



ACCREDITATION CANADA

Better Quality. Better Health.

STRATEGIC PLAN **2014 TO 2016**



Introduction

At the August 2012 Board Retreat, the Board of Directors reflected on the vision, mission and values that guide the work of the organization.

In setting the new strategic directions, the Board wanted to ensure Accreditation Canada continues to be a progressive organization that responds to existing and emerging requirements and trends of the Canadian health care system.

The three-year strategic plan identifies the goals and objectives we will pursue in our ongoing efforts to provide guidance to clients and stakeholders as they deliver quality health care to Canadians.





Who we are

Accreditation Canada is an independent, not-for-profit organization that has helped health care providers improve quality and safety for more than 55 years. Using national standards based on best practices, we provide accreditation that assesses how an entire organization provides health care from start to finish. Like our clients, Accreditation Canada participates in accreditation through the International Society for Quality in Health Care (ISQua).

Over 1,200 client organizations

We have more than **1,200 clients** at over 6,000 hospital and community-based sites in the public and private sectors.

Clients across Canada

Alberta	61	Nunavut	2
British Columbia	120	Ontario	438
Manitoba	40	Prince Edward Island	2
New Brunswick	19	Quebec*	311
Newfoundland and Labrador	6	Saskatchewan	31
Northwest Territories	5	Yukon	2
Nova Scotia	29		

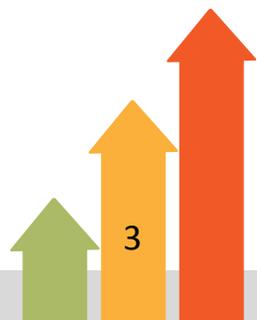
*Of these clients, 93 participated in the Accreditation Canada-Conseil québécois d'agrément (CQA) joint program

More than 500 surveyors

Surveyors are senior health care professionals working in accredited health facilities. They volunteer their time and bring invaluable experience, knowledge, and insight to the accreditation process.

Surveyors by discipline

Administrator	84	Physical Therapist	11
Diagnostic Imaging Technologist	10	Physician	87
Lab Scientist/Technologist	33	Psychologist	2
Occupational Therapist	5	Registered Nurse	210
Paramedic	3	Respiratory Therapist	13
Pharmacist	21	Social Worker	25





QUALITY DIMENSIONS



POPULATION FOCUS

Work with my community to anticipate and meet our needs



ACCESSIBILITY

Give me timely and equitable services



SAFETY

Keep me safe



WORKLIFE

Take care of those who take care of me



CLIENT-CENTRED SERVICES

Partner with me and my family in our care



CONTINUITY

Coordinate my care across the continuum



APPROPRIATENESS

Do the right thing to achieve the best results



EFFICIENCY

Make the best use of resources

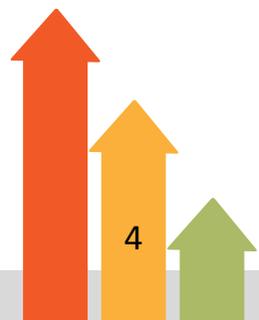
Evidence-based accreditation programs

Accreditation Canada [programs](#) are developed in close consultation with health care experts, and feature [standards](#) geared to organizational priorities, comprehensive performance measures, and automated tools for efficient data exchange.

The standards assess governance, risk management, leadership, infection prevention and control, and medication management, as well as services in over 30 sectors, including acute care, home care, rehabilitation, community and public health, labs and blood banks, and diagnostic imaging. They are based on eight dimensions of quality (see side bar).

Patient safety focus

[Patient safety](#) is an integral component of accreditation. Compliance with Accreditation Canada standards and Required Organizational Practices reduces the potential for adverse events and improves the efficiency and effectiveness of the care/service provided.





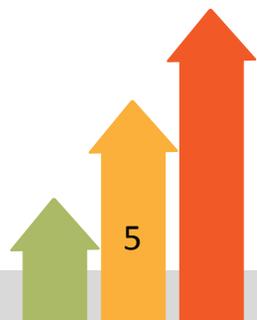
Vision, mission and values

With input from client organizations, surveyors, partners, stakeholders and staff, the Board approved the new vision, mission and strategic directions at its February 2013 Board meeting.

Vision: Excellence in quality health services for all

Mission: Driving quality through innovative approaches to accreditation

Values: Within an environment focused on clients and committed to quality of worklife, partnerships, and personal growth, Accreditation Canada's values are: excellence, integrity, respect, and innovation.





Strategic
directions
2014 to
2016

Accreditation Canada is committed to:

1. Increasing value to clients through enhanced offerings of products and tools

- We will enhance the value of the program for health services organizations through customization.
- We will align program requirements, where possible, with jurisdictional priorities, while continuing to drive system improvement.
- We will provide tools and resources to help organizations improve performance measurement and support improvement objectives.
- We will collaborate and partner with other quality, safety, and standards-setting organizations to optimize the accreditation experience for client organizations.

2. Maximizing uptake of programs and services to advance quality

- We will tailor programs to meet the needs of diverse organizations (large, multi-site and small community-based) to advance quality.
- We will enhance the focus on outcomes for the program to support a more comprehensive view of performance.



3. Being recognized by clients and the public as a trusted source of information on quality and patient safety in health care

- We will leverage the accreditation data to provide information on health system performance.
- We will showcase information on leading practices to support knowledge transfer in health care quality improvement activities across Canada.
- We will engage the public to enhance awareness to the contribution of accreditation in improving quality and safety in our health care system.

4. Advancing innovative approaches to accreditation

- We will advance innovative approaches to accreditation to enable health care organizations to meet their quality improvement priorities while fostering performance.
- We will leverage technology as an enabler of quality improvement initiatives and knowledge sharing.

5. Functioning as a lean organization

- We will act in a fiscally responsible manner and demonstrate efficiency in the delivery of programs and services while maintaining integrity, relevance and rigour in the accreditation program.

6. Impact quality health care globally through Accreditation Canada International (ACI)

- We will, through ACI, bring to the global marketplace Accreditation Canada's innovative programs and services.

