

**IC3:0100 Canadian Council on Health Services Accreditation (CCHSA) Standards**

**1.0 PURPOSE**

CCHSA standards were included in this document as guidelines for the development of an infection control program. These are accreditation standards that are relevant to the elements of an infection control program and are cross-referenced in Table 1 (see IC3:0100, pg 2) and described in Table 2 (see IC3:0100, pg 3). CCHSA standards focus on measurement and outcomes and incorporate a framework for continually improving the quality and effectiveness of care and services.

**2.0 DEFINITION**

CCHSA standards are national standards which health services organizations are measured against during the accreditation process. These standards were developed through consultation with health professionals across the country. The accreditation program uses these standards to assess and evaluate all aspects of an organization in the following areas: Leadership & Partnership, Environmental, Human Resources, and Information Management. In addition there are standards for specific health service programs such as Long Term Care Standards which are used for residential care facilities.

CCHSA has recently identified a number of patient safety goals for infection control. These are consistent with the existing standards and the elements of an infection control program and are described in Table 3 (see IC3:0100, pg 6).

**3.0 GUIDELINES**

- 3.1 The CCHSA Standards referenced in this document are the Environmental Standards with the exception of one Human Resource Standard.
- 3.2 The CCHSA Standards are cross referenced to each of the elements of an infection control program in Table 1. These standards should be reviewed and used as guidelines for the development of each element of an infection control program.
- 3.3 A description of each standard is provided in Table 2. This information will assist to gain an understanding of what should be included in each element of an infection control program.

**IC3:0100, Table 1**  
**Cross Reference of Infection Control Program Elements to CCHSA Standards**

<b>Elements of an Infection Control Program</b>	<b>CCHSA Standards 2006</b>
<b>1.0 Leadership</b> > <b>Develop an Infection Control Committee (ICC)</b> > <b>Designate a person to be accountable for Infection Control Program</b>	<b>Env. 4.1, 4.7, 4.8, 4.9</b> <b>Env. 7.0, 7.1, 7.2, 7.3</b>
<b>2.0 Education of Staff</b>	<b>Env. 2.5, 3.1</b> <b>Env. 4.6, 4.8, 4.9</b>
<b>3.0 Education of Residents/Family/Volunteers</b>	<b>Env. 3.1</b> <b>Env. 4.6, 4.8, 4.9</b>
<b>4.0 Compliance with Regulations</b>	<b>Env. 1.1, 4.4</b> <b>HR 10.3</b>
<b>5.0 Prevention</b>	<b>Env. 4.2, 4.4</b>
<b>6.0 Outbreak Management</b>	<b>Env. 4.4, 4.5</b>
<b>7.0 Resident Health Program</b>	<b>Env. 4.2</b>
<b>8.0 Employee Health Program</b>	<b>Env. 4.2</b>
<b>9.0 Surveillance: Data Collection/Monitoring/Analyzing</b>	<b>Env. 7.0, 7.1</b>
<b>10.0 Infection Control Program Evaluation</b>	<b>Env. 7.0, 7.1</b>
<b>11.0 Continuous Improvement Process</b>	<b>Env. 4.4</b> <b>Env. 7.0, 7.1</b>

**IC3:0100, Table 2**  
**Canadian Council Health Services Accreditation (CCHSA) Standards 2006**

<b>ENVIRONMENT (Env.)</b>	
<b>Env. 1.1</b>	<b>The organization’s physical environment contributes to the well-being of clients, staff and visitors</b>
<b>Env. 2.5</b>	<p><b>The organization educates and trains staff on:</b></p> <ul style="list-style-type: none"> <li>➤ using personal protective equipment (PEP)</li> <li>➤ using routine precautions</li> </ul> <p><b>Guidelines</b> – Routine practices may also be called universal or standard precautions, or body substance precautions.</p>
<b>Env. 3.1</b>	<p><b>The organization minimizes hazards and risks by carrying out processes that include:</b></p> <ul style="list-style-type: none"> <li>➤ teaching clients and families about: <ul style="list-style-type: none"> <li>- potential safety hazards</li> <li>- infection control</li> <li>- the safe and proper use of equipment, supplies and medical devices</li> </ul> </li> </ul> <p><b>Guidelines</b> – High risk clients may refer to those with infectious diseases, who are disorientated, or who wander.</p>
<b>Env. 4.0 The organization prevents and controls infections</b>	
<b>Env. 4.1</b>	<p><b>The organization has enough resources and support systems to prevent and control infections.</b></p> <p><b>Guidelines</b> – An organization would normally want to be free of all infections. However, when infections do occur, resources such as staff; money and equipment; and support systems, such as ventilation, must be available.</p>
<b>Env. 4.2</b>	<p><b>To prevent infections, the organization carries out processes that include:</b></p> <ul style="list-style-type: none"> <li>➤ using isolation and precaution techniques, including routine practices</li> <li>➤ cleaning, disinfecting and sterilizing space,,, equipment, supplies, and medical devices</li> <li>➤ properly handling, storing, and disposing of hazardous infectious material</li> <li>➤ promoting personal hygiene and cleanliness of the physical setting</li> <li>➤ having proper building maintenance, including ventilation and structure, to prevent the spread of contaminant and infection</li> </ul> <p><b>Required Information</b> -Summarize the major infection control issues of the past two years and how they were resolved.</p>

