



**ACCREDITATION CANADA**  
**AGRÉMENT CANADA**

*Driving Quality Health Services*  
*Force motrice de la qualité des services de santé*



# The Accreditation Journey

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[www.accreditation.ca](http://www.accreditation.ca)

# Session Objectives

- Define accreditation as a quality improvement process
- Share experiences with accreditation and change
- Generate strategies for maintaining momentum in your organizations



# Accreditation Canada

- Accrediting Aboriginal health service organizations since 1999
- Not-for-profit, non-governmental organization
- Standards of quality
- Holistic program that addresses the whole organization



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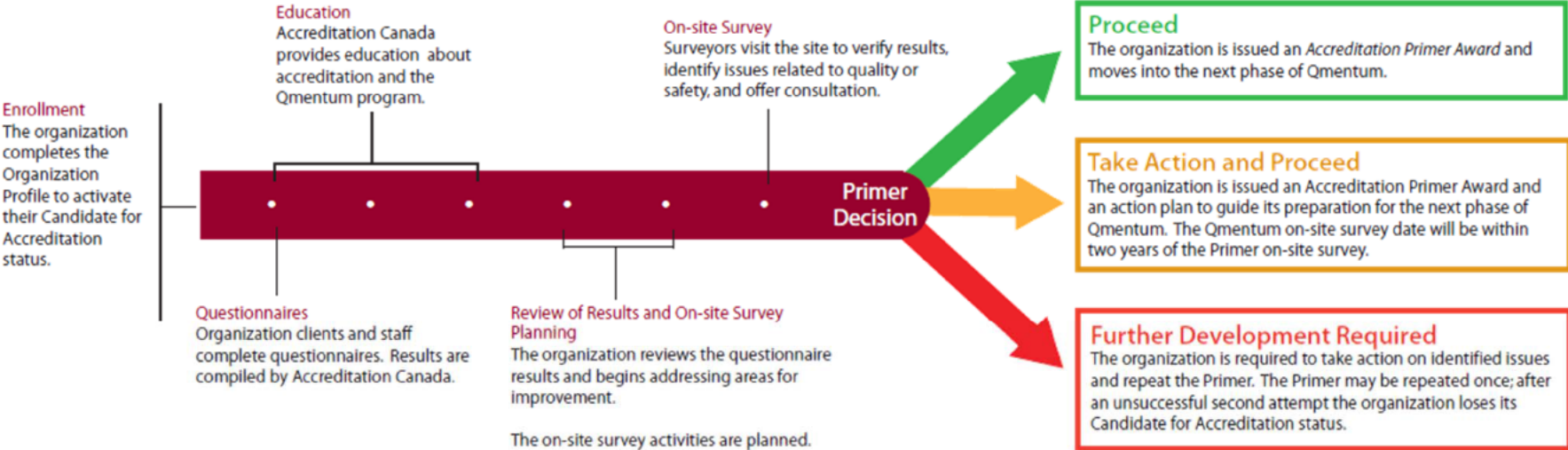
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# Quality Improvement

