



City of Spruce Grove Fire Services

Accredited with Exemplary Standing

City of Spruce Grove Fire Services has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement.

City of Spruce Grove Fire Services is participating in the Accreditation Canada Qmentum accreditation program. Qmentum helps organizations strengthen their quality improvement efforts by identifying what they are doing well and where improvements are needed.

Organizations that become accredited with Accreditation Canada do so as a mark of pride and as a way to create a strong and sustainable culture of quality and safety.

Accreditation Canada commends **City of Spruce Grove Fire Services** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

City of Spruce Grove Fire Services (2022)

The City of Spruce Grove is located 11 km west of Edmonton within Parkland County. The City of Spruce Grove is a rapidly growing community with a population of 37,6452. The Community and Protective Services department is comprised of Cultural Services, Enforcement Services, Fire and Emergency Medical Services. Spruce Grove Fire Services is an integrated fire service that provides patient transport and ambulance services in addition to traditional fire department services such as suppression, dangerous goods response and other types of response needed to protect Life, Property, Environment and Economy. Providing EMS services since 2004. Your City, Your Family, Our Duty

Accreditation Canada

We are independent, not-for-profit, and 100 percent Canadian. For more than 55 years, we have set national standards and shared leading practices from around the globe so we can continue to raise the bar for health quality.

As the leader in Canadian health care accreditation, we accredit more than 1,100 health care and social services organizations in Canada and around the world.

Accreditation Canada is accredited by the International Society for Quality in Health Care (ISQua) www.isqua.org, a tangible demonstration that our programs meet international standards.

Find out more about what we do at www.accreditation.ca.

Demonstrating a commitment to quality and safety

Accreditation is an ongoing process of evaluating and recognizing a program or service as meeting established standards. It is a powerful tool for quality improvement. As a roadmap to quality, Accreditation Canada's Qmentum accreditation program provides evidence-informed standards, tools, resources, and guidance to health care and social services organizations on their journey to excellence.

As part of the program, most organizations conduct an extensive self-assessment to determine the extent to which they are meeting the Accreditation Canada standards and make changes to areas that need improvement. Every four years, Accreditation Canada surveyors, who are health care professionals from accredited organizations, visit the organization and conduct an on-site survey. After the survey, an accreditation decision is issued and the ongoing cycle of assessment and improvement continues.

This Executive Summary highlights some of the key achievements, strengths, and opportunities for improvement that were identified during the on-site survey at the organization. Detailed results are found in the organization's Accreditation Report.

On-site survey dates

November 1, 2022 to November 4, 2022

Locations surveyed

- **1 location** was assessed by the surveyor team during the on-site survey. Locations and sites visited were identified by considering risk factors such as the complexity of the organization, the scope of services at various sites, high or low volume sites, patient flow, geographical location, issues or concerns that may have arisen during the accreditation cycle, and results from previous on-site surveys. As a rule, sites that were not surveyed during one accreditation cycle become priorities for survey in the next.
- All sites and services are deemed **Accredited with Exemplary Standing** as of the date of this report.

See **Appendix A** for a list of the locations that were surveyed.

Standards used in the assessment

- **2 sets of standards** were used in the assessment.

Summary of surveyor team observations

These surveyor observations appear in both the Executive Summary and the Accreditation Report.

During the on-site survey, the surveyor team undertook a number of activities to determine the extent to which the organization met the accreditation program requirements. They observed the care that was provided; talked to staff, clients, families and others; reviewed documents and files; and recorded the results.

This process, known as a tracer, helped the surveyors follow a client's path through the organization. It gives them a clear picture of how service is delivered at any given point in the process.

The following is a summary of the surveyor team's overall observations.

The City of Spruce Grove Fire Services is comprised of a passionate group of leaders, support staff, corporate team members, operations staff in an integrated Fire and Emergency Services Ambulance department that is contracted by Alberta Health Services to provide two Advanced Life Support ambulances 24 hours/day.

The population of Spruce Grove in a 2021 census was 37, 645 and is the 12 largest city in Alberta. The City of Spruce Grove is approximately 11 km from West Edmonton. Spruce Grove Fire Services engaged in 7400 EMS calls in 2021 and each of these engagements included a Fire Engine Response. This organization has approximately 19 years of service to its community and area in EMS and is delivering high quality Emergency Medical Ambulance Service to its service area.

This organization is highly respected and trusted by its community partners and works closely with each to create a strong relationship for positive change.

