



Thames Valley Children's Centre

Accredited with Exemplary Standing

Thames Valley Children's Centre has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement.

Thames Valley Children's Centre 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 **Thames Valley Children's Centre** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

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 7, 2023 to May 11, 2023

Locations surveyed

- **6** 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 with Exemplary Standing** as of the date of this report.

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

Standards used in the assessment

- **5 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.

Thames Valley Children's Centre (TVCC) provides a wide range of services for children and young people with special needs and disabilities throughout Southwestern Ontario. Founded in 1949, the organization has deep roots in the region. TVCC programs today include autism and behavioural, equipment and mobility, family and community, early years recreation and fitness, school therapy, specialty clinics and programs and youth services. TVCC is congratulated for the commitment to continuous quality improvement on embarking on this first Accreditation Canada survey. The progress made, at this early stage, in achieving standards is most remarkable.

TVCC Board of Directors is highly committed and engaged in supporting the organization and its mission to serve children, youth and their families. It is evident that Board members are champions for staff, children, families and communities. The Board is commended for ensuring meaningful engagement of clients and families in governance and in strategic planning. The Board is encouraged in their efforts to continue to support greater diversity and inclusion in membership, reflecting the community served and strengthening Board knowledge and skill sets. The Board is encouraged to undertake further development related to diversity, equity and inclusion as well as implementing Board development and action plans related to the Calls to Action of the Truth and Reconciliation Commission.

Community partners view TVCC as a highly valued partner. They describe TVCC as supportive of community partner programs and services, welcoming of collaborative care approaches and strong advocate for children's services across the region. TVCC is noted for being proactive and progressive. Partners recognize and appreciate that TVCC leadership and staff are understanding and adjust meet the differing requirements of partner organizations. They appreciate that TVCC shares education and development opportunities. Community partners describe TVCC staff as highly skilled, experienced, flexible, committed and go over and above to meet the client's needs including making every effort to address service barriers and gaps. Partners note that clients share very positive comments about the service they receive at TVCC. Community partners appreciate TVCC's outreach for feedback on TVCC plans including strategic planning. Additionally, community partners noted that TVCC goes above and beyond to respond to the safety needs of clients and families. Partners encourage TVCC to consider reducing service barriers for clients in the northern area through the establishment of a northern

satellite site. TVCC was encouraged to “dream big” related to the satellite suggestion as well as other service possibilities.

The TVCC leadership team is progressive and passionate in approaching service planning and delivery. The leadership team has effectively created and nurtured a culture of meaningful client and family engagement throughout the organization. Leadership is commended for building and strengthening community partnerships. It is evident that leadership is highly collaborative and works openly with community partners to collectively respond to the needs of children, youth, families and communities. The leadership team champions quality care and safety. The team is also recognized for their efforts to support the organization and families through the pandemic, while focused on continued progress in areas such as information technology, diversity equity and inclusion and staff engagement. The team is encouraged in their plans to embark on a fulsome operational planning process linked to the strategic plan and aligned with the quality, risk and client safety plans.

It is evident that TVCC staff and leadership are passionate the work they do in support of children. Comments of staff and families underscore the compassion, service quality focus, joy and hope TVCC staff bring in serving clients. Like many other organizations coming through the pandemic, TVCC has been challenged in recruitment and retention of health human resources. The team is commended for their efforts to address these issues including clinical leadership role review and non-union job evaluation review. The Human Resource team is commended planning and implementing strategies to enhance worklife quality, nurturing a culture of high engagement. The organization supports ongoing education and notably supports impressive onsite research services offering the opportunity for staff to participate and further develop skills in undertaking relevant research.

Clients and families expressed a very high level of satisfaction with TVCC services. Families shared that TVCC staff are exceptionally caring, skilled and go above and beyond to support them and their children. Families shared that they felt like TVCC was a second home. Families greatly appreciated the very welcoming and smiling reception staff. Families are consulted in care planning and appreciate the service delivery changes staff make to support family perspectives. TVCC care and support for children over the pandemic was noted as a strength by some families. Families appreciated that staff considered the whole family. Families valued the many opportunities to be engaged with the organization including membership on the Family Advisory Council, input on website development, educational/guest speaker sessions and family support groups such as Coffee and Conversation group, assuming a parent mentor role or attending an event to learn about other local community support organizations. Families also valued communication including newsletters, emails, appointment reminders and Facebook. They indicated the process for signing up for programs was very easy. Service for youth was highlighted as an exceptional service. Families appreciated that TVCC is a multi-service organization supporting clinician referrals from one program to another. Finally, the willingness of TVCC to hear feedback from families and, in turn, make changes to programs to meet client needs was remarkable.

Families encouraged TVCC to consider delivering some services closer to the clients' location. Parents reflected that the distance travelled to receive service is a significant barrier. There was a hope that TVCC would consider more support and recreational services for middle-year-old children with special needs and disabilities. Finally, families understand the challenges for TVCC but hope that that aquatic program will be offered soon. Finally, families are asking for the organization to return to in person services.

