



**ACCREDITATION
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CANADA**

Better Quality. Better Health.
Meilleure qualité. Meilleure santé.

Survey ID: 11579

Thunder Bay Regional Health Sciences Centre

Survey Schedule v1

May 15-19, 2022

	Marianne Walker (Team Lead)	Susan Gillam	Dr. Julie Lajoie	Linda Davis
Topics of focus	1. Resource Management 2. Governance 3. Leadership 4. Integrated Quality Management 5. Planning and service design 6. Principle Based Care and Decision Making 7. Human Capital 8. Diagnostic Imaging Services 9. People Priority Process	1. Communication 2. Infection Prevention and Control 3. Episode of care- Ambulatory Care 4. Episode of care – Cancer Care 5. Episode of Care- Mental Health 6. Medication Management	1. Physical Environment 2. Episode of care – Emergency 3. Patient Flow 4. Episode of care – Organ and Tissue Donation for Deceased Donors 5. Episode of care – Critical Care 6. Episode of Care – Perioperative Services and Invasive Procedures	1. Emergency Preparedness 2. Episode of care – Telehealth 3. Laboratory and (Biomedical Transfusion Point of Care Testing) 4. Medical Devices and Equipment 5. Episode of care – Obstetrics 6. Episode of care – Inpatient Services
	* Each episode of care includes the following priority processes: decision support, clinical leadership, competency and impact on outcomes			
	Surveyors may take 10-15 minutes between tracers for coffee breaks			

Sunday, May 15, 2022

	Marianne Walker (Team Lead)	Susan Gillam	Dr. Julie Lajoie	Linda Davis
1200-1700	½ day surveyor planning time (on site or at hotel) (surveyors only) The list of documents provided to surveyors in advance of the on-site Qmentum survey has been standardized. Please upload these documents to the document centre in the Accreditation Canada SharePoint at least one month in advance of the survey: ☐ Strategic Plan ☐ Annual Report ☐ Organizational chart ☐ Description of programs and services ☐ Quality improvement plan ☐ Risk Management plan ☐ Ethics framework ☐ Operational plan ☐ Emergency and disaster plan(table of contents) ☐ Infection and Prevention control manual (table of contents) ☐ List of meetings or committees scheduled to meet during the survey ☐ List of focus group participants (if applicable)			

Monday, May 16, 2022

	Marianne Walker (Team Lead)	Susan Gillam	Dr. Julie Lajoie	Linda Davis
0730	Meet in Lobby- Thunder Bay Regional Health Sciences Centre			
0800-0830	Organization introductory meeting - With Executive Advisory Committee 10 min organization overview – scope of services; major successes/challenges - Discussion with surveyors about survey activities			
0830-1000	Leadership discussion group Meeting with CEO, Senior Management, Chiefs of Medical & Surgical Staff			
1000-1130	Governance discussion group Meeting with Board Chair and members	Communication Description: Communication among various layers of the organization, and with external stakeholders	Physical Environment Description: Providing appropriate and safe structures and facilities to successfully carry out the mission, vision, and goals.	Emergency Preparedness Description: Dealing with emergencies and other aspects of public safety
1130-1230	Lunch			
1230-1630	1230-1400 Resource Management Description: Monitoring, administration, and integration of activities involved with the appropriate allocation and use of resource	1230-1630 Medication Management Description: Interdisciplinary provision of medication to clients	1230-1630 ORGAN AND TISSUE DONATION FOR DECEASED DONORS	1230-1430 Medical devices and Equipment Description: Machinery and technologies designed to aid and the diagnosis and treatment of healthcare problems
	1430-1630 Principle Based Care and Decision Making			1430-1630 Laboratory tracer Includes the following standards sets: Biomedical laboratory ,Transfusion, Point of care testing
1630-1700	Surveyor exchange and recording (Surveyors only)			
1700-1715	Daily Review with Accreditation Coordinator			

Tuesday, May 17, 2022

	Marianne Walker (Team Lead)	Susan Gillam	Dr. Julie Lajoie	Linda Davis
0800-1200	0800-0900 Community Partners Discussion group	Infection Prevention and Control Description: Measures practiced by healthcare personnel in healthcare facilities to decrease transmission and acquisition of infectious agents.	Episode of care: PERIOPERATIVE SERVICES AND INVASIVE PROCEDURES	Episode of care: INPATIENT SERVICES
	0900-1200 Integrated Quality Management Description: Continuous, proactive and systematic process to understand, manage and communicate quality from a system-wide perspective to achieve goals and objectives.			
1200-1300	Lunch			
1300-1630	1300-1430 Human Capital Description: Developing the human resource capacity to deliver safe and high-quality services to clients	Episode of care: CANCER CARE	Episode of care: EMERGENCY	Episode of care: TELEHEALTH
	1430-1530 Planning and Service Design Description: Developing and implementing the infrastructure, programs, and service to meet the needs of the community and populations served			
	1530-1630 Client Engagement Focus group: Involvement of clients and families in planning and service design, including quality and safety issues at the organizational level.- (People Priority Process)			
1630-1700	Surveyor exchange and recording (Surveyors only)			
1700-1715	Daily Review with Accreditation Coordinator			

Wednesday, May 18, 2022

	Marianne Walker (Team Lead)	Susan Gillam	Dr. Julie Lajoie	Linda Davis
0800-1200	0800-1000 Diagnostic Imaging Services Description: Availability of diagnostic imaging to provide health care practitioners with information about the presence, severity, and causes of health problems, and the procedures and processes used by these services	Episode of care: AMBULATORY CARE	Episode of care: CRITICAL CARE	Episode of care – OBSTETRICS
	1000-1200 Team Lead report writing and rating			
1200-1300	Lunch			
1300-1600	Team Lead report writing and rating	Episode of care: MENTAL HEALTH	1300-1430 Patient flow Description: Smooth and timely movement of clients and their families through appropriate service and care settings	Ratings
			Ratings	
1600-1630	Surveyor exchange and recording (Surveyors only)			
1630-1645	Daily Review with Accreditation Coordinator			

Thursday, May 19, 2022

	Marianne Walker (Team Lead)	Susan Gillam	Dr. Julie Lajoie	Linda Davis
0800-1000	Surveyor Documentation and debriefing preparation			
1000-1045	Leadership Debriefing			
1045-1100	Transition			
1100-1200	General debriefing			