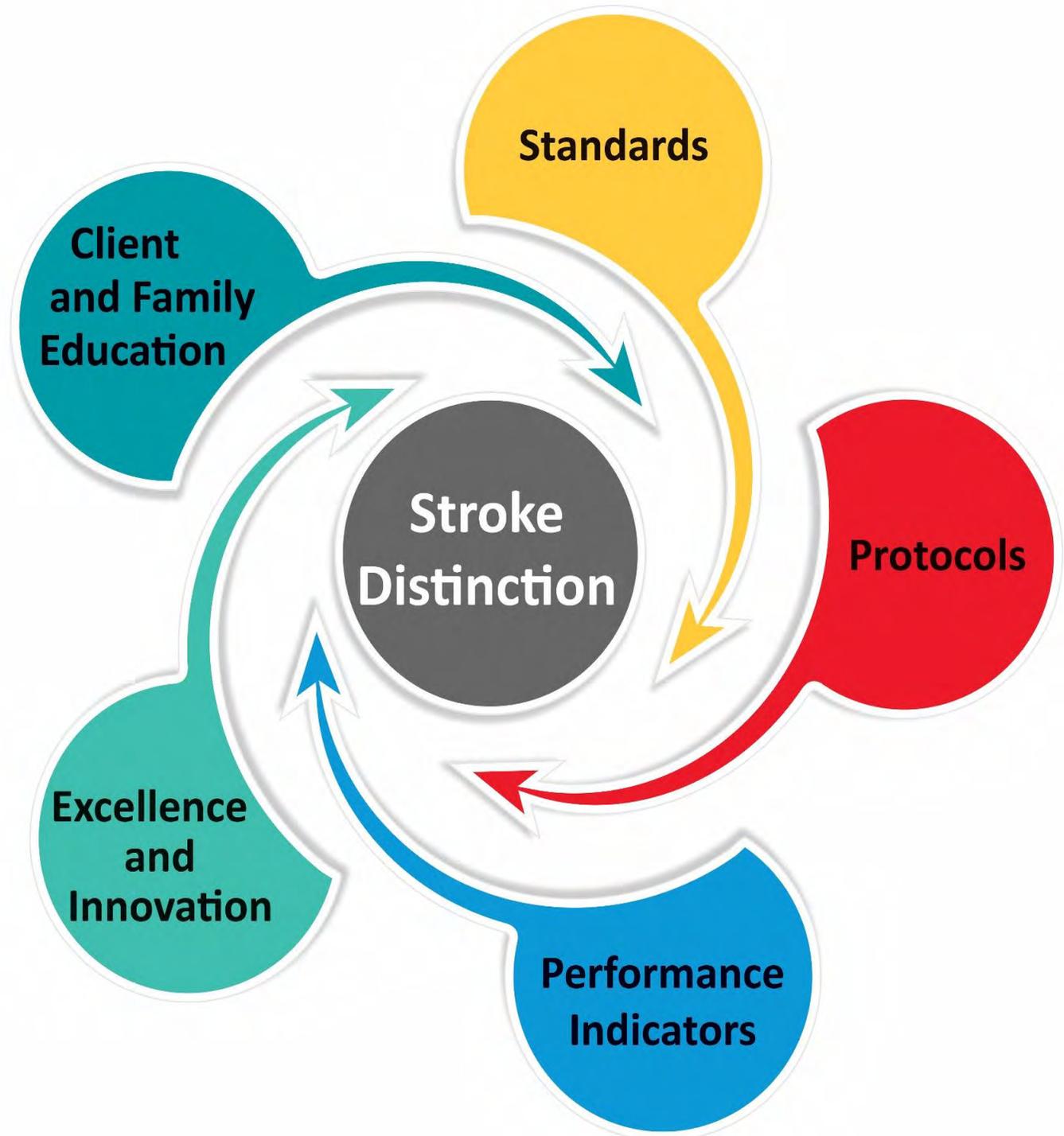
Child Welfare



...and more to come

CASE STUDY: STROKE DISTINCTION

- Standards reflect various models of care
- Organizations collect, submit clinically relevant data semi-annually
- Implementing protocols across continuum to ensure consistency
- Built-in knowledge transfer and shared learnings to spread and scale excellence and innovation
- Links to better health outcomes



THE QUEBEC MODEL

- Regional Health Systems created to drive integration of health & social services plus patient centered care
- Hospitals, rehab and home care together under single CEO
- Stroke & trauma programs follow patient journey
- Mental health & primary care linked
- Academic hospitals have defined roles
- Patients on Boards
- Accreditation of regions is mandatory
- Accreditation Canada accredits all regions in Quebec & across Canada



