



ACCREDITATION CANADA
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Driving Quality Health Services
Force motrice de la qualité des services de santé



What does Quality of Worklife have to do with it?

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History of Quality Worklife (QWL) and Accreditation Canada

- QWL introduced to the standards in 1999
 - Including staff related standards within an organization's accreditation program is unique in the world
- Expert panels involved
- Status reviewed in 2003
- QWQHC informing the way forward
 - Accreditation Canada is a founding member of the collaboration

Highlights

- Release of Qmentum in 2008
- Worklife (supporting wellness in the work environment) is 1 of the 8 quality dimensions
- Worklife Pulse tool released
- Required Organizational Practices (ROPs):
 - Categories: safety culture, communication, medication use, worklife/workforce, infection control, risk assessment

ROPs: Worklife/Workforce

- Client safety plan
- Client safety roles and responsibilities
- Client safety education and training
- Preventive maintenance program
- Workplace violence prevention*

* In effect as of 2011

ROP: Workplace violence prevention

- Released January 2010 - in effect 2011
- The organization prevents workplace violence (within the Leadership standards)
- The team has a process for identifying and reducing risks to team members while delivering services
 - 'aggressive and violent behaviour' is identified as a risk

ROP: Workplace violence prevention

- Tests of compliance
- Evaluation of the new ROP is ongoing
- Added to select clinical standards: Acute Brain Injury, Emergency Department, Home Care, Mental Health, Long Term Care, Substance Abuse and Problem Gambling

Collaboration between QWQHC and Accreditation Standards - Enhancements

- Leadership standards - release 2011
 - 5 criteria proposed for addition to the existing standard - the organization's leaders promote a healthy work environment and support a positive quality of worklife
 - Support for quality of worklife improvement activities
 - Leaders are involved in quality of worklife improvement initiatives
 - Support for leaders at all levels within the org'n in developing competencies that will promote a healthier work environment
 - Support for continuing professional development and learning
 - Leaders develop, implement and maintain occupational health and safety policies that comply with the appropriate legislation.
 - Collaboration continues to identify worklife enhancement for the clinical standards

Canadian Health Accreditation Report 2010

- Connection between QWL and patient safety
- Findings:
 - QWL has an overall affect on staff health and well-being, patient safety, organizational performance, and quality of care
 - Report available on the Accreditation Canada website

Review of the Worklife Pulse Tool

- Dr. Graham Lowe is undertaking this review
- Expecting recommendations on how to improve the tool and improve its integration

QWL within Accreditation Canada

- Strong internal commitment to QWL
- Signed the QWQHC charter
- Measure, track and respond to worklife indicators and instruments
 - Retention; employee experience (satisfaction); absences; respectful and supportive workplace
 - Annual staff satisfaction survey
 - Worklife Pulse tool
- Staff engagement activities (e.g. All Staff meetings, team building activities, tuition support, fitness room)

**What does Quality of Worklife have to do
with it?**

EVERYTHING!!!



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