The Leadership team is highly respected and trusted by both operational and community partners, and the relationships that have been built by this team has to be highlighted as an incredible strength. Along with the positive relationships that have been nurtured and managed for years by this organization's leadership team. Operational Paramedics also have been mentioned by community partners to have similar strengths around positive relationships that help in healthcare transitions and hand overs. This appears to be reflected in positive patient experiences and outcomes.

This organization has a strong commitment to its staff around mental wellness and supports this by engaging in education and awareness throughout the organization. Leaders in operations help drive this change management and are supported well by the corporation and leadership team.

As the survey team entered the facility, we were greeted warmly and a clear sense of pride and ownership to the building was evident. The whole building was clean, tidy, and clearly cared for by all occupants.

Some highlights of this survey and Spruce Grove Fire Services to mention are:

- Advanced Care Life Support to community 24 hrs. per day
- In contract with AHS (8) years
- AHS ALS MFR Trial Partnership
- Vital Heart Hospital Study Partnership (CTAS Scoring)
- ACP Hiring standard

- Providing internal ACP and 1001 Fire Fighter Program
- Consolidated Organizational Structure with Enforcement

Services

- In house Fire Mechanics for protective services vehicle repair
- Cost effective Chief Officer On call model
- Cost effective Regional Hiring process (Strathcona, St Albert)
- Diverse and inclusive Hiring practice
- Apparatus, infrastructure, equipment Life Cycling Program
- Economic Considerations in decision making
- University of Alberta Residency program for Medical Direction and staff training
- Improved Communication strategies with a Communication Business Partner
- Digital software and records management
- Western Canada Zoll Cardiac Monitor Distributor
- Cross trained Administrative Assistant staff in all services
- Initiatives in People Centered Care (leading practice)
- Positive Culture and general attitude of all staff
- Cohesive and complimentary Leadership Team
- Shared pride in their service and commitment to EMS
- Chute/Turnout Time bench marks met and exceeded

It has been an extreme pleasure to experience this high caliber organization and its staff, with a renewed level of hope for the future in EMS, its staff, and the positive level of support this organization coordinates for its people.









Staff that are supported as well as this organization appears to support their staff can only aid in the pursuit of better patient outcomes.

Overview: Quality dimensions results

Accreditation Canada uses eight dimensions that all play a part in providing safe, high quality health care.

These dimensions are the basis for the standards, and each criteria in the standards is tied to one of the quality dimensions.

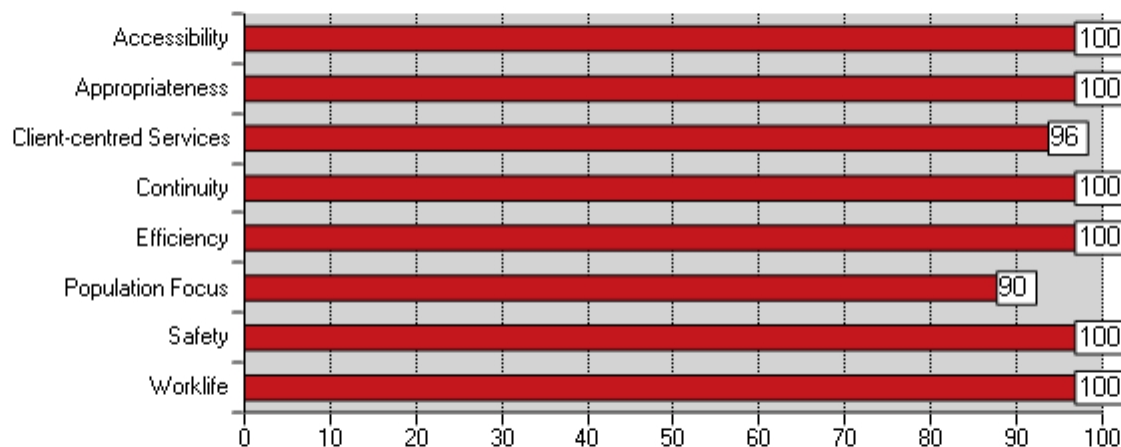
The quality dimensions are:

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

Taken together, the dimensions create a picture of what a high quality health care program or service “looks like.” It is easy to access, focused on the client or patient, safe, efficient, effective, coordinated, reflective of community needs, and supportive of wellness and worklife balance.

This chart shows the percentage of criteria that the organization met for each quality dimension.

