

Centre canadien de l'agrément
L'excellence en matière de services communautaires



Canadian Centre for Accreditation
Excellence in community services

Driving Quality

CCA 2017/18

Canadian Centre for Accreditation
Annual Report



About CCA

In response to growing interest in a Canadian accreditation program tailored to community-based health and social services, five associations of community service providers came together to form CCA.

CCA supports community service organizations to continually improve quality and efficiency in the services they provide.

Vision

Effective organizations strengthen healthy and resilient communities.

Mission

We provide excellence and leadership in accreditation by assuring quality and continuous improvement in community-based health and social services.

Values

Continuous Learning and Improvement: We pursue continuous learning and improvement towards excellence and innovation; we recognize and celebrate key milestones achieved.

Meaningful Collaboration: We inclusively engage the diverse organizations we serve, as well as other CCA stakeholders, in dialogue to shape our mission, goals and services.

Inclusion and Equity: We value the diverse contributions of our stakeholders and strive to promote inclusive environments and elimination of systemic barriers to equity.

Responsible Stewardship: We manage CCA resources ethically, transparently and responsibly, in order to ensure its sustainability.

Accountability: We hold ourselves accountable for the quality of our work and the achievement of established outcomes that are aligned with our values.



MESSAGE FROM THE CHAIR

It has been an exciting and productive year for the CCA Board of Directors. We entered into an extensive recruitment process last summer to hire our new Executive Director and to take the organization to the next phase of its evolution. Over the past year, the board's focus has been to continue to build its governance strengths including investments in training that aligns with its Strategic Plan and Ends (Outcomes). As was seen in staff and management, the Board Directors also received their White Belt in Quality Improvement in Governance. With this in mind, the Board made significant efforts in the review and revision of its governance policies to ensure optimal success of the organization. We also engaged in planning discussions on the financial sustainability and growth of the organization, how to delineate our services and to initiate quality improvement training and capacity building services. The Board is developing a Balanced Scorecard to support the successful oversight and governance of the organization, with the intent to implement in 2018-19.

We have been involved in generative discussions on the sustainability of CCA, its services and its business model. Critical business decisions were made after significant discussion and reflection that were intended to continue to support the success of CCA, including raising the Accreditation fees to adjust for inflationary pressures for the next three years, for the first time since CCA's inception. This decision was not made lightly and was supported fully by all board directors.

I applaud the dedication, professionalism and commitment of the CCA board members. I would also like to express my gratitude and deep appreciation to our exiting members who have met their term commitments: Denise Squires, Henrietta Ross and John Murray in addition to Shelley McCarthy who had to leave mid term. The investment of their time, expertise, knowledge and commitment proved invaluable to the inception and growth of the organization. We wish them all the very best.

Lastly, on behalf of the Board, we were honoured to have served the organizations that we accredit in 2017-18, and we look forward to working with our clients and partners in 2018-19.

Sincerely,

Nancy Chamberlain
Board Chair



MESSAGE FROM THE EXECUTIVE DIRECTOR

2017-18 was a very busy year for the organization as it continued to advance its commitment toward greater quality improvement. Quality was being driven in every aspect of our work. CCA had made significant investments in quality. We engaged in a strategic partnership with the Leading Edge Group, a global leader in quality improvement (QI) training and consultancy, to deliver QI workshops to our clients, and that has proved to be resoundingly successful. The response has been extremely positive from among our accredited clients and non-accredited clients. In addition, the CCA team, who have also been trained in White Belt and some in Yellow Belt, have been undergoing a series of QI exercises to continuously improve the accreditation services we provide to our clients, by improving efficiency, while still ensuring the quality and value of our accreditation work. This focus has included efforts to improve the production of the Final Accreditation Report, the Reviewer role in the site visits, and the recruitment of Reviewers. In addition, CCA continued to ensure the currency and value of the accreditation standards. Work began on the revision of the Community-Based Primary Health Care, Organizational Standards and the Child and Youth Mental Health accreditation modules (the latter being led by Children's Mental Health Ontario). Much was accomplished in 2017-18, and none of that could have been done without the commitment, hard work and support of the CCA Staff and our Reviewer volunteers! It was also a pleasure to have worked with the Board and to help further shape and evolve the organization as it continues to seek greater value for our clients.

