

CEDAR ROCK HEALTH CARE SERVICES
PROPOSED TRANSPARENCY & QUALITY OF CARE GUIDELINES

In order to prevent the spread of infection in communities and global populations, it is imperative that, from a very early age, we learn that communicable diseases start with a single individual, animal, or organism, and can be transmitted in a variety of ways including, but not limited to air, water, soil, person-to-person, or species-to-species transfer mechanisms.

Each of us can make a difference in improving or maintaining the state of our own personal wellbeing and others, if we pay attention, and make simple, conscious choices. Changes to our internal biochemical/electrical makeup result, when we upset a very unique bacterial/viral environment, that is determined by not only where we live, but by what we consume. We are only now beginning to understand the dynamic impact the overuse of toxic chemicals, antibiotics, and other substances and technologies are having on our lives, and our future children's, children's lives.

In Cedar Rock, our focus on life-long learning and quality of life programs and services, revolve around personal responsibility and accountability, especially in all our public facilities and open areas. For those individuals who need healthcare services, it is imperative that special considerations are taken into account, to ensure that what is being provided, will not cause additional harm to those who need to have access to these programs and services. To that end, Cedar Rock proposes to address the following areas of major concern that are prevalent in today's healthcare systems around the world:

SAFETY ISSUES:

*Regular Pain Assessment – Nurses to screen patients at risk for pain at least TWICE a shift; Uncontrolled pain is considered an adverse event. Alternative pain management techniques will be considered wherever possible, to reduce the dependency on addictive and toxic medications.

*Medication Reconciliation on Admission – All medications that a patient is on when admitted, is compared to those that will be given. Compliance rate to exceed 90%.

*Hand Hygiene Compliance – Regular hand washing routines will be implemented. Compliance rate to exceed 90%. No triclosan, mycroban or other toxic chemicals will be permitted. Only castile soap, hydrogen peroxide, and less toxic solutions will be incorporated.

*Single-bed Rooms – Better infection control, reduced medical errors, fewer falls, improved sleep and better patient outcomes are linked to single-bed rooms. 100% of all post-op/treatment rooms in Cedar Rock's Health Care facilities have single beds. (Note: Only 33% of the Assisted-living rooms in Cedar Rock are semi-privates, with the remaining rooms designated as private rooms.)

PATIENT-FRIENDLY FACILITIES:

- *Flexible Visiting Hours – Unrestricted presence of a family member or friend to improve on safety measures, communication, and to have the patient understand his/her care plan is encouraged. Visitors are requested to show respect for others nearby by keeping sound levels down, and avoid blocking hallways to allow for safe patient transport and staff mobility, especially in cases of emergency.
- *Overnight Stays for Family Member – Presence of a family member or friend with a patient in their room around the clock to improve on safety measures and reduce medical mistakes is allowed, when requested by the patient, or suggested by staff.
- *Addressing Palliative Care & Bariatric Care Issues – Accommodating the psychosocial needs of family and friends to address potential safety, communication and other concerns is ongoing.
- *Full Meal Service - An extended daily meal service until 1830h is available to help facilitate visits from family and friends.
- *Formal Patient Surveys – These reports, provided upon admission and returned (completed) by patient or family member at discharge, measure each patients' perception on the quality of care they have received and enhance public accountability. Immediate feedback allows Cedar Rock's healthcare facilities to address issues in shorter time frames, and maintain a high standard of professional and compassionate care.

QUALITY OF CARE ISSUES:

- *Use of Electronic Medical Records – Using HIMSS grades (8 stages), aiming for a recommended Stage 7 (paperless stage). Reducing medication errors; having access to past patient historical information (if none can be provided by a present family member or friend); and preventing the loss, theft, or release of important information is crucial.
- *Care Provided by Registered Nurses – RNs will provide 80% of all nursing care, versus other nursing personnel (LPNs), or those who have less nursing training. Students will have a senior staff member with them at all times to ensure safety, care & medical procedures, and communication, are maintained for the duration of a patient's stay.
- *Formal Interpreter Services - To improve the safety, quality of care, and understanding of treatment, those patients requiring someone to speak their native language, will have access to an interpreter upon admission, for the duration of their stay, as required.
- *Health Care/Medical Board Of Directors To Discuss Patient Stories – Individuals on these Boards will dedicate at least 30% of their time to quality issues by reviewing quality of care data at every meeting; discussing specific patient stories; and spending at least one full day a month visiting and donating their time in each area of the facilities.

*Use of Safe Surgical Practices and safer less toxic equipment. Ongoing quality control measures will be implemented and less toxic materials incorporated wherever and whenever possible.

*Staff Scheduling – Patient arrivals will be matched to available staff, based on severity of health issues. Individuals with less serious problems are to be treated quickly in designated ‘rapid treatment rooms;’ and those with more serious problems, are to be attended to immediately (with more staff) in designated ‘acute care rooms.’ All patients have Discharge plans incorporated right from the moment of admission, to enable many patients to return to their residences sooner. Scheduled appointments will not be double-booked. Ordered tests will be done in a timely fashion. (Please refer to our article “You Be The Judge.”)

*Physician Accountability – All medical students, residents, interns, and attending physicians must have their orders/activities peer and team reviewed on an ongoing (daily) basis, for the entire duration that each patient is treated in a Cedar Rock Healthcare facility, in order to reduce medical, surgical, and other (pharmaceutical) mistakes.

Mistakes are to be addressed immediately, with appropriate actions taken, including but not limited to: debriefings prior to starting a shift, or as necessary when requested by any medical team member; maintaining proper record keeping; learning and using legible handwriting (printing) techniques; working in ‘Primary Care’ teams, to solve problems and address concerns voiced by patient, family or other staff as they arise; making cleanliness & aseptic technique a priority; taking additional education/training courses to keep skills current and to learn about new methods, especially in the area of patient/doctor communication; undergoing annual ‘employee-type’ evaluations to reduce stress-related burnout and/or prevent serious issues from developing; and in the event of recurrent negligence or unacceptable behaviors, having the physician immediately suspended from duties for failure to comply if more than three incidents have been documented; and/or filing a request with the Province for their medical license revocation if it is determined that two or more serious negligent mistakes/behaviors are attributed to the death of a patient, upon completion of both thorough independent and facility-based investigations.

*Acknowledging Community Leadership Roles - Scheduling an Annual Staff/Physician Appreciation Day – open to all healthcare providers and the public, to acknowledge those in the healthcare system in the Province of BC who have demonstrated genuine caring and compassion in their daily activities, and whose commitment to quality of life issues are to be commended. Nominations are open to peers, staff, the community, and the public-at-large.

The Guidelines for Cedar Rock’s Healthcare Services will be reviewed on an ongoing basis by the Community Board of Directors and Medical Board of Directors. This is to ensure that high standards of care and transparency are upheld. It is the intent of Cedar Rock that residents and visitors alike are confident that their health and wellness are recognized as priorities.

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