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# *Congratulations*

Unison Health and Community  
Services  
is

**ACCREDITED  
WITH EXEMPLARY  
STANDING**

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# Q M E N T U M 2 0 2 3 R E C A P

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- Unison participated in the Accreditation Canada Qmentum accreditation program on October 30 - November 2, 2023 and was accredited with exemplary standing.
- During the onsite survey visit, the surveyor team:
  - observed the care that was provided to clients;
  - talked to staff, clients/families and partners; and
  - reviewed organization documents and files.
- Eight quality dimensions were used by Accreditation Canada to assess the organization. Unison met **all** quality dimensions:
  - Accessibility
  - Continuity
  - Safety
  - Appropriateness
  - Efficiency
  - Worklife
  - Client-centred Services
  - Population Focus
- Feedback was provided by the surveyors in a final report and anecdotally in conversations.

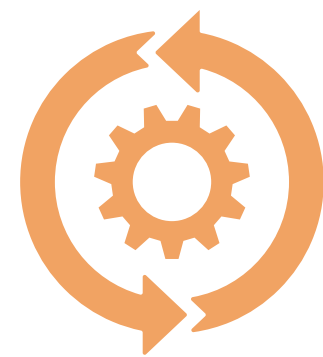
# SURVEYOR TEAM'S COMMENTS:

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## Client-Centred Care



Unison embraces every opportunity to learn from their clients and seek feedback for every program, service and functional aspects of their organization, truly living Person-Centred Care as a core priority.



Programs evolve to keep pace with the changing needs and preferences of clients/communities. Clients are engaged in their care, and many have participated in and led the co-design of programs and improvement projects.

# SURVEYOR TEAM'S COMMENTS:

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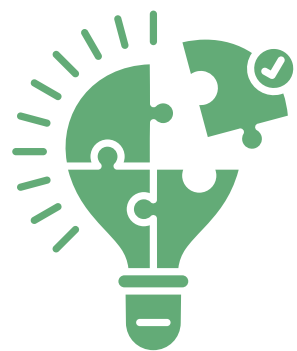
## Integrated Quality Management



Unison is to be applauded for their efforts in advocating for changes and improvements in the services in the community based on input from clients and potential clients.



Unison has an impressive approach to integrated Quality Improvement with their Quality Framework and Improvement protocols and Evidence-Informed Practice protocol.

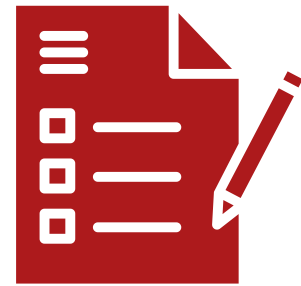


Quality initiatives are designed by individual programs using the organization's Evidence-Informed Practice protocol to identify specific issues or populations they wish to address through a new/existing program.

# SURVEYOR TEAM'S COMMENTS:

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## Planning and Service Design



Unison is viewed as a leader in service provision in their community areas and as the “go-to” for future development of programs and services as needs in the community change.



A standard approach to evidence-based planning is used. The EIP program planning template confirms that proposed improvements are informed by evidence and client input. The video about this planning approach and template is excellent.



Unison has a Care Delivery Model built on a foundation of accountability, collaboration and equity. Attributes of the ADEPT Care Model underscore the delivery of services: accessible and inclusive; focused on determinants of health; driven and informed by evidence; person-centered; and delivered by a multidisciplinary team.

# SURVEYOR TEAM'S COMMENTS:

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## Client Safety



Unison has comprehensive Risk Management and Client Safety processes, all of which inform the actions within the Operational Plan derived from the Strategic Plan.

# SURVEYOR TEAM'S COMMENTS:

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## Partnerships



Where there are needs that go beyond what Unison is able to provide, Unison engages with community partners to develop services to meet clients' needs.



Unison works closely with community partners on a day-to-day basis at the frontline level and also at community planning and government services tables.



Unison and its partners have a mutual respect for each other's work and embrace the opportunities to effect change in health inequities, anti-black racism and poverty.

# Q M E N T U M 2 0 2 3

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## Things That We Are Working On (2023-27):

### ① Staff Training

- Consolidate training plans
- Standardize tracking for annual/regular staff training

### ② Hand Hygiene Training

- Establish annual mandatory hand hygiene training for staff and track completion

### ③ Violence Prevention

- Bring various elements that exist together into a violence prevention program, with a section related to staff and clients

### ④ Medication Incidents

- Understand, analyze and maintain trend of few medication incidents