



**Diamond Accreditation Program
Accreditation Visit Evaluation**

Community Name	The Deerfield
BAL License Number	000884/0010249/0013394
Evaluation Date	2/27/20
Evaluator Name	Erin Boutan
Projects Evaluated	Staffing stability, medication errors, net promoter score
Employees/Stakeholders Interviewed	Chaere (CNA/caregiver)

Quality Program Review

There is sufficient evidence presented at the time of evaluation to support the following statements

	Yes	No	Unable to determine
This community has an established quality committee	X		
The quality committee has meetings on a regular and consistent basis	X		
The quality committee maintains notes/minutes for all QI meetings	X		
The quality program has appropriate internal policies, procedures or guidelines related to QI initiatives	X		
The quality program has a defined method of identifying an issue/problem within the community or operations	X		
The quality program has a method for prioritizing multiple issues or projects	X		
The quality program demonstrates how data can improve systems	X		
The quality program has a defined method for setting objectives for a QI Project	X		
Objectives/goals meet the following criteria:			
Appropriate for the community, resident/tenant group	X		

Well defined/specific	X		
Time-based with a clearly defined start/end	X		
Members of the quality committee have defined roles and responsibilities	X		
There is a defined method for developing a QI project plan	X		
There is a defined method for carrying out a QI project in the community	X		
There is a defined method for evaluating the QI project plan	X		
There is a utilization of benchmarking, standards of practice or other reliable quality indicators (example: WCCEAL data and/or reports) to ensure interventions are appropriate for the resident/tenant group served	X		
The quality program allows for tenant feedback and participation	X		
The mission, vision and values of the community are reflected in the quality program	X		
The quality program supports positive conflict resolution in the community	X		
The quality program supports regulatory compliance in the community	X		
The quality program supports ongoing education or training compliance for all staff members	X		

Additional Comments:

- *IDT meetings weekly*
- *Diamond committee meetings monthly*
- *Family member on committee – community strives for transparency*
- *Meeting storyboards are posted by timeclock to communicate with staff*

Quality Project Review

There is sufficient evidence presented at the time of evaluation to support the following statements

	Yes	No	Unable to determine
The community has fully completed two or more QI projects	X		
At least one QI project utilizes established quality indicators (example: WCCEAL quarterly quality improvement variables, WCCEAL resident satisfaction surveys, other internal resident/tenant survey/data collection)	X		
The community can demonstrate that past/current QI projects are resident/tenant centered	X		
The community can demonstrate that past/current QI projects are appropriate for the resident/tenant group served	X		
The community can demonstrate that past/current QI projects have a positive quality of life impact on the resident/tenant group served	X		
The community has appropriate documentation for completed QI projects including:			
Data collection	X		
Data analysis and trends	X		
Implication of data for QI action	X		
Project outcome	X		
The community can demonstrate the use of accepted QI methodology (PDSA, TQM, the Quality Loop, etc.) in past/current QI Projects	X		
The community can demonstrate ongoing QI project success	X		

Additional Comments:

- *Community relies on internal metric/reporting to track quality indicators*
 - *Internal tracking is thorough and appropriate for the resident population*

Data Collection and Analysis Review

There is sufficient evidence presented at the time of evaluation to support the following statements

	Yes	No	Unable to determine
The data collected is relevant to the chosen QI project(s)	X		
The community has appropriate documentation relating to the collection of data at the onset of the chosen QI project(s)	X		
Data collection sources are appropriate for the chosen QI project(s)	X		
Data collection methods are appropriate for the chosen QI project(s)	X		
The community effectively communicates or distributes QI data with stakeholders	X		

Additional Comments:

- *Community utilizes staff meetings and annual reports to communicate relevant information to appropriate stakeholders*

Employee/Stakeholder Interviews

There is sufficient evidence presented at the time of evaluation to support the following statements

	Yes	No	Unable to determine
Employee/stakeholder is able to define his/her role within the community or organization	X		
Employee/stakeholder is able to describe his/her responsibilities related to the community's QI program	X		
Employee/stakeholder is able to describe current/ongoing QI projects	X		
Employee/stakeholder is able to describe how quality initiatives are communicated throughout the community	X		
Employee/stakeholder is able to describe training or mentoring initiatives within the community	X		
Employee/stakeholder is able to describe his/her responsibility for data collection or measurement (if any)	X		
The QI program supports ongoing feedback from employees and other stakeholders	X		

Additional Comments:

- *Staff member discussed EAT (Employee Appreciation Team), meetings with leadership and additional training opportunities provided on an annual basis*
- *Staff member was able to articulate the current quality projects and responsibilities*
- *Staff member was able to articulate ongoing training/education opportunities (skills training, DOVE)*

Community Review Outcome:

The Deerfield/Presbyterian Homes and Services (community name/provider name) has been evaluated by Erin Boutan (evaluator name) on 2/27/20 (evaluation date).

At the time of evaluation, this community

- Meets or exceeds all of the Diamond Accreditation Program criteria based on information presented to the evaluator on the date/time of accreditation visit
- May meet all of the Diamond Accreditation Program criteria but more information is needed to make a final determination
- Does not meet all of the Diamond Accreditation Program criteria based on information presented to the evaluator on the date/time of the accreditation visit

Additional Comments:

All criteria met or exceeded Diamond Accreditation Program criteria. Community relies on a corporate structure of quality improvement data tracing referenced as Key Result Area (KRA). KRAs are appropriate for the populations served at the community. Strategic plans include suitable goals and related timelines.

The CBRF participates in WCCEAL at this time. The RCAC collects tenant feedback in the form of an internal survey process (Net Promoter Score) in lieu of WCCEAL survey. The survey process and additional data collected is similar in nature and provides comprehensive feedback to the community. The community has provided sufficient evidence that the survey and QI data collection process in the RCAC meets the objectives of the Diamond Accreditation Program.

Evaluator Signature

2/27/20

Date