Quality Dimensions: Percentage of criteria met

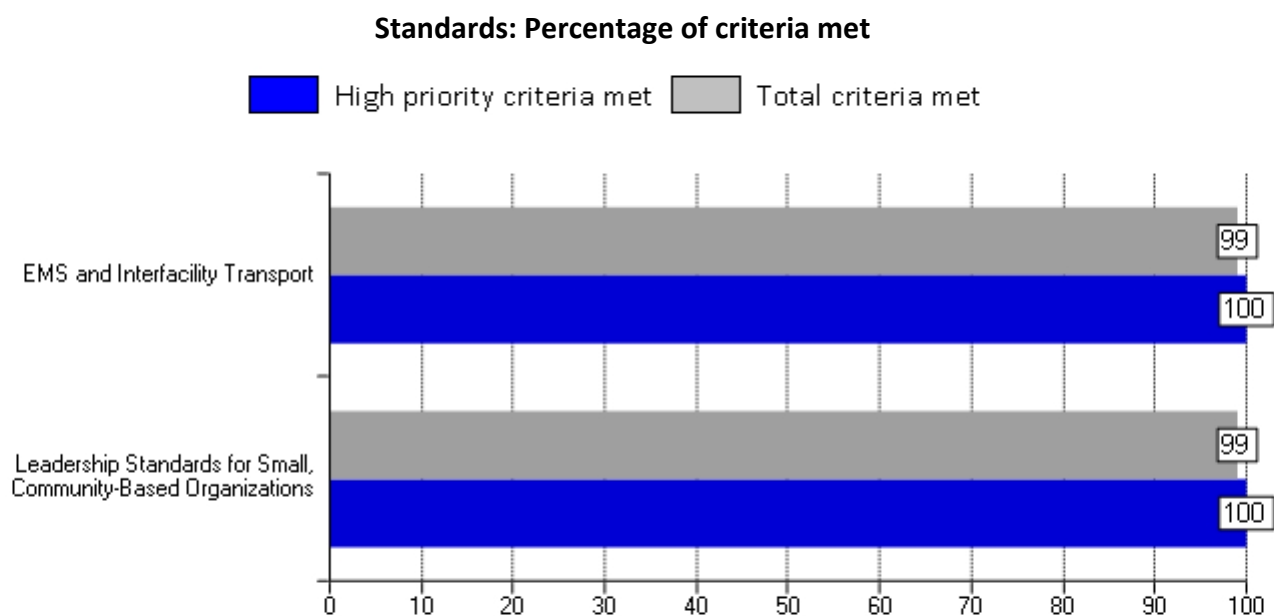


Overview: Standards results

All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

Some criteria—specifically those related to safety, ethics, risk management, or quality improvement—are considered high priority and carry more weight in determining the accreditation decision.

This chart shows the percentage of high priority criteria and the percentage of all criteria that the organization met in each set of standards.



Overview: Required Organizational Practices results

Accreditation Canada defines a Required Organizational Practice (ROP) as an essential practice that must be in place for client safety and to minimize risk. ROPs are part of the standards. Each one has detailed tests for compliance that the organization must meet if it is to meet the ROP.

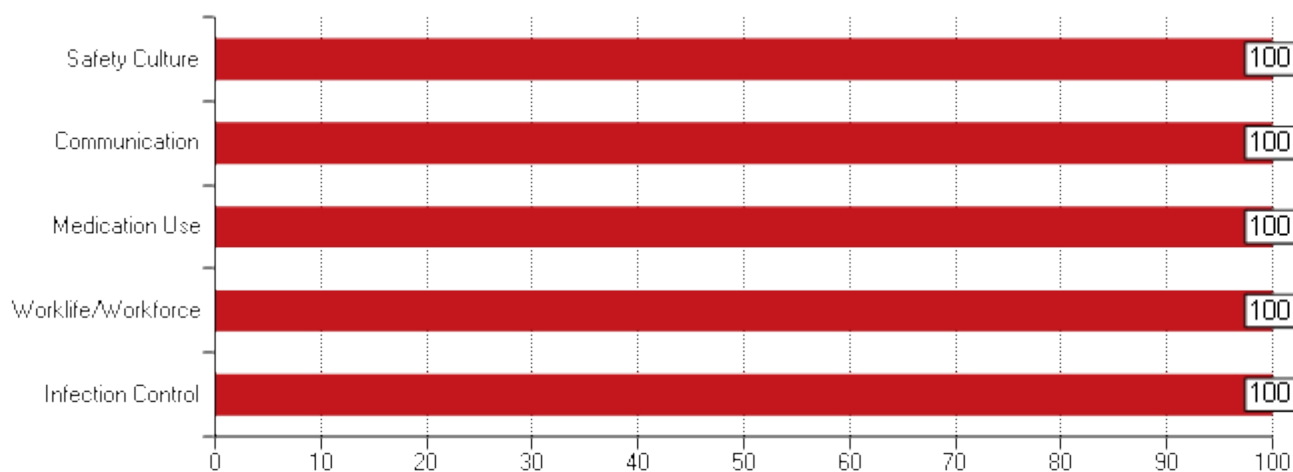
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes how select ROPs are being met across the country.