Sincerely,

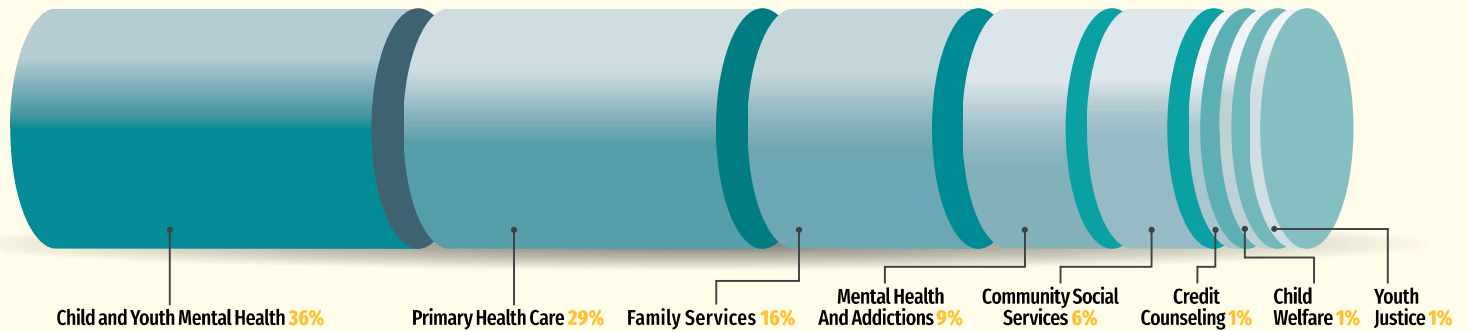
Siu Mee Cheng,
PhD (candidate), M.H.Sc., B.A.Sc., CHE
Executive Director



ACHIEVEMENTS BY NUMBERS

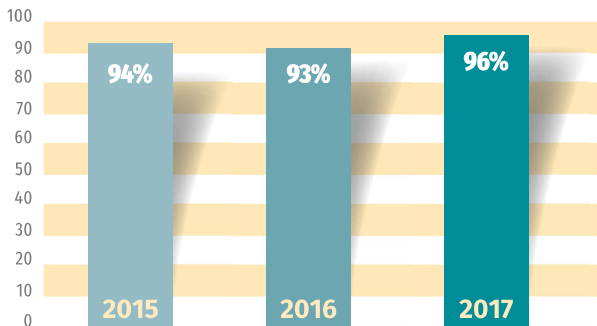
Accreditation Program

ACCREDITATION CLIENTS — Sector Groups

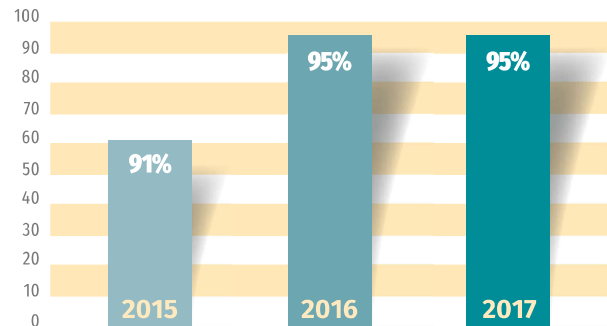


CLIENT SATISFACTION — Indicators of Quality by Year

"CCA's program stimulates our organization to continually improve, go further, pursue quality."

