

Accreditation Cycle

Self Assessment

Early in the accreditation cycle we conducted a self-assessment questionnaire across the organization. The self-assessment provides us with information on how our organization is currently meeting the required standards, identifying strength areas and gaps.

Measure, Improve Prepare

Tools such as questionnaires help us assess our organization's work life culture, patient safety culture and governance functioning, helping to identify more specific areas for improvement before our survey.

On-site Survey

A team of peer-surveyors will come to our site and evaluate our organization's clinical and administrative processes. The surveyors will talk with and observe patients, families, staff and leadership.

In addition to receiving an objective, third party evaluation of our quality and safety, the peer-based team of accreditation surveyors offer valuable feedback and recommendations based on best practices they've seen employed in other organizations across Canada and the world. This is also an opportunity for us to share our own innovative practices with surveyors, who are then able to share what we've done on future surveys with other organizations.

Report

Following our on-site survey, we will receive a preliminary report that includes initial findings. Our Accreditation Specialist will confirm with the details of the report and ensure we understand it fully.

Decision & Action Plan

At this point we will receive our accreditation decision. If there are any action items, our Accreditation Specialist will work with us to ensure we understand them. They will provide us with the resources, tools and support we need to build and maintain a culture of continuous improvement in our organization.