

# HPCO Accreditation Report



**ED'S HOUSE  
NORTHUMBERLAND  
HOSPICE CARE CENTRE**

# HPCO Process Review

Evidence gathering began in September 2021 with submission May 2022

The review process took place from May – July 2022

Completing the review with HPCO is an efficient and effective means of continuous learning and improvement and operates on a 3 year cycle.

It is our responsibility to submit a QIP (Quality Improvement Plan) for improvements and opportunities identified. This is due November 9<sup>th</sup>.



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# PASS

We received a “pass” and three-year accreditation (with a score of 97.18%) for In-Home Hospice, Hospice Residence, Grief & Bereavement Support and Spiritual Care Services.

- Our services are designed and delivered in a way that maximizes safety for clients, volunteers and staff
- We operate in a sustainable way (we can continue delivering these services at a high level for the next 3 yrs)
- We demonstrate ongoing quality improvement

The evidence provided reflects a commitment to providing high-quality, volunteer-based hospice services to our clients.



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# Summary of Peer Assessment:

Peer assessment falls into two categories – required improvements and commendations and/or opportunities.

## Required Improvements:

- We have to make progress in the area of human resources, mainly to ensure we are documenting certification or qualification, appropriate college registration, workplans, education and annual evaluations for staff.
- Minor policy wording changes (these have been completed)
- Health Care Consent and Advanced Care Planning: education and refreshers for staff
- Completion of monthly in-house audits for the residence to meet infection control health unit standards
- Policies on Medication and Equipment Management (completed)
- “HR Downloads” training documentation incomplete, look at improved processes
- Ongoing program evaluation for grief & bereavement service



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# Summary of Peer Assessment (con't):

## Opportunities:

- Enhance data collection for marginalized populations
- Resume/pursue more intense cooperation for student placement opportunities
- Revise policies to ensure they clearly indicate they are applicable to both staff and volunteers
- Enhance the level of detail in the Model of Care statement
- Update eligibility criteria policy to include all factors for determining eligibility for services
- Better document the procedure relating to assessing capacity – who and how
- Enhance complaints policy to include specific complaints from Ed's House residents/families
- Ensure all domains of care are addressed (within InfoAnywhere)
- Enhance care plan in IA for goals of care for end of life care
- Expand pet visitation policy (completed)
- Laundry route identified, in dirty, out clean (completed)



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# Summary of Peer Assessment (con't):

## Commended:

- Excellent training and formation of Equity, Diversity, Inclusion Committee
- Culturally relevant programming with AFN
- Recent QIP submission to expand trsp service to include stretcher transfer
- Letters of thanks from families who had a positive experience
- Level of satisfaction from caregivers for service received
- High level of networking
- Great volunteer relationships
- Supporting timely and appropriate admissions
- Building a space that addresses comfort and cultural expression



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# Key Dates:

September 9, 2022

November 9, 2022

August 9, 2023

February 9, 2023

August 9, 2024

October 2024

August 9, 2025

Signed Licence Agreement Due

Completed QIP Due

Annual Maintenance Fee is due

Annual Maintenance Fee is due

Annual Maintenance Fee is due

Next accreditation cycle begins

Accreditation Expires



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# Questions?



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