



**Canadian Centre for Accreditation**

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**Centre canadien de l'agrément**

*L'excellence en matière de services communautaires*

# **CCA ACCREDITATION REVIEW FINAL REPORT FOR LANGS COMMUNITY HEALTH CENTRE**

**Date of the Site Visit: October 16 to 19, 2018**

**Date of the Report: January 16, 2019**

**Accreditation Term: January 6, 2019 to January 5, 2023**

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## **SECTION 1: INTRODUCTION**

### **A. INTRODUCTION TO ACCREDITATION WITH CCA**

The Canadian Centre for Accreditation (CCA) is a national not-for-profit offering accreditation to community-based health and social service organizations in Canada.

Accreditation provides an external review of an organization's operations in relation to accepted standards of good practice and risk management. Standards address all aspects of the organization, including governance, management, programs and services. It is also a system to promote learning, improvement, excellence and innovation.

CCA looks at the whole organization. Reviews are conducted by CCA-trained teams made up of senior staff, governing body members and volunteers from the community-based organizations that participate in CCA.

### **B. ABOUT THIS REPORT**

This report summarizes the findings of the CCA review process. Comments are illustrative and not comprehensive. The report includes the following:

Section 1: Introduction

Section 2: An overview of the accreditation process

Section 3: A summary of accreditation review results.

Section 4: Concluding words

## **SECTION 2: OVERVIEW**

### **A. THE ORGANIZATION**

Langs Community Health Centre is a neighbourhood-based organization that was founded in 1978, with a focus on prevention and health promotion. The organization uses a community development approach which means residents actively participate in the organization. Langs Community Health Centre has more than 35 years of experience as a not for profit organization, and provides a wide range of recreational, health and social services for all ages across the Waterloo-Wellington region.

Langs Community Health Centre's vision is "Changed Lives, Healthy Communities." Their mission is, "We believe every person in our neighbourhoods should have a place to call home for health, wellness and community support."

### **B. THE REVIEW TEAM**

The review team was made up of:

- Kim Fraser, Executive Director, Davenport-Perth Neighbourhood and Community Health Centre (CCA Reviewer)
- Onalee Randell, Director, Rideau Community Health Services (CCA Reviewer)
- Sabina Piluso, Director, Quality Improvement, Centre de santé communautaire Hamilton / Niagara (CCA Reviewer)
- Carl Blacquiere, Accreditation Manager, Canadian Centre for Accreditation.

### **C. THE REVIEW PROCESS**

A preliminary report was sent to the organization on November 1, 2018. The organization's response was received on December 12, 2018 and reviewed by Carl Blacquiere CCA Accreditation Manager.

### **D. THE ACCREDITATION DECISION**

The Canadian Centre for Accreditation is pleased to inform you that your accreditation has been approved. All requirements for accreditation were assessed as met.

The organizations accreditation term is January 6, 2019 to January 5, 2023.

### **E. SUMMARY OF ACCREDITATION REVIEW RESULTS AT THIS STAGE**

Results are summarized by module.

The following CCA modules apply to this review:

- CCA Organizational Standards
- Community-Based Primary Health Care Standards

## SECTION 3: ACCREDITATION REVIEW RESULTS BY MODULE

### A. CCA ORGANIZATIONAL STANDARDS MODULE

MAN Standards Required: 35

MAN Standards Achieved: 35

MAN Standards Must be met to achieve module: 0

LP Standards Total: 25

LP Standards Achieved: 25

LP Standards that must be met to achieve all components: 0

Additional LP Standards that must also be met to achieve total of 80% of LP Standards across module: 0

