



## Portage

### Accredited with Exemplary Standing

**Portage** exceeds the requirements of the Qmentum Accreditation Program and demonstrates excellence in quality improvement. It will be accredited until requirements are still met.

**Portage** is participating in the Accreditation Canada Qmentum program. The Qmentum Program helps organizations to improve their quality improvement activities by focusing on their strong points and the improvement potential.

For organizations accredited by Accreditation Canada, accreditation is a source of pride that contributes to establishing a solid and lasting quality and safety culture.

Accreditation Canada congratulates **Portage** on its sustained efforts to integrate the accreditation process into its activities to improve the quality and safety of its programs and services.

### Accreditation Canada

We are an independent, not-for-profit and completely Canadian organization. For over 55 years we have been setting national standards and introducing exemplary practices throughout the world with the goal of continuously raising the bar in quality health care.

As a leader in the field of health care accreditation in Canada, Accreditation Canada awards accreditation to some 1,100 health care and social service organizations in Canada and throughout the world.

Accreditation Canada is in turn accredited by the International Society for Quality Health Care (ISQua) [www.isqua.org](http://www.isqua.org), which is a concrete guarantee that our programs meet international standards.

To find out more about our activities, please visit our website at [www.accreditation.ca](http://www.accreditation.ca).

## Quality and safety commitment

Accreditation is a continuous process used to assess how a program or service measures up to established standards and to recognize that it is complying with them. It is a powerful quality improvement tool. The Accreditation Canada Qmentum program offers evidence-based standards, tools, resources and guidelines to health care and social service organizations in pursuit of quality excellence.

As part of the program, most of the organizations conduct in-depth self-assessment to determine to what extent they meet the Accreditation Canada standards and in order to make changes in the sectors that need to be improved. Every four years, the Accreditation Canada surveyors, who are highly qualified health care professionals from accredited organizations, pay a visit to the organizations to conduct an accreditation survey. After the survey, the decision on the accreditation awarded is communicated to the organization and the ongoing cycle of assessment and improvement continues.

This summary highlights some of the main strong points as well as the main successes and improvement potential reported during the accreditation survey at the organization. The detailed results can be found in the accreditation report submitted to the organization.

### Accreditation survey dates

October 24 to 29, 2021

### Locations visited

- The team of surveyors assessed **9 locations** as part of the accreditation survey. The choice of locations and facilities that participated in the accreditation survey was made taking into account risk factors such as the complexity of the organization, the scope of services offered at several facilities, high or low-service volume facilities, the patient flows, geographical location, concerns and issues that arose during the accreditation cycle as well as the previous accreditation survey outcomes. As a general rule, the facilities that were not visited during an accreditation cycle will be visited as a priority in the next cycle.
- All the facilities and services are considered as **Accredited with Exemplary Standing** as of the date of this report.

Refer to **Appendix A** to see the list of locations visited.

### Standards used to make the assessment

- **5 sets of standards** were used to make the assessment.

## Summary of observations by the team of surveyors

*These observations by the surveyors appear in the summary of the accreditation report as well as in the accreditation report itself.*

During the accreditation survey, the team of surveyors undertook a certain number of activities with the purpose of determining to what extent the organization met the requirements of the accreditation program.

The surveyors observed the care given; they interviewed, among others, the staff, the patients and the families; they consulted the documents and the records, and they recorded the results.

This process, known as the tracer method, helps the surveyors to follow the path of a patient within the organization and gives them an accurate depiction of how the service is provided throughout the process.

Here is a summary of the general observations by the team of surveyors.

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Portage operates drug rehabilitation treatment centers for a diverse group of patients in Québec, Ontario and New Brunswick. The programs are offered in residence and externally. The majority of its activities take place in various social and health care regions in the Québec province.

This bilingual Canadian organization is a not-for-profit organization with its head office in Montréal. Its purpose is to help people with substance abuse problems to overcome their addiction and live healthy, productive lives. Since its inception in 1970, Portage has been able to expand its service offering to include services for concurrent mental and physical health problems, as well as to expand its patient base to include adolescents, adults, pregnant women, mothers with young children, Aboriginal people, and individuals referred by the courts. During this survey which took place between October 25 and 29, 2021, all the Portage group's locations underwent the accreditation survey.