TRANS-NATIONAL CARE NETWORKS







How Canada Compares

Results From The Commonwealth Fund's
2016 International Health Policy Survey
of Adults in 11 Countries





People Powered Health™

Breaking through
barriers to drive
successful people
centered health
system integration

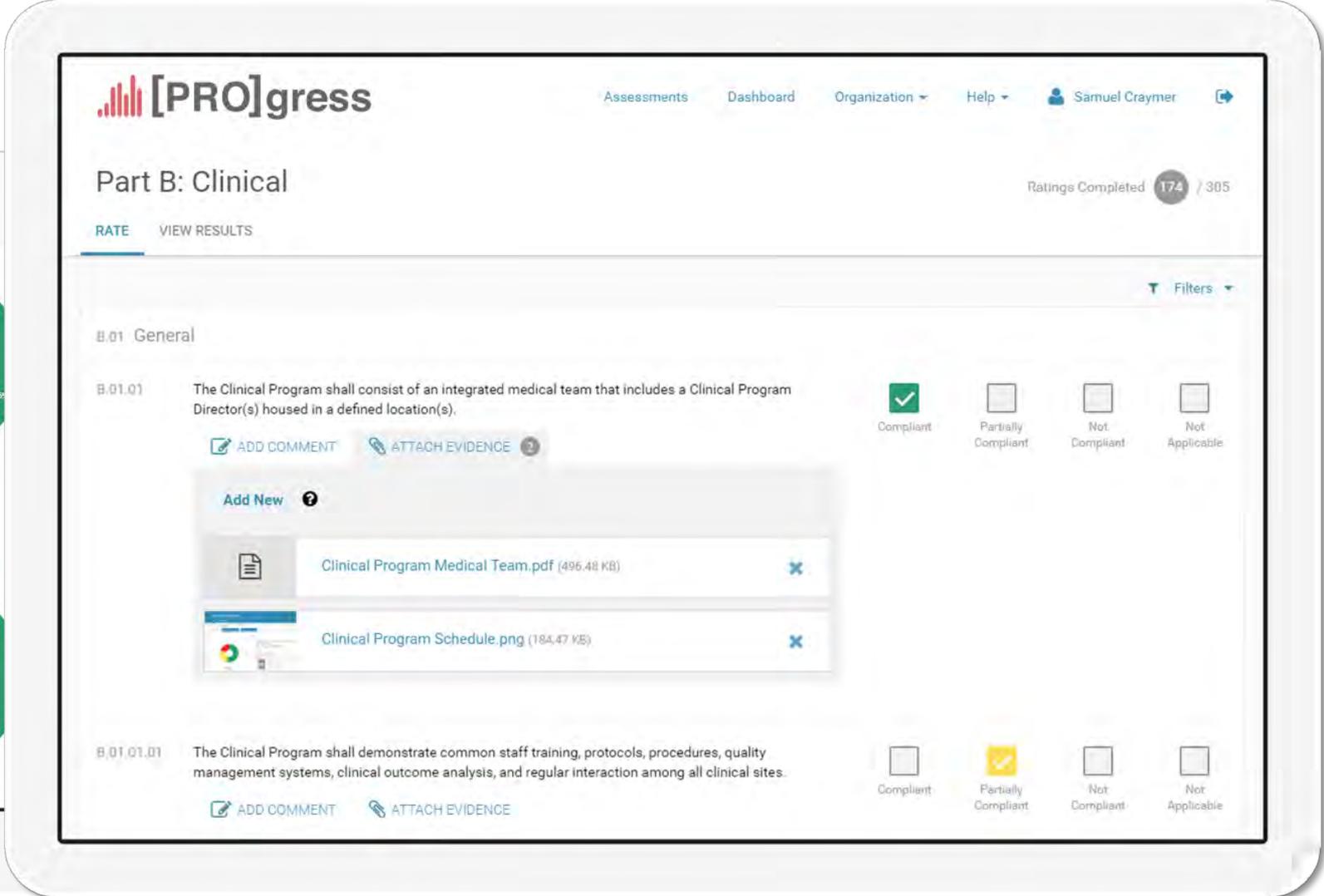
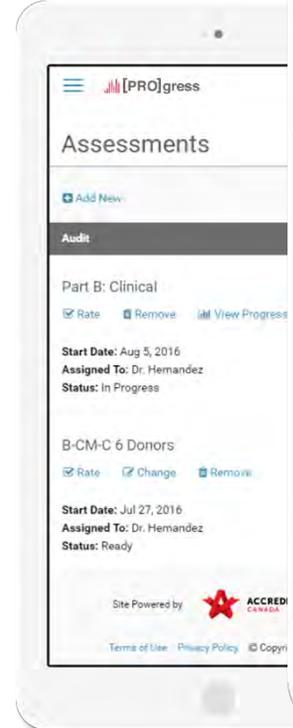
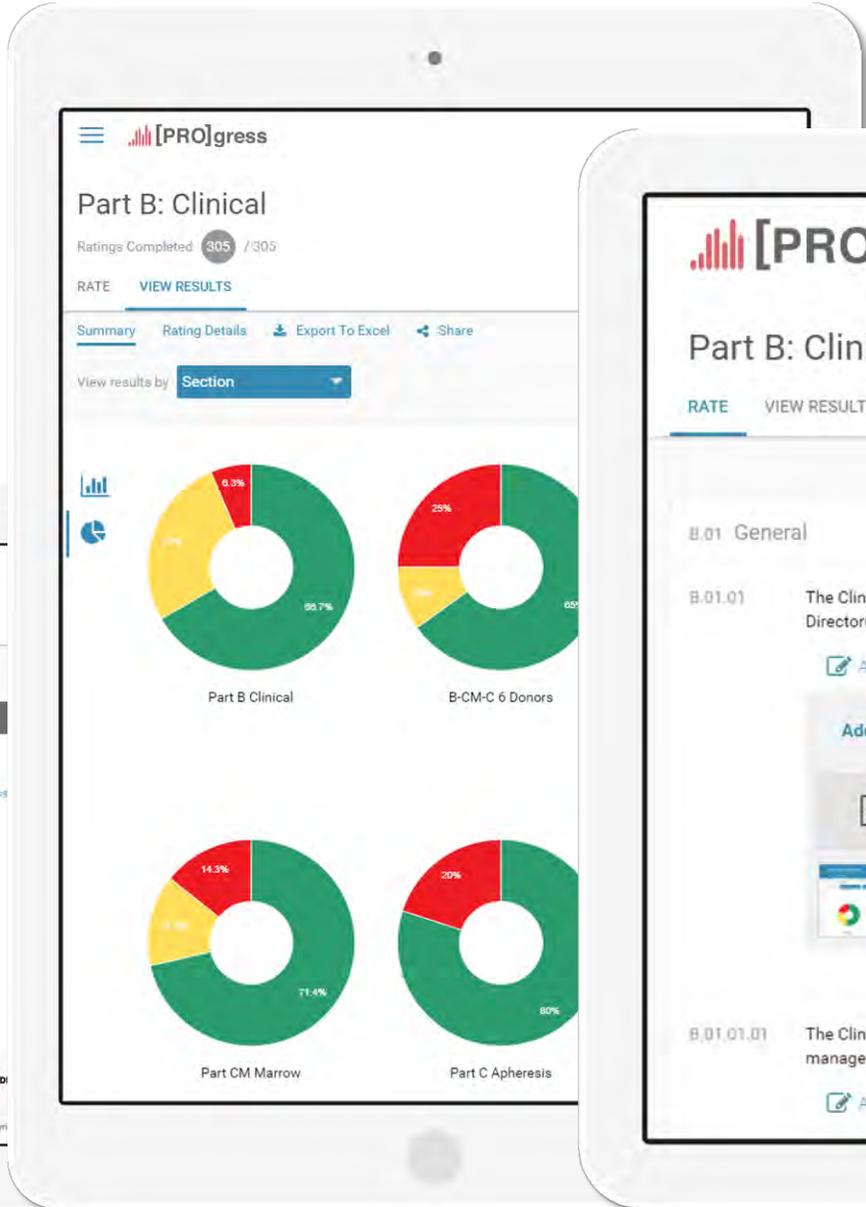


WINNING CONDITIONS

- Passionate Leadership
- Engaged physicians & staff
- Patients as partners
- Clinical governance
- Don't try and get it perfect: iterate & learn
- Connect care based on patient journey
- World class standards and innovative assessment programs as levers for change



TECHNOLOGY - [PRO]gress



- International Technical Committee
- Powered by evidence & experience
- Macro-level focused
- Flexible & actionable
- Guided by WHO Framework on IPCHS
- Innovative technology & assessment tools that adapt to local context
- Benchmarking
- Activation services support



SHARED VALUE



PATIENTS

Partners in standards development

Patients as surveyors

Patient pathway standards

PROMS



PRACTITIONERS

Clinical engagement

Relevant standards

Technology enabled

Process + outcomes

New certifications



POLICY MAKERS

Integrated systems

Populations focus

Rigour and reliability

Value for money





Our bold ambition: To unleash the power and potential of people around the world who share our passion for achieving quality health services – for all.



www.healthstandards.org

Thank you.
Merci.