	MANDATORY STANDARDS						LEADING PRACTICE STANDARDS								
	Requirements		Results at Preliminary Stage		Results After Response Assessed		Requirements			Results at Preliminary Stage			Results After Response Assessed		
	M-Total	M-Must be met	M-Achieved	M-To be met for accreditation	M-Achieve	M-To be met for accreditation	LP-Total	LP-Must be met to achieve Component	LP-Must be met to achieve Module	LP-Achieved	LP-To be met to achieve Component	LP-To be met to achieve Module	LP-Achieved	LP-To be met to achieve Component	LP-To be met to achieve Module
By Component															
Governance	3	3	3	0	3	0	4	2	—	4	0	—	4	0	0
Stewardship	7	7	6	1	7	0	0	0	—	0	0	—	0	0	0
Risk and Safety	4	4	4	0	4	0	1	1	—	1	0	—	1	0	0
Organizational Planning and Performance	3	3	2	1	3	0	3	2	—	3	0	—	3	0	0
Programs and Services	5	5	4	1	5	0	0	0	—	0	0	—	0	0	0
Community	0	0	0	0	0	0	6	3	—	6	0	—	6	0	0
Learning Environment	3	3	3	0	3	0	2	1	—	2	0	—	2	0	0
Human Resources	5	5	5	0	5	0	6	3	—	6	0	—	6	0	0
Volunteers	1	1	1	0	1	0	2	1	—	2	0	—	2	0	0
Systems and Structure	4	4	3	1	4	0	1	1	—	1	0	—	1	0	0
<b>Totals for Module</b>	<b>35</b>	<b>35</b>	<b>31</b>	<b>4</b>	<b>35</b>	<b>0</b>	<b>25</b>	<b>—</b>	<b>20</b>	<b>25</b>	<b>—</b>	<b>0</b>	<b>25</b>	<b>0</b>	<b>0</b>

## Detailed Results for the CCA Organizational Standards Module

### i. Strengths in this Module

The review team was impressed with the dedication and commitment of the board. The board was engaged and can best be described as change makers and champions of the organization. Some examples are the Chairs' Innovative Council and the leadership provided in the fundraising for building needs. The board is clearly guided by the organizations Mission, Vision and Values as it works to ensure there are quality services for clients and support for the organization's personnel.

The review team noted the organization as a whole, demonstrated a client-centred approach across the leadership teams, staff teams and program areas. Programs being offered engage the clients and work with community partners. There were many examples of how the organization brought programs and services to Cambridge that otherwise would not have been available. It was clear to the review team that the work being done by all personnel has brought improved health outcomes and that they truly embody Lang's vision of "Changed Lives, Healthy Communities".

### ii. Further Areas to Improve Quality in this Module

The organization is commended for its achievement of all Leading Practice Standards and indicators in this module.

The CCA review team offers the following two comments by way of encouraging Langs Community Health Centre in its continued growth and pursuit of quality.

1. **Standard ORG-HR-2** *All personnel, including staff, volunteers and students, are guided by policies addressing conduct.*
  - I. **ORG-HR-2.2** - *Staff sign a statement acknowledging that they understand and will abide by the policies and procedures on confidentiality.*
    - The review team noted there were a number of personnel who did not have a signed statement acknowledging that they understand and would abide by the policies and procedures on confidentiality in their personnel file. The review team would encourage Langs Community Health Centre to ensure all employees have a signed confidentiality agreement on file.
2. **Standard ORG-HR-7** *Staff are guided by job descriptions that clearly outline their roles and responsibilities.*
  - I. **ORG-HR-7.3** - *Staff have input into the regular review of their job description.*
    - The review team noted the staff survey indicated a significant number of personnel did not indicate they had input into the regular review of their job description. The review team would encourage Langs Community Health Centre to ensure it provides opportunities for staff to contribute to the review of their job descriptions.

No immediate action is required for accreditation in the section: Further Areas to Improve Quality. However, CCA strongly encourages Langs Community Health Centre to continue to improve upon the areas identified.