## Infection Control Manual – Residential Care

### Part 2 – Infection Control Program Guidelines

#### IC3: CCHSA Standards

<p><b>Env. 4.4 If an infection occurs the organization has processes to:</b></p> <ul style="list-style-type: none"> <li>➤ promptly detect, respond to and contain the infection</li> <li>➤ investigate and manage the infection, including tracking all contacts</li> <li>➤ consult with infectious diseases or public health authorities and experts</li> <li>➤ use the results of investigations to prevent the infection from happening again</li> <li>➤ report the communicable diseases that are notifiable by law to public health authorities</li> </ul> <p><b>Required Information</b> - List the communicable (reportable and non-reportable) infections the organization has had in the last 12 months.</p> <p><b>Guidelines</b> - Describe the organization’s mechanisms for detection, how an outbreak is determined, and what processes are used to contain an outbreak.</p>
<p><b>Env. 4.5 The organization works with others and the community to promptly detect and respond to the presence of new and resistant viruses and bacteria.</b></p> <ul style="list-style-type: none"> <li>➤ the organization establishes links with other organizations to exchange information about and to monitor new, rare, or problematic viruses or bacteria.</li> </ul>
<p><b>Env. 4.6 The organization educates staff members on an ongoing basis about risks of infection and about their role in preventing infections.</b></p>
<p><b>Env. 4.7 The organization’s processes for preventing and controlling infections are based on current scientific knowledge and on accepted practice, and meet legal requirements</b></p>
<p><b>Env. 4.8 The organization leads, participates in and supports activities that:</b></p> <ul style="list-style-type: none"> <li>➤ teach the community how to reduce the risk of infection prevent infections from spreading in the community.</li> </ul>
<p><b>Env. 4.9- The processes for preventing and controlling infections are coordinated and are consistently carried out by all staff, providers and volunteers across:</b></p> <ul style="list-style-type: none"> <li>➤ the organization, multiples sites; and the clients’ homes, if applicable</li> </ul> <p><b>Guidelines</b> - The organization needs to show that its approach to infection control is the same no matter where service is provided.</p>
<p><b>Env. 7.0 The organization regularly evaluates and improves its processes for managing the environment to achieve the best possible results</b></p>

## Infection Control Manual – Residential Care

### Part 2 – Infection Control Program Guidelines

#### IC3: CCHSA Standards

**Env. 7.1 The organization regularly evaluates and improves its processes and results by**

- selecting and monitoring indicators
- collecting and analyzing organization –wide data and information, overtime, in the areas of :
  - infection control, including surveillance monitoring
  - sharing the evaluation results with other programs or services and with different levels within the organization
  - using the information it collects to make decisions about managing the environment and planning for future environmental services
  - taking action to address areas for improvement in a timely way

**Required Information** - List the indicators the team is monitoring.  
 - List any quality improvement initiatives resulting from the indicators monitored by the team.

**Env. 7.2 The organization uses research, best practice information and benchmarking to develop and improve processes for managing the environment.**

- The organization has linkages and partnerships with other organizations to keep abreast of changes and new developments in environmental services, and to share knowledge and expertise
- xxx

**Env. 7.3 The organization’s processes for managing the environment achieve the best possible results**

- the organization’s environmental needs are met
- risk, hazards, problems and incidents are minimized or eliminated
- clients, staff, providers, visitors and the community are satisfied with the organization’s environment

**HUMAN RESOURCES (HR)**

**HR 10.3 The organization meets all occupational health and safety regulations and legal requirements**

- there is evidence that the organization has minimized occupational health and safety risks and avoided violations
- the organization documents employee incidents, takes corrective action, and puts measures in place to prevent reoccurrences

**Required information** - Give the date of the most recent workplace inspection and describe any actions taken as a result of the recommendations.

**Infection Control Manual – Residential Care**  
**Part 2 – Infection Control Program Guidelines**  
**IC3: CCHSA Standards**

**IC3:0100, Table 3**  
**Canadian Council Health Services Accreditation (CCHSA) Patient Safety Goals 2006**

<b>Patient Safety Goals for Infection Control</b>	<b>CCHSA Standards</b> <b>Environmental: Env.</b> <b>Human Resources: HR</b>	<b>Elements of an Infection Control Program</b>
1. Adhere to federal and/or provincially developed infection control guidelines such as Health Canada’s Infection Control Guidelines: hand washing, cleaning, disinfecting and sterilization in health care	Env. 1.1 Env. 4.4, 4.5 HR 10.3	Compliance with Regulations
2. Deliver education and training for staff, other providers and volunteers on washing/hygiene	Env. 4.2, 4.6	Education
3. Monitor infection rates, and share this information throughout the organization	Env. 4.2, 4.6, 4.9	Surveillance
4. Examine, and where indicated, improve processes for sterilization of equipment and facilities	Env. 4.2	Prevention