



ACCREDITATION 2015 COMMUNIQUE

Celebrating 40 years of providing professional care and service to our clients

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Thanks to everyone who found the time to complete the Surveys as part of the accreditation process. It is an excellent opportunity to understand where we should focus our improvement efforts.

Want to get Involved?

Find out how YOU can get involved in accreditation!

Contact your accreditation coordinator:

**Nadine Buchanan, Manager,
Human Resources**

MESSAGE FROM THE CEO

Happy New Year. This is a big year for Personal Attendant Care as we prepare for and anticipate full accreditation by Accreditation Canada. It is pretty exciting and important to receive this endorsement and we thank you for everything you do each and every day that demonstrates your commitment to our clients and continuous improvement.

Accreditation is not about perfection. Rather it is the dedication to continuously improving client care and service. By not being afraid to admit our weaknesses and being willing to work together to improve, we demonstrate our value as an organization. You will see in the results of the “Patient Safety Culture” survey that as an organization we are concerned about negative repercussions if a serious mistake is made. While I understand the motivation to achieving an error free environment, mistakes happen. Our worry is that mistakes or near misses might not be reported which means that we lose opportunities to improve.

I am pleased to be working with you to provide our clients with the best care each and every day. Please know that my door is always open. If you have a concern or an idea to improve the way we do things, don't hesitate to let me know.

Best regards,

Rick Stockman, CEO





Contact Us

PERSONAL ATTENDANT CARE INC.

1650 Dundas Street E, Suite 200
Whitby, Ontario L1N 2K8
(905) 576-5603
www.pacdurham.ca



Pake Newell – Infection Control Officer



Winner of the Hand Hygiene survey Yvonne
with supervisor Paul Sousa

“Accreditation is not about perfection, rather it is the dedication of continuously improving”

SURVEY RESULTS

Worklife Pulse: Overall results were very good but we can improve on the need for the recognition, feedback, and support that we provide to direct reports; and better communication of the organization’s goals and commitment to high quality care.

Patient Safety Culture: Again the overall results were good with the exception of a strong concern of serious repercussions in the event of a mistake.

Governance: The Board will work on benchmarking our performance against other similar organizations, improving individual effectiveness, and providing an annual report to the community. The results for the Board questionnaire are reflective of an organization that is governed well and effective.

Complete survey results are posted on the Accreditation Bulletin Board located in the reception area.

INFECTION PREVENTION AND CONTROL CORNER

Did you know that PAC’s Infection Control Officer (ICO) is Pake Newell? Pake is also the Pension & Benefit Coordinator at PAC. He has been with PAC for the past three years and is committed to improving the quality standards of care in the community.

Influenza Update: There was a spike in Influenza A in the Durham Region before Christmas. Please be sure to be vigilant with your hand washing and contact the office if your client has influenza like symptoms.

ACCREDITATION TEAMS – PROGRESS REPORT

The Accreditation Teams, Governance, Leadership, Home Support and Infection Prevention & Control have been working diligently to describe practice at PAC. On Dec 10 & 11 the teams each participated in two-hour meetings with our consultant. It was an opportunity to step away from schedules and really explore our processes to deliver high quality care. The teams will continue to meet regularly to review practice and to explore opportunities for improvement.