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**Fairview Parkwood Communities**

**(Survey ID# 11778)**

**PRIMER HYBRID SURVEY SCHEDULE**

**October 3rd-6th, 2021**

**2 surveyors x 3 days;** [**https://fairviewmh.com/**](https://fairviewmh.com/)

**ACC: Erna Koning,** **ekoning@fairviewmh.com****, 519-998-1449 x 4837**

 **Fairview Mennonite Home: 84 beds**

**Parkwood Mennonite Home: 96 beds**

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|  | **Susan Veenstra (Team Lead) (Virtual)** | **Lori Turcotte (Team Member)** |
| Priority Processes | 1. Planning and service design
2. Human capital
3. Integrated quality management
4. Principle based care and decision making
5. Emergency preparedness

Facilitation of Discussion Group | 1. Physical environment
2. Medical devices and equipment
3. Infection prevention and control
4. Medication management
5. Episode of care – Primer (LTC content)
6. Episode of care - Primer (Home Support content)

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| **Details of Episode of Care:** Client record review and selection for tracer activities ***Tracer activities -*** Discussion with staff, physicians, clients, families regarding:*Clinical leadership* One-to-one discussion with clinical lead regarding team goals and objectives, accessing resources and support to achieve team goals, coordinating partnerships and developing a team culture to deliver high quality services.*Competency*One-to-one discussions with clinical lead and staff regarding processes for building and maintaining a highly competent interdisciplinary team with the knowledge, skills and attitudes to deliver effective care.*Episode of care**Healthcare services provided for a health problem from the first encounter with a health care provider through the completion of the last encounter related to that problem.**Decision support*One-to-one discussions with staff regarding how they use information, research and best practice information in clinical decision making.*Impact on outcomes*One-to-one discussions with clinical lead and staff regarding identification and monitoring of process and outcome measures to evaluate and improve the quality of services to patients and the impact on client outcomes.  |

**Day 1 – Sunday, October 3rd, 2021**

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|  | **Susan Veenstra (Team Lead) (Virtual)** | **Lori Turcotte (Team Member)** |
| **1300-1700** | **½ day Surveyor planning time – hotel (virtual)** **(surveyors only)**The following documents will be uploaded to the Document Centre and/or provided to the surveyors for the planning day.* Strategic plan
* Annual report (if available)
* Organizational chart
* Descriptions of programs and services
* Ethics framework
* Operational plan
* Quality improvement plan
* Disaster and emergency preparedness plan
* Policy: Infection prevention and control
* List of meetings or committees scheduled to meet during the survey
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**Day 2 – Monday, October 4th, 2021**

|  | **Susan Veenstra (Team Lead)** | **Lori Turcotte (Team Member)** |
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|  | **Resource Office**  |
| **0800-0830** | **Introductory Meeting (virtual)*** Meeting with senior management
* Organization overview, scope of services, successes and challenges, factors affecting Accreditation Primer.
* Surveyor to review on-site survey activities.
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| **0830-0930** | **Leadership Discussion Group (virtual)*** Meeting with leadership team members
* Review of strategic and operational plans.
* Overview of the monitoring/evaluation of strategic and operational goals.
* Experience with and knowledge of Accreditation.
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| **0930-0935** | **Transition**  | **Travel to Fairview Mennonite Home - 515 Langs Dr, Cambridge ON (20-minute drive from Resource Office)** |
| **0935-1035** | ***Topic: Planning & service design* (virtual)*** Review of strategic and operational plans.
* Overview of the monitoring/evaluation of strategic and operational goals.
* Discussion with staff regarding technology supports, training, education and challenges.
* Experience with and knowledge of Accreditation.
 | ***1000-1030*** **Intro to Fairview Mennonite Home’s Leadership and tour of facility (Team member to start rating physical environment)** |
| **1035-1100** | **Transition**  | ***1030-1100*** ***Topic: Physical environment**** Discussion with staff responsible for maintenance, repair, mechanical systems, risk areas; with staff responsible for security and access.
* Discussion with clients and families regarding clean, safe, organized environment.
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|  | **Fairview Mennonite Home** | ***1100-1200******Topic:*** Episode of Care – Primer: Long Term Care* Client record review and selection for tracer activities (Number of records to be determined during the pre-survey conference call)
* Discussion with staff, physician, clients, families regarding:
* Care plans
* Interdisciplinary teams
* Medication
* Proper identification of clients
* Communication with clients/families
* Roles and responsibilities
* Client rights explained and documented
* Informed consents

