The Journey to Quality
Creating a culture of quality improvement for paramedicine and interfacility transport
Today’s interfacility transport services include ground, and air ambulance services; public and private, emergent and non-emergent, dispatch, fire departments and medical assistance. Not many get the chance to choose their preferred medical transport service provider, so it’s important to set yourself apart in meaningful ways.

More than ever, people want assurance that they are receiving the highest level of care with a people-centred approach. Improving your quality of care, fostering patient-provider relationships, and reducing risks to your patients are just some of the ways to optimize your patient experience while remaining cost effective.

Accreditation can help you do that and more.

**How paramedicine and interfacility transport providers can stand out**

Investing in accreditation pays off …

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<th>What our clients say</th>
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<tr>
<td>• Better care</td>
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<td>“Our quality improvement initiatives and community-focused service delivery enhanced patient and staff satisfaction rates and improved community health.”</td>
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<td>• Happier patients</td>
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<td>“We have reduced our waiting lists and our patients are happier.”</td>
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<td>• More efficiencies</td>
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<td>“We experience more uniformity across our centers by putting more focus on electronic – instead of manual – processes.”</td>
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<td>• Safer workplace</td>
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<td>“We have introduced better environmental controls which mean staff feel safer when they come to work.”</td>
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<td>• Empowered workforce</td>
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<td>“We united under the goal of quality and as a result — leaders, physicians, nurses and others — were brought together and hidden talents emerged.”</td>
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Accreditation is a way to independently evaluate your paramedicine and interfacility transport services. Our Emergency Medical Services (EMS) and Interfacility Transport standards are built on best practices and are used by leading care providers around the world.

The accreditation program is an ongoing process in which you and surveyors assess your organization against standards of excellence. That helps you identify what is being done well and what needs improvement. Then you can develop a broad quality improvement plan to enhance your practice with the help of accreditation tools and supports.

Accreditation is an ongoing process so you can always stay on top of evolving trends and make quality, safety, and patient needs a priority.

Our program for paramedicine and interfacility transport services is world-class. Along with standards of excellence that are tailor-made for your services and easy-to-use tools to measure and improve quality, you’ll receive training that will inform, motivate, and empower you and your team.
Improving patient experiences helps your practice achieve long-term financial success. Our program’s focus on people- and family-centred care will help you get there.

People- and family-centred care helps providers like you build respectful, compassionate, culturally appropriate, and competent care. It’s a proven way to respond to the needs, values, beliefs, and preferences of your patients and their families. It builds trust and ensures that you’re their provider of choice.

What your patients gain:

- **Confidence** in knowing your organization has invested in better patient outcomes.
- **Meaning** through more fulfilling provider-patient interactions.
- **Connection** when you communicate and collaborate better together to strengthen care practices and customer service.
- **A voice** so they are active participants in their care and partners in managing their health.

**Focus on people**

Our Emergency Medical Services (EMS) and Interfacility Transport services standards are for clinics and primary care organizations. They cover a range of services, including:

- Driving paramedical and health care system alignment
- Supporting efficient patient care transition practices
- Strengthening safe medication and high-risk patient care management practices
- Reinforcing safe vehicle operation and driving practices
- Promoting paramedical system community engagement
- Emphasizing the need for collaborative emergency/disaster management planning

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**EMS and Interfacility Transport Services Standards**

- Monitoring the Safety, Quality and Appropriateness of Paramedicine and Interfacility Transport Services
- Maintaining Client Information
- Investing in Paramedicine and Interfacility Transport Services
- Having the right people
- Delivering Paramedicine and Interfacility Transport Services

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Improve organizational culture

Time and again, clients report a deep and lasting change in their organizational culture as a result of accreditation. The transformation begins when leadership and staff across the organization sign up for accreditation and unite in shared quality and safety improvement goals. With help from the accreditation program, they begin communicating in new ways, tackling challenges and working together. Our clients often report that by bringing teams together and focusing on the goal of quality they are able to identify new skill levels and hidden talents in their teams that they didn’t know existed. The outcomes are impressive:

- Better communication
- Higher staff satisfaction
- A safer work environment for staff
- Better ways of working together
- More teamwork and collaboration
- Seamless processes

Accreditation was a transformative process that helped us improve communication and teamwork across the organization. Being held to standards that apply across the emergency medical services (EMS) industry and the health care industry does nothing but create positive evolution for an organization.

Island Health EMS, PEI
Choose the right accrediting body

It’s important to choose an accrediting body that understands paramedicine, the systems in place that tie what happens in the hospital to what happens in the air or on the ground. At Accreditation Canada, we have the right people in place to make your quality improvement journey happen.

When you become our client, we assign you an expert advisor who understands your organization’s needs. You’ll also have a dedicated project manager who offers you guidance and answers questions at every stage of your journey. During surveys, our trained peer-to-peer surveyors will engage your staff by sharing their experiences and learning from yours.

When the survey is over, we’ll be here to help you move forward and address critical issues in quality and safety. We’ll work together to keep you moving through a continuous improvement journey. It’s a relationship founded on deep trust and collaboration.

The accreditation process allowed us to ensure that we have tools in place to keep paramedics engaged and involved in quality improvement initiatives. We plan to continue using tools such as WorkLife Pulse throughout the course of our accredited period to keep on top of what’s going on in the field.

Island Health EMS, PEI
Accreditation Canada is a not-for-profit organization dedicated to working with patients, policy makers, and the public to improve the quality of health and social services for all. For more than 60 years, we’ve been Canada’s health care accrediting body of choice. We use that same expertise to serve organizations in 30+ countries, across their entire continuum of care.

Our standards include the best health care practices from around the world. We’ve spent decades developing an accreditation program that improves safety and efficiency, so providers can save and improve lives. Patients and their families are full partners in the work we do.

More than 1,000 health and social service organizations and 7,000 sites in Canada and around the world are accredited through our programs and services. They pursue safer, higher-quality health care for all.
Our programs

- Emergency Medical Services
- Dental
- Primary Health Care
- Acute Care
- Home Care
- Long Term Care
- Independent Medical Surgical Facilities
- Assistive Reproductive Technology Facilities