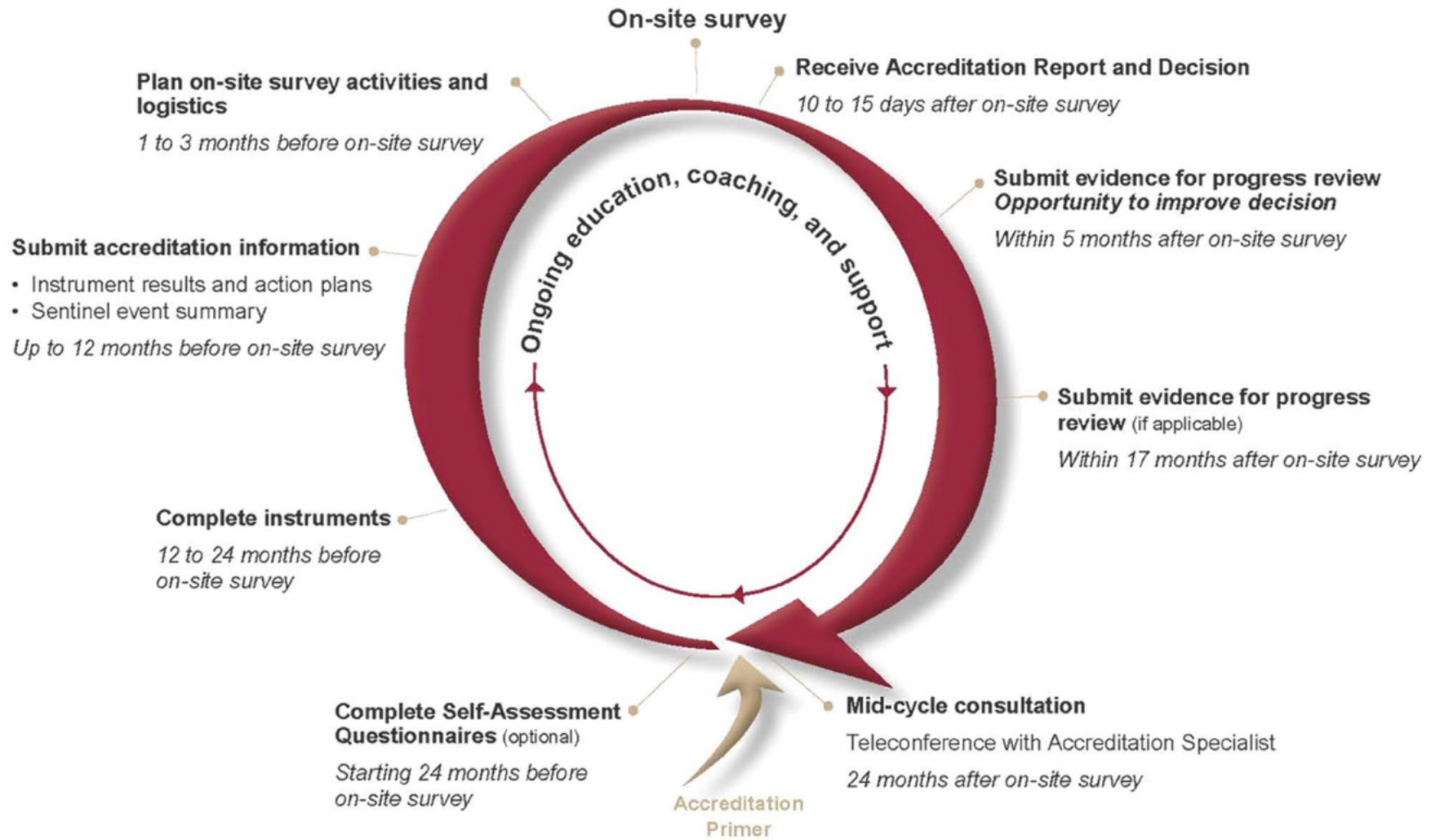
Quality improvement is an ongoing and systematic process to improve client outcomes (health) and care.

# PRIMER ACCREDITATION FOR ABORIGINAL HEALTH SERVICES

Once Primer accreditation is granted, it is in effect for a maximum of two years.



# QMENTUM FOUR-YEAR CYCLE



# Quality Performance Roadmap





▶ GET STARTED

▶ DO SELF ASSESSMENT

Effective Org

View Standard

Set up  
Questionnaire

Fill out Instruments

View Roadmap

▶ ACCESS RESOURCES

### Quality Performance Roadmap Filters

Flag:

Show All ▾

Source:

Instruments - Patient Safety Culture Survey ▾

Accreditation Canada Priority:

Show All ▾

Follow-up Status:

Evidence Partially Complete ▾

OK



Flag	Action Item & Linkage to Accreditation Canada Criteria	Date Created	Source	Priority for Action	Follow-up Status
	3. Reporting a patient safety problem will result in negative repercussions for the person reporting it  <i>Effective Organization 6.4, 6.5 Sustainable Governance 16.3</i>	November 2009	Instruments - Patient Safety Culture Survey Effective Organization	Accreditation Canada: <b>High</b>	Evidence Partially Complete  Enter Evidence
	29. My supervisor/manager says a good word when he/she sees a job done according to established patient safety procedures  <i>Effective Organization 6.2</i>	November 2009	Instruments - Patient Safety Culture Survey Effective Organization	Accreditation Canada: <b>High</b>	Evidence Partially Complete  Enter Evidence
	12. Senior management considers patient safety when program changes are discussed  <i>Effective Organization 6.1, 6.2</i>	November 2009	Instruments - Patient Safety Culture Survey Effective Organization	Accreditation Canada: <b>High</b>	Enter Evidence



# Sharing Experiences



# Continuing the Accreditation Journey

1. Involve everyone
2. One stroke at a time
3. Create an organizational climate of client safety and quality improvement



# Questions?



# Get Involved!

- Visit our booth to learn about being accredited
  - Or contact Martin Ducharme  
([martin.ducharme@accreditation.ca](mailto:martin.ducharme@accreditation.ca))
- Participate in standards development
- Become a surveyor



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**Excellence in quality health services for all**

**Des services de santé d'excellente  
qualité pour tous**

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