The various programs offered by Portage to its patients may vary depending on the province, but all of them use the therapeutic community approach. The patients work on the reasons for their substance abuse problems and on skill development. Emphasis is placed on the social, psychological and behavioral aspects of substance abuse and on skills learning to deal with the daily challenges of a drug-free life.

### Board of Directors and management

The members of the Board of Directors (BOD) are dedicated and committed to offering quality-services for the territories served by the Portage centers located in three provinces: Québec, Ontario and New Brunswick. Quality and patient safety are a strategic priority. A new 2021-2024 strategic plan was drafted. The Board of Directors has set up various working committees to assist it in performing its roles and responsibilities. These committees were able to address issues related to governance,

communications and government relations, finance, human resources, property, environment and energy, programs and surveillance. The Board also has an Ontario and Atlantic regional board. Matters surrounding the accessibility of services, quality and safety are regularly on the agenda.

We were able to note that the management team and the caregivers in the various provinces are dedicated to and mindful of the importance of their role in the life of these people in need. The mission, vision and organizational values are shared by all the directors. The organizational values are also known to all the collaborators. It should be noted that beyond mere words, in compliance with the selected values, the patient remains the center of everyone's concerns.

Portage has a strong network of philanthropic partners who share its values and objectives.

#### Community and partners

Through the years, the directors have forged business partnerships that meet the needs of the health care facilities in the various territories served. The teams constantly collaborate with other services and programs (public network, community spaces, provisional and national authorities, legal system) in order to identify the needs of the individual.

Information exchanges with various partners demonstrates that the communication process is well established; there is a functional and efficient mutual assistance relationship. The close circle (family, significant other) emphasize the support work that is done to help them better understand and manage the difficult situation they are experiencing. What is more, this support is present even after the person has left treatment.

#### Staffing and quality of life at work

Staffing is a major challenge. Against the backdrop of the labor shortage currently experienced in the network, it is becoming increasingly difficult to fill the positions posted. It should be specified, however, that this is not the case at every center. The organization is encouraged to continue its efforts and to be innovative in order to attract, maintain and develop employment within the Portage organization.

Concern for the workplace is also reflected in Accreditation Canada's worklife quality and safety culture surveys. Action plans are underway to address the responses received, demonstrating the continuous drive for improvement. Discussions with employees in the different centers show that there is a high rate of collaboration and solidarity among them.

#### Delivery of care and services

The different teams met are committed. There is a sense of belonging to the Portage entity and it is shown in the improvement of care and service quality. New clients are welcomed by the other members of the community who are further along on their journey. Mutual assistance is quickly established to progress through the various phases of the program with the support of the caregivers. The relationship with each patient is open, transparent and respectful. This has been demonstrated by patients and families.

There is a constant concern for patient safety. This is evident upon reception where the organization is

mindful of the risks of the intervention environment. The various risk assessment maps are routinely created. In addition, interdisciplinary intervention plans tailored to the patient are drawn up in tandem with the monitoring of treatment protocols.

#### Patient satisfaction

For Portage, evaluating patient satisfaction is an operational pillar of its quality vision. It should be indicated that the assessment is done twice a year among patients using different Portage services. The participants highlight the politeness and warmth of the caregivers. They share a feeling of safety about the environment. The clients and families, as well as the client committee, say that they are informed, consulted and invited to contribute in various decisions.

The sense that clients feel respected and cared for by competent, dedicated, respectful staff contributes to the philosophy of caring and warmth in the delivery of services.

Finally, the whole team is fully committed and dedicated.

## Overview of results regarding the quality dimensions

Accreditation Canada recognizes eight dimensions of quality that play a role in delivering safe and high-quality health care.

These dimensions serve as the basis for the standards and each criterion of the standards is related to one of these dimensions of quality.

