

What's accreditation?

The Accreditation Canada [Qmentum program](#) is an ongoing process of assessing organizations providing health care services across the continuum against standards of excellence - it identifies what is being done well and what needs to be improved. As such, accreditation is one of the most effective ways for VCH to regularly and consistently examine and improve the quality of our services.

Why do we need to be accredited?

Accreditation directly supports the VCH True North goal of *providing the best care* by encouraging the spread of consistent, evidence-based best practices into the way that we provide care every day. It supports staff and physician engagement by encouraging a culture of safety, quality improvement and patient-and-family-centred care. Accreditation is also an opportunity to showcase and celebrate our innovation success stories and promising practices, as well as our population health focus that makes VCH a leader in Canada in promoting healthy communities.

When is this happening?

- Spring 2015: Vancouver and Richmond CoCs completed self-assessments and identified areas for improvement; select Coastal CoC programs visited in June 2015
- September-October 2015: Coastal CoC programs not surveyed in June 2015 complete self-assessment questionnaires and identify areas for improvement
- September-December 2015: regional working groups convene for key priority areas, develop regional improvement action plans
- September 2015-ongoing: regional working groups oversee and support local tests of improvement, implementation, sustainment towards regional improvement plans
- January-August 2016: mock-tracer opportunities across VCH to practice for site visit

How will this be done?

As the first-ever VCH-wide site visit, the success of Accreditation 2016 relies on “being in it together” as a whole health authority. Clinical teams across our diverse geography will be held to the same version of the standards, with consistent expectations, to show that excellent care is not site-dependent, but happens reliably everywhere. To achieve the best possible accreditation outcome and use our quality improvement efforts most effectively and efficiently, it is important that programs and services across VCH work together towards consistent practices and expectations. To ensure that we stay on track and on the same page, regional working groups are being convened, and tasked with developing regional improvement action plans and supporting local implementation in a number of priority areas, including:

1. Information transfer at care transitions
2. Infusion pumps safety
3. Pressure ulcer prevention
4. Falls prevention
5. Medication reconciliation at care transitions
6. Hand hygiene monitoring for improvement

These working groups will need to draw from the expertise of people across our communities of care, who can inform what is best practice, what is local practice, and what is feasible within local resources. You may be identified as a local content or process expert and asked to join a regional working group, either as a permanent or ad-hoc member, to provide input into what will become the VCH action plans. As a representative, you may be asked to gather feedback and relay important information back to your colleagues, both within your team and within your community of care. If you are in a leadership role, we will rely on you to communicate regularly with your staff and relay key messages about accreditation and what is expected of them as we prepare for our site visit. You will also be hearing about the regional working groups' progress and the local support that will be necessary to implement improvements.

About Accreditation Canada

Accreditation Canada is an independent, not-for-profit organization that has been improving health quality through accreditation since 1958. More than 1,100 organizations representing over 6,000 sites and services across Canada currently undergo accreditation with the Accreditation Canada Qmentum program, including all regional health systems in Canada, making it the leading accrediting body in the country.

Accreditation Canada is also rapidly gaining popularity internationally as the accrediting body of choice among countries that do not have their own national body. If you are an experienced healthcare professional or leader who likes to travel and connect with other professionals, Accreditation Canada is always looking for people with a passion for quality improvement to join the ranks of their volunteer surveyors. Find out more [here](#).

Who do I contact with questions or concerns?

Questions can be directed to your manager or director or to any member of the Accreditation Team:

- Serena Bertoli-Haley (regional coordinator)
- Jody Sydor Jones (Coastal)
- Jacqueline Per (Vancouver)
- Michael McAuley (Richmond)