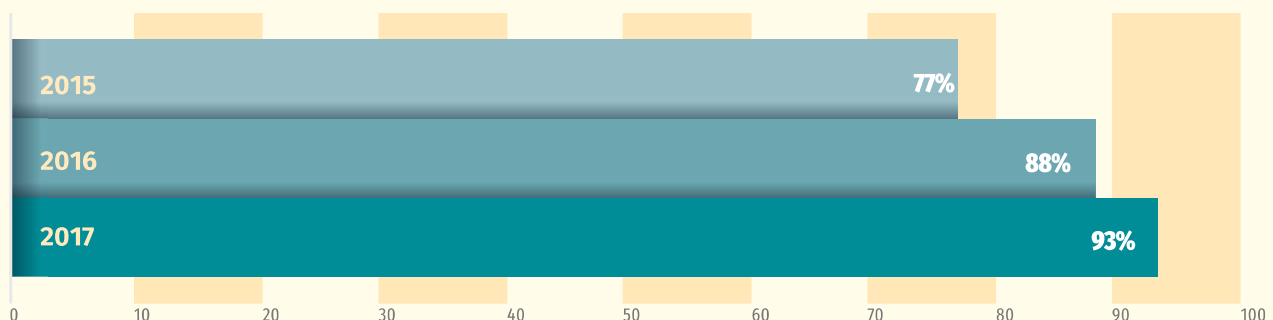


"Accreditation with CCA has had value for and a positive impact on the organization."

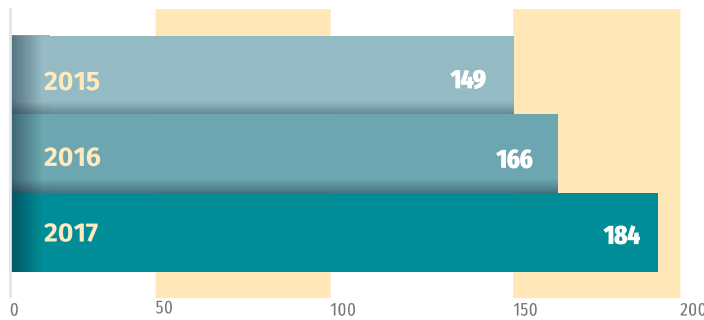


CLIENT SATISFACTION — Likelihood to Recommend CCA

"I would recommend CCA accreditation to another community-based organization."



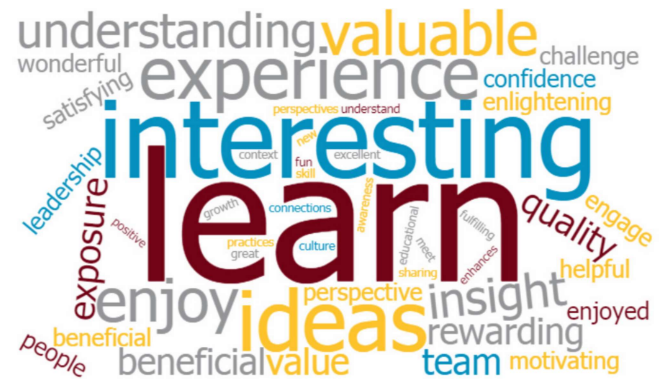
ACTIVE REVIEWERS BY FISCAL YEAR



"It was a very positive experience. The reviewers were fantastic and really gave the sense that they were walking alongside us in the process. thank you!"

Kerri-Lee Cushing-Mitchener, Director, Anago Resources Inc.