## B. COMMUNITY-BASED PRIMARY HEALTH CARE STANDARDS MODULE

MAN Standards Required: 14

MAN Standards Achieved: 14

MAN Standards Must be met to achieve module: 0

LP Standards Total: 6

LP Standards Achieved: 6

LP Standards that must be met to achieve all components: 0

Additional LP Standards that must also be met to achieve total of 80% of LP Standards across module: 0

	MANDATORY STANDARDS						LEADING PRACTICE STANDARDS								
	Requirements		Results at Preliminary Stage		Results After Response Assessed		Requirements		Results at Preliminary Stage		Results After Response Assessed				
	M-Total	M-Must be met	M-Achieved	M-To be met for accreditation	M-Achieve	M-To be met for accreditation	LP-Total	LP-Must be met to achieve Component	LP-Must be met to achieve Module	LP-Achieved	LP-To be met to achieve Component	LP-To be met to achieve Module	LP-Achieved	LP-To be met to achieve Component	LP-To be met to achieve Module
Community-Based Approach	2	2	2	0	2	0	3	2	—	3	0	—	3	—	—
Delivery of Quality Programs and Services	7	7	7	0	7	0	3	2	—	3	0	—	3	—	—
Service Safety	5	5	5	0	5	0	0	0	—	0	0	—	0	—	—
<b>Totals for Module</b>	<b>14</b>	<b>14</b>	<b>14</b>	<b>0</b>	<b>14</b>	<b>0</b>	<b>6</b>	<b>—</b>	<b>5</b>	<b>6</b>	<b>—</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>

## Detailed Results for the Community-Based Primary Health Care Standards Module

### i. Strengths in this Module

The review team noted how Lang's Hub is an exemplary model of service integration and coordination that promotes continuity of care. The team in its review of pre-site and on-site evidence noted professional collaboration, both internally and externally as a strength. In the interviews, the team heard of Nurse Practitioners working with Social Workers, Early Year Workers collaborating with Registered nurses and pharmacist working with medical teams. It was noted how the hub model significantly increased service access. There were many examples provided on how clients literally were being walked down the hall to another provider allowing these clients to receive an array of services in a timely and efficient manner.

Lang's work to reduce health disparities for clients and communities served is to be commended. They clearly address the social determinants of health in their health promotion strategies, and they strive to give everyone the opportunity to maximize their health and quality of life. Examples included the 7<sup>th</sup> Inning program, the bus, community dinners, the opioid strategy, the regional gestational-diabetes program, the walk-in track and the work done on improving access to retinal screening and foot care. The review team noted that there was a great sense of pride by all personnel for the work being done at the centre.

### ii. Further Areas to Improve Quality in this Module

The organization is commended for its achievement of all Leading Practice Standards and indicators in this module.

The CCA review team offers the following two comments by way of encouraging Langs Community Health Centre in its continued growth and pursuit of quality.

1. **Standard PHC-CBA-4** *The organization takes into account the efficient and effective use of resources in planning its programs and services.*
  - I. **PHC-CBA-4.4** - *Where comparative data is available, productivity is benchmarked against similar programs and services both inside and outside the organization.*
    - The review team could not find comparative data for benchmarks, and suggests performance to regional and provincial targets would be a good example of comparative data.
2. **Standard PHC-QPS-4** *Access to primary care and other direct services is timely.*
  - I. **PHC-QPS-4.1** - *Targets are set for the maximum length of time active clients should wait for services.*
    - The review team noted there were only targets associated with the diabetes program. The review team would suggest Langs Community Health Centre monitor other programs for wait times and set maximum length for waiting times.

No immediate action is required for accreditation in the section: Further Areas to Improve Quality. However, CCA strongly encourages Langs Community Health Centre to continue to improve upon the areas identified.



## SECTION 4: CONCLUSION

The CCA review team appreciates the work undertaken by Langs Community Health Centre to prepare for its review and for the warm welcome received while on site.

Langs Community Health Centre has a committed leadership team, with a focus on ensuring quality services and support for all personnel. The organization demonstrated a commitment to its clients, providing much needed community health services and in its work with its community partners to build capacity. The hub model has proven to be a model that supports coordination and service integration supporting continuity of care.

CCA commends the organization's commitment to quality and continuous improvement. Langs Community Health Centre is encouraged to address those areas of recommendation for further improvement associated with the Organizational standards and the Community-Based Primary Health Care standards.

Congratulations on achieving your accreditation. CCA is very pleased with your performance in achieving 80 out of 80 of the standards and 254 of 254 of the indicators included in the Organizational and Community-Based Primary Health Care standards. CCA is pleased to accredit Langs Community Health Centre for a four-year term.