

Quality Management



ACCREDITATION CANADA

Accreditation Canada is the major national accrediting body for health services organizations across Canada. Accreditation is the process used by organizations like HHS to evaluate and improve the quality of their services. It also provides recognition that an organization's services are meeting the national standards for quality. Accreditation Canada's accreditation program is used by all types of health facilities, from large and complex health systems to community health organizations and residences providing long term care.

Accreditation works on a three-year cycle. The process of accreditation is both rigorous and thorough. The organization collects background information, completes a self-assessment based on established standards and criteria and hosts an on-site accreditation survey team who confirms the hospital has met the required standards. Organizations examine all areas of their service, obtain advice from peers and involve partners and clients during on-site interviews. Once the surveyors' report and recommendations are received, the organization evaluates the suggestions, and implements the recommendations prior to the next survey.

Accreditation 2007

In July 2007 Halton Healthcare Services (HHS) received notification from Accreditation Canada (formerly the Canadian Council on Health Services Accreditation) that it had, once again, been awarded full accreditation status. This was the first accreditation that HHS participated in as a three-site organization.

In their final report, the surveyors noted that HHS had achieved a number of successes and specifically noted that HHS has "done a great job of ensuring that the hospitals are a reflection of their communities." HHS was also commended for successfully implementing all 21 of the Patient Safety Required Organizational Practices, which were new to the accreditation process.

HHS will participate in its next accreditation in 2010.

Accreditation Process

Self-Assessment

Organizations use a rating scale to assess their services against the national standards developed by Accreditation Canada. Key areas for self-assessment include client/patient/resident care, managing the environment, human resources development and management, information management, and governance/ leadership and partnerships.

ACCREDITATION

Peer Review

Accreditation Canada surveyors who conduct the peer review come from accredited organizations similar to those they are surveying. After reviewing the organization's own self-assessment, the surveyors objectively evaluate the organization against national standards and related criteria. Using the same seven-point rating scale, surveyors determine the organization's level of compliance.

During their visit, surveyors meet with board members, community partners, administrators, physicians, caregivers, human resources and physical environment staff, information specialists, clients/patients/residents and their families. Everyone is encouraged to discuss their experiences, perceptions and expectations.

Accreditation Report

All survey findings and decisions are detailed in a confidential report that is provided to the organization. The report identifies areas of excellence as well as opportunities for improvement. This report and the recommendations contained within it are tools that guide health care organizations in their efforts to improve quality.

For additional information about Accreditation, please visit www.accreditation-canada.ca