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.

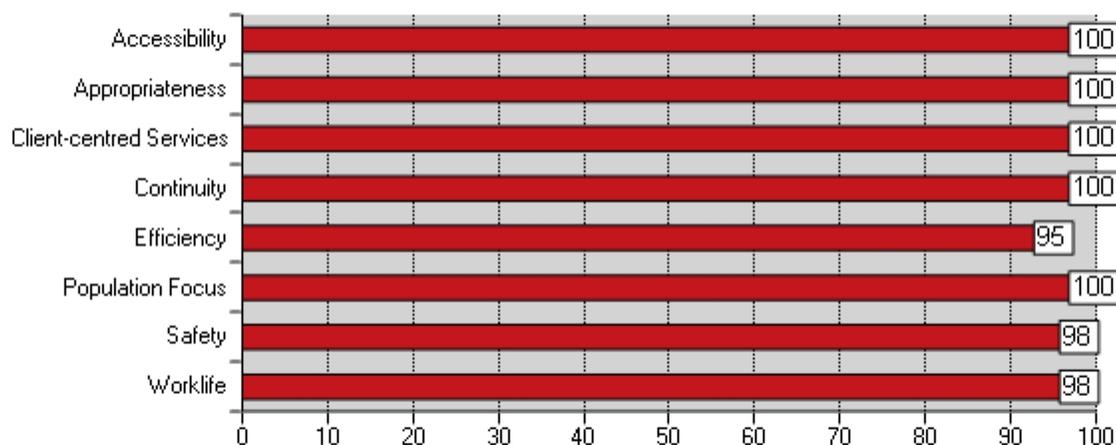
The quality dimensions are:

	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



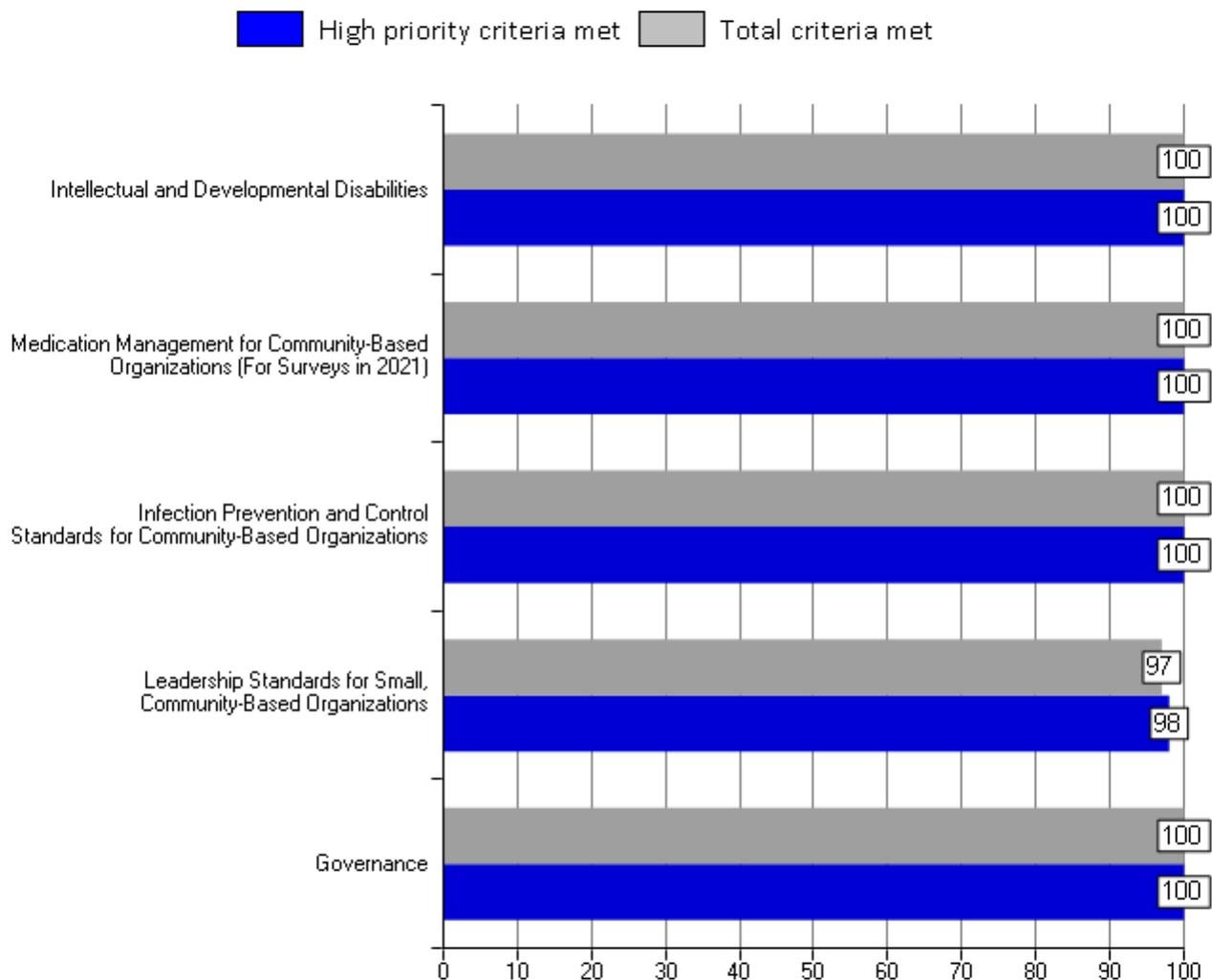
Overview: Standards results

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



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.

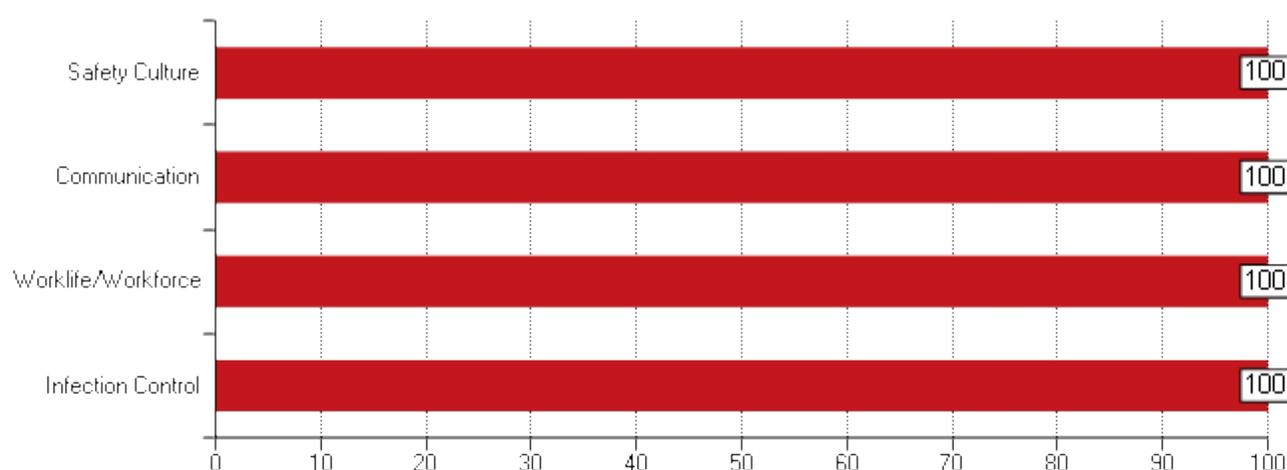
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes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



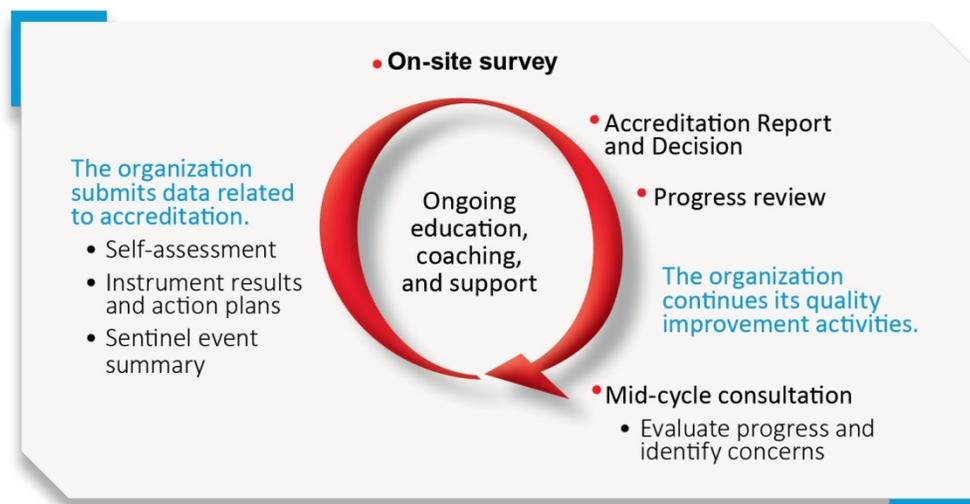
The quality improvement journey

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 **Thames Valley Children's Centre** 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 London - 779 Base Line Road East
- 2 Owen Sound - 220-1717 Second Avenue East
- 3 St. Thomas - 34 Churchill Crescent
- 4 Stratford - 240 Graff Avenue
- 5 Strathroy - 82 Frank Street
- 6 Strathroy School

Appendix B

Required Organizational Practices

Safety Culture

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

- Information transfer at care transitions
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Worklife/Workforce

- Patient safety plan
 - Patient safety: education and training
 - Preventive Maintenance Program
 - Workplace Violence Prevention
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Infection Control

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