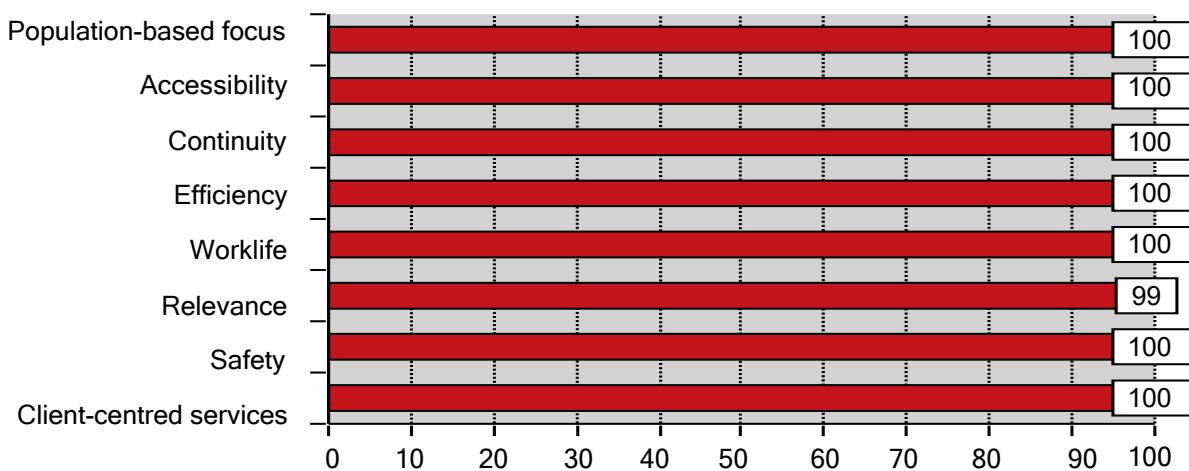
The dimensions of quality are as follows:

- |  |                                 |  |
|--|---------------------------------|--|
|  | <b>Population focus:</b>        | Work with my community to anticipate and meet our needs. |
|  | <b>Accessibility:</b>           | Give me timely and equitable services.                   |
|  | <b>Continuity of services:</b>  | Coordinate my care across the continuum.                 |
|  | <b>Efficiency:</b>              | Make the best use of resources.                          |
|  | <b>Worklife:</b>                | Take care of those who take care of me.                  |
|  | <b>Appropriateness:</b>         | Do the right thing to achieve the best results.          |
|  | <b>Safety:</b>                  | Keep me safe.  |
|  | <b>Client-centred services:</b> | Partner with me and my family in our care.               |

Together, these dimensions paint a picture of a high-quality health care program or service that is easily accessible, client or patient-centred, safe, efficient, effective, coordinated, responsive to community needs, and supportive of well-being and work-life balance.

The following table shows the percentage of criteria met by the organization for each quality dimension.

**Quality Dimensions: percentage of criteria met**



## Overview of results compared to the standards

All the standards have an effect on the health care quality and safety. A set of standards includes criteria and guidelines that specify what is needed to ensure high-quality health care and services.

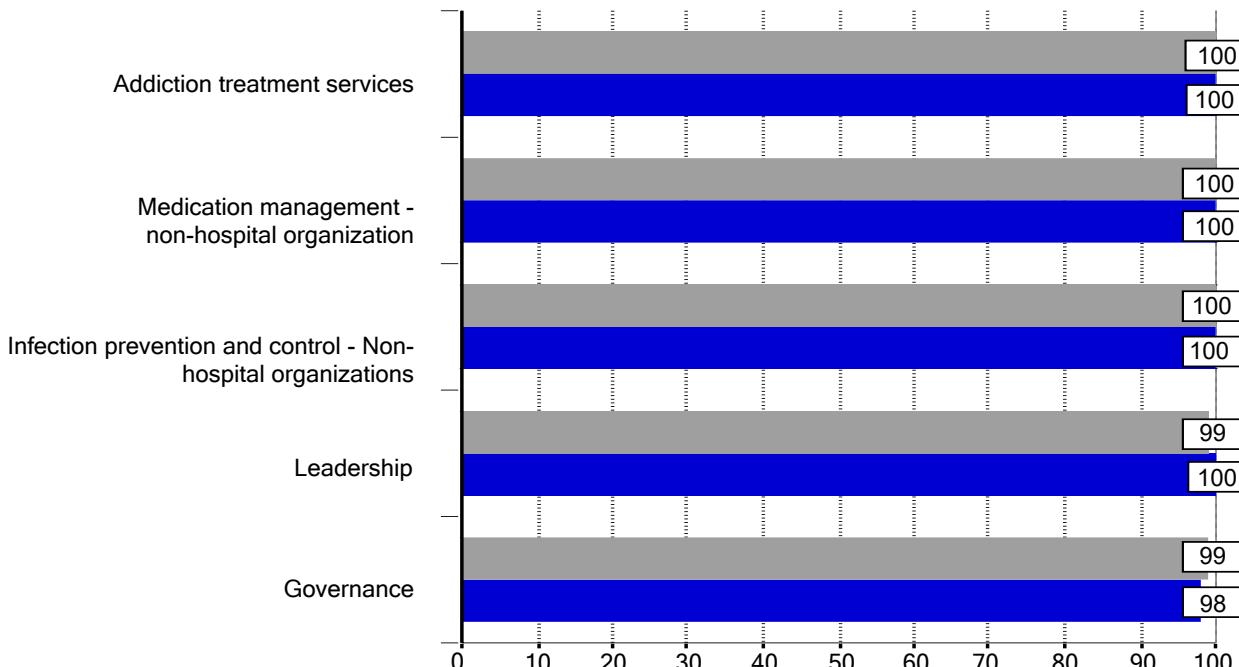
Certain criteria, in particular those related to safety, ethics, risk management or quality improvement are deemed high priority and are more decisive in awarding accreditation.