COMMENTS FROM OUR REVIEWERS

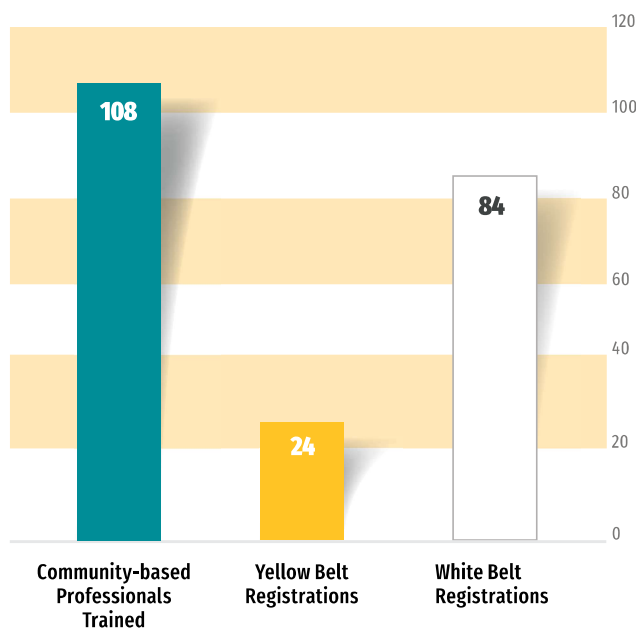


"In early 2017 my Agency gave me the opportunity to participate the CCA Reviewer Training. I can't speak highly enough about the process. Becoming a CCA reviewer has provided an amazing professional development opportunity to me. Not only am I more versed in the CCA process, I am able to spot areas within my own agency that may need some additional attention. Being able to be part of site reviews for similar agencies reinforces the good things my agency has done service & policy wise, but also areas where we can improve on our best practices to improve our service to clients."

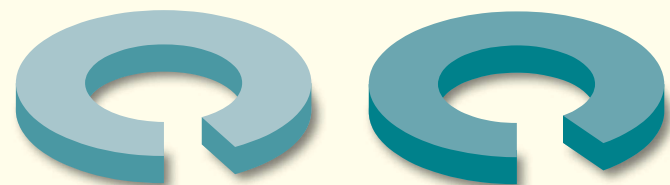
Brenda Tipping, fseap Administrator, fseap Thames Valley, London, ON
www.fseapthamesvalley.com

Quality Improvement Training Program

WHITE & YELLOW BELT QI— Participants 2017 – 18



OVERALL CLIENT SATISFACTION FROM WHITE & YELLOW BELTS IN 2017 – 18



92% Satisfaction.

90% Would recommend the QI Workshops.



80% Consider very knowledgeable after QI workshop.

"The teacher was extremely knowledgeable and her enthusiasm for the Lean model was presented throughout the course. I loved that she practices nursing so that was relatable for my allied staff and myself. She used real life/practical examples while teaching which really taught us all the basics of the Lean Six tools. The LEAN training is training every organization should do and especially if you are looking at being more efficient and productive. I applied what I learned at the training instantly and wished all the management team would receive LEAN training."

Deniese Masters McKenney, Director, Allied Health, LAMP CHC



STRATEGIC DIRECTIONS

Quality in Everything We Do.

QI WORKSHOPS

CCA in partnership with Leading Edge Group provided customized White and Yellow Belts in Quality Improvement (QI) training that developed quality improvement knowledge, skills and capabilities for clients in the community-based health and social services. The response to the QI Workshops was extremely positive with a satisfaction rating of 92% (see "Achievements by Numbers"). This demonstrated a significant interest and need among our clients within the community-based health and social services sectors for relevant and expert training services in QI. Attendance at the QI Workshops included participants from many community-based sectors including Youth Justice, Community-Based Primary Health Care, Child and Youth Mental Health, Family Services, Social Services and Community Mental Health and Addictions Services, and at all organizational levels: front-line, management, executives and board. We trained over 100 attendees and 90% of the participants said they would recommend the workshop to others, and over 80% considered themselves very knowledgeable in QI topics after attending our events.



"This was such a great session. I always appreciate the opportunity to network with other professionals at CHCs across Ontario and there was an excellent mix of folks at our session. I would recommend the Lean -White Belt training to anyone that is interested in solving the day to day issues with processes in their organization. The instructor was passionate, dynamic and to be honest quite entertaining. We were provided with tools that I could start using the very next day. Overall, excellent course and I am looking forward to the Yellow and Green Belt training. Thank you CCA for providing the training"

Anka Brozic, Director, Community Diabetes Program, Waterloo Region, Langs

QI INITIATIVES

In 2017-18, CCA committed towards furthering its culture of quality improvement (QI). In addition to strengthening the QI competencies and strengths of staff through training (White and Yellow Belts), CCA staff also led two QI exercises to improve the accreditation services: Final Report production and Reviewer Recruitment and Retention.

REVIEWER RECRUITMENT & RETENTION

Reviewers continue to be an invaluable asset to CCA. They act as CCA representatives when on accreditation site visits; CCA is committed to investing in Reviewer training and ongoing development. It is CCA's key goal to provide the best training and feedback possible to support reviewers in their role, so that ultimately, CCA may give the best value to accreditation clients. 2017-2018 was extremely productive, as CCA began to look ahead into the future and construct a new vision of the Reviewer training program. CCA ended the 2017-18 with 184 active reviewers, and was able to recruit and successfully train 42 new Reviewers.



