



Canadian Council on Health
Services Accreditation
Conseil canadien d'agrément
des services de santé

www.cchsa-ccass.ca

Promoting Ethics to Safeguard Client Rights

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Ethics in CCHSA's Qmentum Accreditation Program

- **Presentation Outline:**
 - Background on CCHSA
 - Ethics in the new accreditation program
 - Leading Practices



CCHSA: 50 years of excellence

CCHSA is a

- national, not-for-profit, independent organization

offering a

- rigorous, standards-based accreditation program

that enables

- health service organizations to comprehensively assess and improve quality and safety.



Our corporate philosophy

Vision

The leader in raising the bar for health quality

Mission

Driving quality in health services through accreditation

Values

Excellence, Integrity, Respect, and Innovation



Does accreditation make a difference?

YES

- **Research shows accreditation leads to:**
 - Organizational quality improvement initiatives
 - Improved organizational learning practices
 - Facilitation of organization and regional restructuring



Ethics in the New Accreditation Program

- New or enhanced ethics-related content in all standards sections
- Guided by Ethics standards working group, specialized consultation (e.g. PHEN, University of Toronto) and national standards consultation (May-July 2007)
- Focus on the *integration of ethics* content throughout the new program



Ethics in the New Accreditation Program

- Ethics in **Governance standards:**
 - Define/Update organizational values; communicate values
 - Use the value statements to guide decisions
 - Process to address ethics-related issues
 - Client/Patient safety culture including disclosure of adverse events
 - Consideration of ethics when allocating resources



Ethics in the New Accreditation Program

- Ethics in **Proactive & Supportive Organization standards:**
 - Define and update organization's statement of values and code of ethics
 - Ethics framework; monitor framework and processes to resolve ethics-related issues
 - Process to review formal research projects
 - Process and criteria to review ethical implications of research
 - Formal, transparent process for selection, purchase of equipment
 - Building ethics capacity in the organization
 - Equitable allocation of resources



Ethics in the New Accreditation Program

- Ethics in **Sector/Service standards:**
 - Accessing services
 - Empowering clients and families
 - Informed consent
 - Advance directives
 - Client rights
 - Managing client pain
 - Emotional support and counseling for clients



Ethics in the New Accreditation Program

- Ethics in **Sector/Service Standards** (continued):
 - Process to help staff handle ethics-related issues
 - Responding to client complaints
 - Privacy and confidentiality of client information
 - Using evidence-based guidelines
 - Using research and best practice information
 - Communicating evidence-based guidelines and research information to clients
 - Positive work life culture
 - Patient/Client Safety including disclosure of adverse events



Ethics in the New Accreditation Program

- Ethics in **Positive Client Experience:**
 - Four key elements of the client-centered services dimension will be assessed
 - Respecting client values, needs, and preferences
 - Sharing information, communication, education
 - Coordinating and integrating services across boundaries
 - Physical comfort and emotional/spiritual support



Ethics: Next Steps

- Revise content based on national standards consultation (Version 2 ready April 08)
- Develop glossary of terms (e.g. ethics strategy)
- Enhance CCHSA guidelines to support standards interpretation (e.g. Guidelines for ethical behavior)
- Develop education for clients on key ethics content such as ethics strategy and building ethics capacity



Leading Practices

**Jewish General Hospital, Quebec;
process to help clients write living will.**

**Provincial Health Services Authority, BC;
Resource Allocation model.**

Calgary Health Region, Alberta; Capsule of Life

**Leading Practice data base: Ethics, Client
Rights, Consent**

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