The following table shows the percentages of high-priority criteria and the percentage of all criteria with which the organization complies for each set of standards.

**Standards: percentage of criteria met**

■ High-priority criteria met

■ Total number of criteria met



## Overview of results regarding the required organizational practices

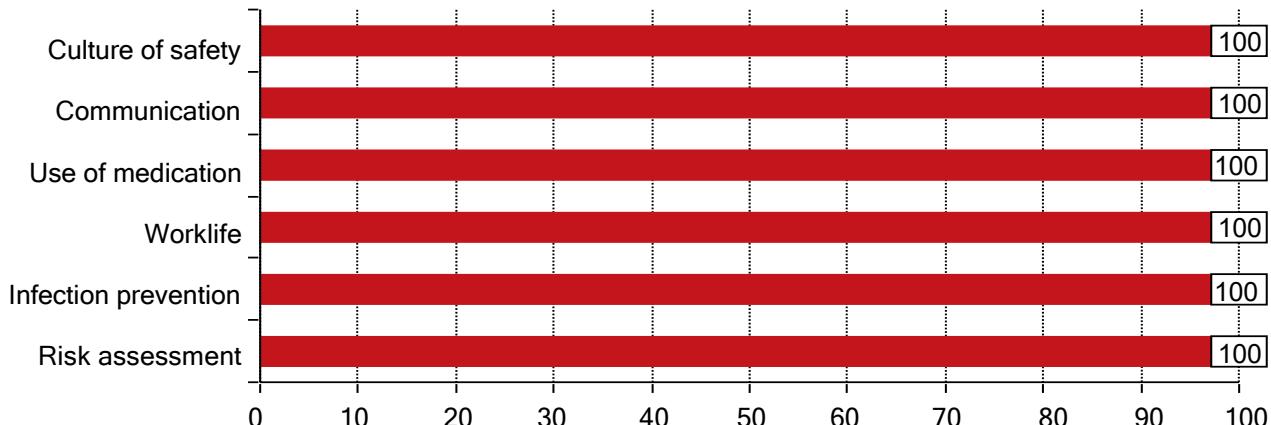
Accreditation Canada defines the required organizational practices (ROP) as essential practices that must be in place to guarantee patient safety and reduce risks to a minimum. The ROPS are part of the standards. For each ROP, there are detailed compliance tests that the organization must comply with to respect the ROP in question.

The ROPs are always a priority and it is hard to obtain accreditation without complying with most of the relevant ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada draws up a Canadian report on the accreditation of health services every year. This report analyzes compliance with a few selected ROPs country-wide.

The ROPs are grouped together in six safety-related sectors; each sector contains a goal specific to it.

Refer to **Appendix B** to see the list of ROPs for each safety goal.

