



Simulation survey proposed schedule

Day 1: THUBA Thunder Bay Regional Health Sciences Centre November 8, 2021			
Time	Duration		Participants
07:30-08:25	55 min	Introduction Review schedule Housekeeping and document review Set up computer, printer Review and print any documents needed (0750-0820) Location: Boardroom	QI Accreditation Lead Manager Quality Surveyor
08:30 -08:50	20 min	Start simulation survey <b>Leadership</b> <b>Organization Introductory Meeting</b> <ul style="list-style-type: none"> <li>• With Senior Leadership</li> <li>• 20 min organization overview – scope of services; major successes/challenges</li> </ul> Location: Auditorium A and B	Senior Leadership Manager of Quality
08:55 -09:55	60 min	<b>Leadership Discussion Group</b> <ul style="list-style-type: none"> <li>• Plan to follow typical survey questioning touching on:                             <ul style="list-style-type: none"> <li>○ Strategic planning</li> <li>○ Operational plan</li> <li>○ Quality, risk and safety</li> <li>○ Client and family centered care</li> <li>○ Communication</li> <li>○ Human resources</li> <li>○ Ethics</li> <li>○ Planning and service design</li> <li>○ Current successes and opportunities</li> </ul> </li> </ul> Location: Auditorium A and B	Senior Leadership Manager of Quality
10:00-10:20	20 min	Break and prepare & for next session	
10:25-11:25	60 min	<b>Integrated Quality Management</b> <ul style="list-style-type: none"> <li>• Plan to follow typical survey questioning touching on all standards including ROPs and high priority processes</li> <li>• Cross referencing with responses received from staff when completing tracers</li> </ul>	Quality and Risk Management Team

		<ul style="list-style-type: none"> <li>Review of critical/sentinel event from the past 24 months including documentation and disclosure</li> </ul> <p>Location: Boardroom</p>	
11:30-12:10	40 min	Lunch	
12:15-13:05	50 min	<p><b>Human Capital</b></p> <ul style="list-style-type: none"> <li>Plan to follow typical survey questioning touching on all standards including ROPs and high priority processes</li> <li>Cross referencing with responses received from staff when completing tracers</li> <li>If possible, review of 3 staff, 3 medical staff and 3 volunteer files</li> <li>Discuss/review staff satisfaction/engagement, labour relations, education, wellness, recruitment, orientation, performance management</li> </ul> <p>Location: Boardroom</p>	Human Resources Team
13:05-13:20	15 min	Break and prepare for next session	
13:25-14:25	60 min	<p><b>Episode of Care MEDICINE</b> Inpatient Unit</p> <ul style="list-style-type: none"> <li>Focus on ROPs, high priority processes</li> </ul> <p>Location: 2A</p>	Staff on unit Potentially patients
14:25-14:35	10 min	Break and prepare for next session	
14:40-15:40	60 min	<p><b>Ambulatory care</b></p> <ul style="list-style-type: none"> <li>Focus on ROPs, high priority processes</li> <li>Areas of focus include: transitions of care, patient centeredness, care planning, indicators, client identifiers, med rec/best possible med history, consent, pain management, medication handling, disclosure, safety, IPAC, education/training, pumps, consent, fall prevention</li> </ul> <p>Location: Centre for Complex Diabetic Care, 4<sup>th</sup> Floor, Medical Centre</p>	Staff on unit Potentially patients
15:45-16:00	15 min	<b>Break and review notes</b>	
16:00-16:30	30 min	<p><b>Daily Review</b></p> <ul style="list-style-type: none"> <li>Observations of staff preparedness and ease of tracers</li> <li>Advice and tips for continuing preparation for up-coming on-site survey</li> </ul> <p>Discussion &amp; Q&amp;A</p> <p>Location: Boardroom</p>	QI Accreditation Lead Manager Quality Director QRM EVP Research, Quality and Academics Surveyor

## Day 2: THUBA Thunder Bay Regional Health Sciences Centre November 9, 2021

Time	Duration		Participants
08:00-08:15	15 min	Review Day's schedule Housekeeping <b>Location: Boardroom</b>	QI Accreditation Lead Manager Quality Surveyor
08:20 -09:20	60 min	<b>Infection Control</b> <ul style="list-style-type: none"> <li>• Focus on ROPs, high priority processes</li> <li>• Program overview</li> <li>• Cross referencing with responses received from staff when completing tracers</li> </ul> <b>Location: IPAC Department</b>	IPAC Team
09:25-09:40	15min	Break and prepare & for next session	
09:45 -11:30	1.45 min	<b>Medical Devices</b> <ul style="list-style-type: none"> <li>• Review of reprocessing and sterilization (meeting with manager followed by one to one discussions with staff as they complete their daily tasks)</li> <li>• Topics include: education, training, policies and procedures, equipment recalls, disinfection, transportation of equipment, sterilization, record keeping, storage, loaned equipment, scope reprocessing, physical environment of MDR, PPE,</li> <li>• Overview of preventative maintenance program for equipment</li> <li>• Cross referencing with responses received from staff when completing tracers</li> </ul> <b>Location: Reprocessing Department</b>	Reprocessing staff Scope Reprocessing Staff
11:35-12:15	40 min	Lunch	
12:20-13:15	55 min	<b>Diagnostic Imaging</b> Focus on ROPs, high priority processes <b>Location: Imaging Department</b>	Medical imaging staff
13:20-13:35	15 min	Break and prepare for next session	
13:40-14:40	60 min	<b>Episode of Care EMERGENCY</b> Focus on ROPs, high priority processes <b>Location: Emergency Department</b>	Emergency Department Staff
14:45-15:25	45 min	Review notes and prepare for debriefing	
15:30-16:30	60 min	Verbal Report Q&A and recommendations <b>Location: Auditorium A and B</b>	QI Accreditation Lead Manager Quality CEO, EVPs, Directors and Managers Surveyor