



Bermuda Hospitals Board

Know Your BHB: Hospital-wide Accreditation 2015

By Preston Swan, Vice President, Quality & Risk

A key metric for patient safety at BHB is hospital-wide accreditation. But what is accreditation? It is a survey that measures whether a hospital meets set patient safety standards. In its 2015 accreditation survey with Accreditation Canada, BHB was measured against 3,209 applicable standards.

Here's an example of a patient safety standard: BHB staff must check **two** patient identifiers before any interaction, treatment, medication or surgery. This simple action prevents wrong surgeries, medication errors and improper testing. This standard is a 'required organisational practice' for Accreditation Canada. It is also a 'Red Rule' at BHB – no exceptions allowed. Other standards cover proper hand hygiene, safety checklists, advance directives, clinical procedures and patient education, as well as good governance and community collaboration.

BHB is measured against the same standards as more than 1,100 Canadian hospitals. The ability to be measured against Canada's home standards is a major benefit of being accredited by Accreditation Canada.

So how is the survey carried out? In May 2015, four healthcare experts were sent by Accreditation Canada to spend a week at BHB. They went into departments across BHB, including King Edward VII Memorial Hospital, the Mid-Atlantic Wellness Institute and the Lamb Foggo Urgent Care Centre. The surveyors pulled medical records and interviewed patients, staff, physicians and external stakeholders. They watched patient interactions and they checked that we recorded our activities and interactions appropriately.

The table below has a summary of BHB's 2015 performance, where 2,999 standards out of 3,209 applicable standards (93%) were met. Non applicable (N/A) standards include all those that relate to services BHB does not currently provide. BHB's survey result earned it accreditation once more! To maintain its accreditation status, BHB continues to work with Accreditation Canada on unmet standards and required organisational practices. Further evidence of improvement has to be sent to Accreditation Canada in October 2016, new and updated standards will be applied each year, and the next survey is already planned for 2019.

BHB's accreditation survey reports have been made public since 2008, and can be found on our website. In the table below you can also see how many standards we have been measured against and how many we achieved for the last three surveys, including this year. In 2015, we were measured against 646 more standards than in 2011 and 1,707 more standards than in 2008. The bar is always getting higher and this is a positive drive for patient safety in Bermuda.

Accreditation surveys provide snapshots in time on our patient safety practices. They are guides and measures that help us on our journey to provide a safe, high-quality service.

BHB staff members are expected to live all the standards, every day. BHB has two accreditation and quality compliance managers who educate staff and monitor adherence to standards in between surveys, but the responsibility is on the shoulders of every member of staff to follow these and other quality standards in every patient interaction.

Finally, alongside hospital-wide accreditation, BHB has specialist accreditations with the American College of Radiation for Diagnostic Imaging and is a designated Breast Imaging Centre of Excellence. BHB also has accreditation with Joint Commission International for the Laboratory and with the Commission on Accreditation of Rehabilitation Facilities (CARF) for our substance abuse service at Turning Point.

Accreditation Canada Summary 2008-2015			
	2008	2011	2015
Survey date	May 18 – 22 2008	May 9-13 2011	May 18-22 2015
Number of surveyors	4	5	4
Number of service standards assessed on	16	24	26
Total number of standards	1590	2651	3297
Number of Required Organizational Practices (ROP's)	31	35	34
Results			
ROP's identified as unmet	16	2	4
Standards Met	1444	2469	2999
Standards identified as unmet	111	58	210
Standards identified as N/A	35	97	88
Forecast report	June 24 th 2008 - Accreditation with condition	June 7 th 2011 - Accreditation with Condition	June 15 th 2015 Accredited (Report)
Final report	January 2009 - Accreditation	November 7 th 2011 - Accreditation	Accredited (Report)
New Accreditation Canada Decision Ratings came into effect January 2012 and were retroactive: as a result BHB's 2011 decision level was changed		March 30 2012 - Accreditation with Exemplary standing	

- [Click here for the Accreditation Report issued after the survey](#)
- [Click here for the initial Accreditation Report Letter from June 2015](#)
- [Click here for the Accreditation Follow-Up Letter issued in October 2015](#)