**Safety-related goals of the ROPs: percentage of compliance tests met**



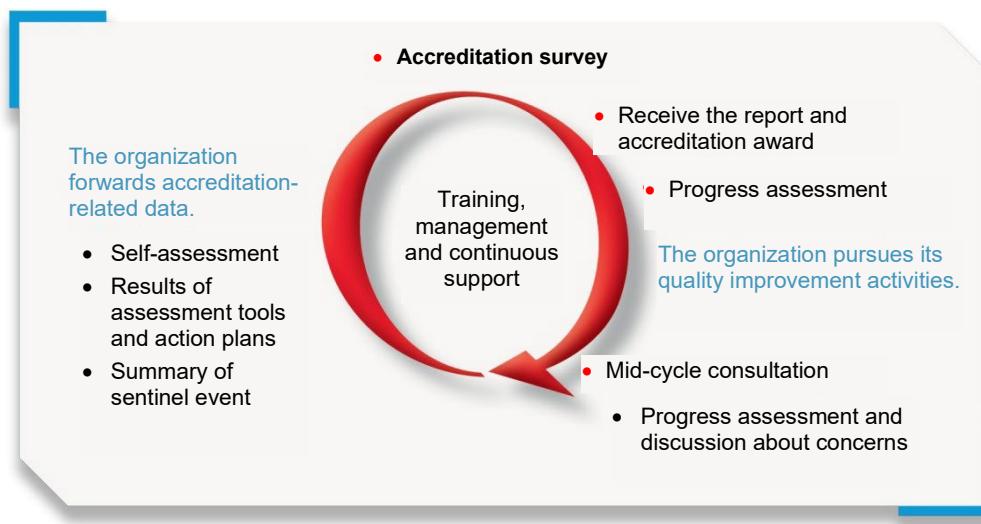
## The quality improvement approach

The Qmentum Accreditation Program consists of an assessment and improvement cycle that is staggered over four years in the context of which the organizations endeavor to comply with the standards and improve the quality of their services. The Qmentum Program helps them to assess all the aspects of their activities, whether it involves the board of directors or leadership, the delivery of care and services or infrastructure.

The program recognizes and rewards quality and innovation. The time and resources that an organization dedicates to accreditation bears them fruit: better quality care, safer patients and stronger team work. Accreditation also contributes to the efficiency of organizations and provides them with structured methods to report on their activities as well as their quality improvement measures.

At the end of the day, it is every Canadian who benefits from safer and better quality health services thanks to the commitment of the many health organizations throughout the country who participate in the accreditation process.

### Qmentum Program: a quality improvement cycle staggered over four years



Throughout its quality improvement approach, **Portage** will conduct an in-depth examination of all the outcomes and observations resulting from the accreditation survey. This will be the start of a new accreditation cycle and **Portage** will see to it that all the unsolved issues are addressed in its global quality improvement plan. In doing this, its efforts to build a strong and widespread culture of quality will be reinforced

## Appendix A: Locations visited

- 1 Centre d'accueil le Programme de Portage - Portage Lac Écho
- 2 Centre d'accueil le Programme de Portage - Portage Lionel Groulx, programme Mère-enfant
- 3 Centre d'accueil le Programme de Portage - Portage Lionel-Groulx, programme TSTM
- 4 Centre d'accueil le Programme de Portage - Portage Québec
- 5 Centre d'accueil le Programme de Portage - Portage Square Richmond
- 6 Centre d'accueil le Programme de Portage - Portage St-Malachie
- 7 Centre d'accueil le Programme de Portage - Portage West-Island
- 8 Portage Program for Drug Dependencies - Portage Atlantic, Cassidy Lake
- 9 Portage Program for Drug Dependencies - Portage Ontario, Elora

## Appendix B

### Required Organizational Practices

#### Culture of safety

- Event disclosure
  - Adverse event reporting mechanism
  - The organization's quarterly reports on patient safety
  - Quality accountability
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#### Communication

- Medication Reconciliation at care transitions
  - Patient identification
  - Medication Reconciliation: a strategic priority
  - List of abbreviations that must not be used
  - Transfer of information at transition points
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#### Use of medication

- High-alert level medication
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#### Worklife

- Patient safety plan
  - Prevention of violence at the work place
  - Preventive maintenance program
  - Patient safety: training and development
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#### Infection prevention

- Compliance with hand hygiene practices
  - Training and development on hand hygiene
  - Reprocessing process
  - Infection rate
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#### Risk assessment

- Suicide prevention