ROPs are categorized into six safety areas, each with its own goal:

- **Safety culture:** Create a culture of safety within the organization
- **Communication:** Improve the effectiveness and coordination of communication among care and service providers and with the recipients of care and service across the continuum
- **Medication use:** Ensure the safe use of high-risk medications
- **Worklife/workforce:** Create a worklife and physical environment that supports the safe delivery of care and service
- **Infection control:** Reduce the risk of health care-associated infections and their impact across the continuum of care/service
- **Risk assessment:** Identify safety risks inherent in the client population

See **Appendix B** for a list of the ROPs in each goal area.

ROP Goal Areas: Percentage of tests for compliance met



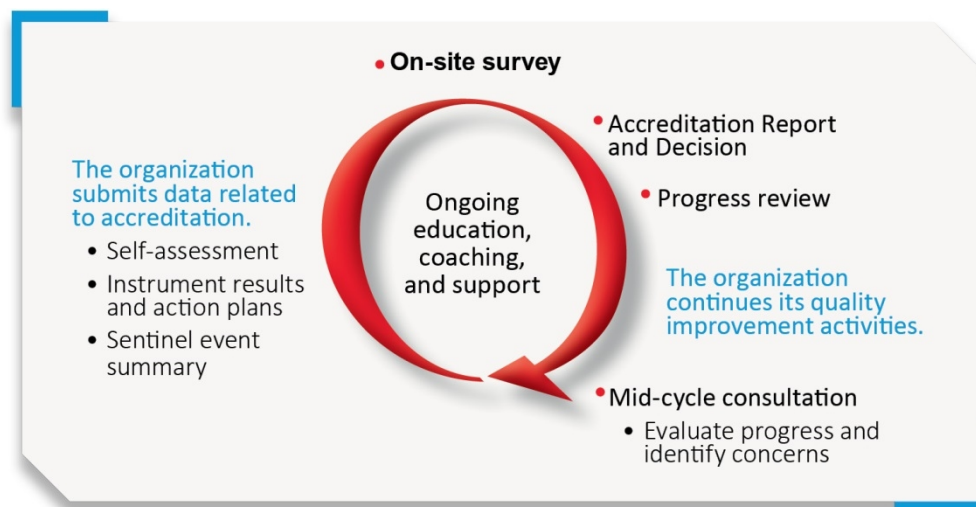
The quality improvement journey

The Qmentum accreditation program is a four-year cycle of assessment and improvement, where organizations work to meet the standards and raise the quality of their services. Qmentum helps them assess all aspects of their operations, from board and leadership, to care and services, to infrastructure.

The program identifies and rewards quality and innovation. The time and resources an organization invests in accreditation pay off in terms of better care, safer clients, and stronger teamwork. Accreditation also helps organizations be more efficient and gives them structured methods to report on their activities and what they are doing to improve quality.

In the end, all Canadians benefit from safer and higher quality health services as a result of the commitment that so many organizations across the country have made to the accreditation process.

Qmentum: A four-year cycle of quality improvement



As **City of Spruce Grove Fire Services** continues its quality improvement journey, it will conduct an in-depth review of the accreditation results and findings. Then a new cycle of improvement will begin as it incorporates any outstanding issues into its overall quality improvement plan, further strengthening its efforts to build a robust and widespread culture of quality and safety within its walls.

Appendix A: Locations surveyed

- 1 City of Spruce Grove Fire Station #1

Appendix B

Required Organizational Practices

Safety Culture

- Patient safety incident disclosure
 - Patient safety incident management
 - Patient safety quarterly reports
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Communication

- Client Identification
 - Information transfer at care transitions
 - Medication reconciliation as a strategic priority
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Medication Use

- High-Alert Medications
 - Infusion Pumps Training
 - Narcotics Safety
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Worklife/Workforce

- Patient safety plan
 - Patient safety: education and training
 - Preventive Maintenance Program
 - Workplace Violence Prevention
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Infection Control

- Hand-Hygiene Compliance
 - Hand-Hygiene Education and Training
 - Reprocessing
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