CCA staff along with a three reviewers completed a value stream mapping exercise of the accreditation review process. This was a day-long event, and proved invaluable as it supported the continuous quality improvement of the CCA Reviewer training program. It examined some of the improvement areas associated with ongoing training and the coordination of site visit review teams. As a result, CCA made plans to establish a Reviewer Advisory Group that would provide advice and feedback on accreditation training for reviewers, and accreditation-related policies, practices and tools. The group will be established in 2018-19.

“The training as a reviewer has given me a new perspective, taught new practical skills and developed new knowledge which helped me to broaden my horizon around community healthcare and other resources related to healthcare policy, planning and governance... It also helped me to strengthen leadership, organizational skills and competencies including communication, interpersonal relations, teamwork, collaboration, etc”

Jaskaran Singh Thind, Council Member, Gerson Lehrman Group



ACCREDITATION MODULE REVISIONS

Revision work was initiated for several of the CCA accreditation modules, including the Community-Based Primary Healthcare (CBPHC), the Organizational Standards (OS) and the Child and Youth Mental Health (CYMH). Through the support of an advisory group, the CBPHC standards and the indicators were carefully reviewed to ensure currency with best and emerging practices in the area of community-based primary healthcare, and to ensure greater alignment with the OS. The revision of the CBPHC progressed well, and by fiscal year-end, the draft of the module had been prepared for broader sector input and piloting (to be done in 2018-19). The OS revision work had made some preliminary progress in 2017-18. A gaps analysis was completed, which has provided direction on required revisions for the module in 2018-19. Lastly, planning was initiated in 2017-18 for the CYMH module revision led by CMHO.

Sustainability

Significant activity was undertaken in 2017-18 to address the need for financial sustainability of the organization. This included the following:

1. Identifying a new area of services delivery, quality improvement training workshops that would further fulfill the role of our mandate in the area of advancing quality improvement and excellence for our clients;
2. Reviewing the appropriateness of the CCA accreditation fee structure to ensure that they reflected the costs of accreditation and ongoing program quality improvement;
3. Engaging in partnership discussions with association members, Association of Ontario Health Centres and Family Services Ontario, to continue to increase the number of accredited organizations from among their membership.

Governance



The CCA Board continued their progress and focus on strengthening their governance. Several key activities were undertaken including ongoing continuous quality improvement of the governance policies, review of the board succession plan, and development of a draft balanced scorecard.

Board Directors

Nancy Chamberlain, Chair

Executive Director, Thunder Bay Counselling

Joanne Johnston, Vice-Chair

Executive Director, WAYS Mental Health Support

John Murray, Secretary/Treasurer

Joe Bortolussi

Retired Health Care Director

Nicki Collins

Executive Director, Maltby Centre

Michelle Hurtubise

Executive Director, Ontario Centre of Excellence for Child and Youth Mental Health

Shelley McCarthy (Resignation January 2018)

Executive Director, Family Counselling Centre of Brant

Karen Parsons

Executive Director, Peel Addiction Assessment and Referral Centre

Henrietta Ross

Chief Executive Officer and Executive Director,
Canadian Association of Credit Counselling Services
Ontario Association of Credit Counselling Services

Denise Squire

Executive Director, Woolwich Community Health Centre

Diane Walker

Executive Director, Children's Centre Thunder Bay

Staff

Siu Mee Cheng

Executive Director

scheng@canadiancentreforaccreditation.ca

Jackeline Barragan

Accreditation Manager

jbarragan@canadiancentreforaccreditation.ca

Carl Blacquiére

Accreditation Manager

cblacquiére@canadiancentreforaccreditation.ca

Amy Bradford

Accreditations Coordinator

abradford@canadiancentreforaccreditation.ca

Evelyn Hensman

Executive Assistant

ea@canadiancentreforaccreditation.ca

Pedro Lara

Accreditation Specialist

plara@canadiancentreforaccreditation.ca



CCA is a participant of
ISQua Accreditation