**\*\*observe a Med Pass at Noon\*\***  |
| **1035-1200** | ***Topic: Integrated quality management* (virtual)*** Review of organization’s quality, safety and risk management processes.
* Discussions with quality committee regarding quality, safety, risk monitoring, reporting and improvements
* Review of Culture of safety.
* Discussion with staff regarding a quality improvement initiative that has been implemented.
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| **1200-1300** | **Lunch and surveyor information exchange (virtual)** |
| **1300-1400** | ***Topic: Principle Based Care and Decision Making* (virtual)*** Review of information related to confidentiality.
* Decisions around client information and ethical dilemmas.
 | ***1300-1430 Topic:*** Episode of Care – Primer: Long Term Care *continued* |
| **1400-1405** | ***Transition***  |
| **1405-1530** | ***Topic: Human Capital* (virtual)*** Interview with clinical leader and discussion with staff regarding orientation, safety training, resources for staff training.
* Performance appraisals and job descriptions.
 | ***1430-1630******Topic:*** Episode of Care – Primer: Home Support* Client record review and selection for tracer activities (Number of records to be determined during the pre-survey conference call)
* Discussion with staff, physician, clients, families regarding:
* Care plans
* Interdisciplinary teams
* Medication
* Proper identification of clients
* Communication with clients/families
* Roles and responsibilities
* Client rights explained and documented
* Informed consents

**\*\*for Human Capital, review 2 staff files\*\*** |
| **1530-1630** | **Surveyor Recording Time**  |
| **1630-1645** | **Surveyor information exchange (virtual)** |
| **1645-1700** | **Daily review with Accreditation Coordinator (virtual)** |

**Day 3 – Tuesday, October 5th, 2021**

|  | **Susan Veenstra (Team Lead)** | **Lori Turcotte (Team Member)** |
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|  | **Fairview Mennonite Home - 515 Langs Dr, Cambridge ON** | **Parkwood Mennonite Home****726 New Hampshire St, Waterloo, ON N2K 4M1 (30 minute drive from Cambridge)** |
| **0830-1000** | ***Topic: Emergency preparedness* (virtual)*** Review of emergency preparedness plan, fire safety plans, tracking and debriefings.
* Discussion with staff regarding fire drills, emergency exercises, training and debriefings.
* Discussion with staff responsible for emergency preparedness and planning.
 | ***0800-0830*****Intro to Parkwood Mennonite Home’s Leadership and tour of facility** |
| ***0830-1030******Topic:*** Episode of Care – Primer: Long Term Care |
| **1000-1200** | **Surveyor Recording Time** | ***1030-1200* \*staff from Fairview will join virtually\******Topic: Medication management* (virtual)*** Interdisciplinary provision of medication to clients, including discussion with pharmacy if applicable.
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| **1200-1300** | **Lunch and surveyor information exchange (virtual)** |
| **1300-1400** | **Team Discussion Group (virtual) \*staff from Parkwood will join virtually\**** Meeting with an existing working team
* Discussion with staff regarding how they use information, research and best practice information in clinical decision making.
* Discussions with staff about their involvement in and input into the strategic & operational plans, working together as a team, understanding roles and responsibilities.
* Discussion with staff about their experience with accreditation and the next steps toward Qmentum.
* Other discussions with staff may also take place during this time such as next steps.
 | ***1300-1430* \*staff from Fairview will join virtually\******Topic: Infection prevention and control*** **(virtual)*** Discussions with staff responsible for coordinating infection prevention and control.
* Review policy on infection control including vaccinations and hand hygiene policies.

And ***Topic: Medical devices and equipment* (virtual)*** Review of preventative maintenance process, documentation and the equipment in the organization.
* Discussions with staff regarding training on equipment and devices and maintenance of equipment.
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| **1400-1600** | **Surveyor Recording Time**  | **1430-1500****Review of Staff Files** Number of files to be determined at pre-survey conference call |
| **1500-1600****Surveyor Recording/Report Writing Time**  |
| **1600-1615** | **Daily review with accreditation coordinator (virtual)** |

**Day 4 – Wednesday, October 6th, 2021**

|  | **Susan Veenstra (Team Lead)** | **Lori Turcotte (Team Member)** |
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|  | **Resource Office**  |
| **0800-1030** | **Report and debrief preparation (at hotel) (virtual)** |
| **1030-1100** | **Senior Leadership debriefing (virtual)** |
| **1100-1200** | **General debriefing (virtual)** |