

Accreditation basics

What is health care accreditation?

- Health care accreditation through our Qmentum program is an ongoing process of assessing health care and social services organizations against standards of excellence to identify what is being done well and what needs to be improved.

What is the value of accreditation?

- Accreditation helps health care organizations improve quality and safety by shining a light on processes that work well, and those that need more attention. The result? Reduced risk and higher quality care.
- Accreditation creates stronger teams by improving communication and collaboration, and promoting learning around Leading Practices. The result? More effective teams and better care outcomes.
- Accreditation demonstrates your commitment to quality, safety, and accountability. The result? Greater public confidence in your organization.

What is Accreditation Canada?

- We're an independent, not-for-profit, 100% Canadian organization. We have been Canada's trusted accreditor for more than 55 years.
- We're here because Canadians expect high-quality health care and want to feel that health systems—from the largest to the smallest and everything in between—offer safe, high-quality health care.
- The organizations we accredit work hard to meet our standards. They do this because quality health care matters.

How does the Accreditation Canada program work?

Start your journey

- An organization begins the accreditation process by assessing itself against Accreditation Canada standards.
- Our standards examine an organization's governance, leadership, risk management, infection prevention and control, and medication management measures, as well as the quality of care in those care areas provided by the organization (e.g., home care, rehabilitation, acute care, long-term care, community and public health, mental health and addictions treatment, labs, and blood banks).
- An organization uses the self-assessment and the standards to identify areas that need work, and to plan quality improvement activities for the coming months.

On-site survey

- An on-site survey is conducted by trained peer surveyors who assess the organization against national standards. The surveyors are health care professionals and administrators from accredited health care organizations.
- After the on-site survey, the surveyors submit a preliminary report to the health care organization and to Accreditation Canada.
- Accreditation Canada examines the surveyors' report and provides the organization with a final report and an accreditation decision based on the on-site survey. The accreditation decision lasts for four years.

Ongoing quality journey

- The results of the on-site survey point to areas of success and areas where improvements can be made; the latter are used to bolster the organization's ongoing quality improvement program.
- The organization continues on its quality improvement journey, which is an iterative cycle.