



# Primed for Success

## *The Accreditation Primer*

### **What is the Accreditation Primer?**

The Accreditation Primer is a health organization's first step on the Qmentum accreditation journey. Qmentum, Accreditation Canada's innovative accreditation program, is based on expert consultation and uses the latest research and evidence to drive quality improvement and patient safety.

The Primer offers a structured process of assessment and evaluation. New Accreditation Canada client organizations can assess and improve fundamental elements of quality and safety in key areas such as strategic planning, service delivery, communications, human resources, ethics, and risk management before moving into the subsequent and more in-depth phase of Qmentum.

### **How does the Primer help improve care and service?**

The Primer is an opportunity for organizations to identify areas for improvement and develop action plans to address them. As standards and best practices are integrated into daily operations, they experience system-wide improvements in teamwork, patient safety, and performance management and measurement.

### **What are the benefits of undergoing the Primer?**

- Better understanding of the power of accreditation to drive quality and safety
- Increased staff understanding of and participation in the accreditation process
- Feedback and coaching from experienced health professionals
- More accountability and credibility in the health services field
- Access to standards of excellence
- Greater potential for success under Qmentum

### **How are programs and services assessed?**

1. **Anonymous questionnaires** are completed by staff and clients, addressing

- Client and service provider safety and competence
- Emergency preparedness
- Infection prevention and control
- Medication management
- Care planning
- Physical environment and equipment maintenance

Questionnaire results are compiled by Accreditation Canada and provided to the client organization through its Quality Performance Roadmap. The Roadmap is an online tool that displays results using green, yellow, or red flags to identify areas of strength (green flags) and areas needing attention (yellow and red flags).

## 2. On-site survey

Peer surveyors tour the facility, meet with staff and clients, and assess organizational performance against the standards. Surveyors gather information and evaluate compliance using tracers, which involve:

- **Reviewing files and documents:** Surveyors review client, human resource, or other files and documents.
- **Talking and listening:** Surveyors talk with staff, clients, families, stakeholders, and organizational partners.
- **Observing:** Surveyors observe processes, procedures, and direct care activities in service areas.
- **Recording:** Surveyors record their perceptions and observations about what they see, hear, and read.



The steps in a tracer

## 3. Primer Report

The organization receives a detailed report that shows results from the Primer on-site survey and identifies next steps.

### How are Primer organizations recognized?

Successful organizations earn an *Accreditation Primer Award* and can display the accreditation banner and use the 'Accredited' seal, demonstrating in a very tangible way their commitment to quality and safety.

Primer accreditation is in effect for a maximum of two years. During those two years, client organizations are expected to undertake the Qmentum program and work toward being accredited under Qmentum.

### What support does Accreditation Canada provide?

An Accreditation Specialist is assigned to each client organization to act as a guide and a consultant for every step of the Primer process. Comprehensive education sessions and resources, a secure Client Organization portal, and fast and effective technical support all ensure the process goes smoothly.

### What's the best way to get started?

E-mail [LearnMore@accreditation.ca](mailto:LearnMore@accreditation.ca) or phone us at 613-738-3800 or 800-814-7769, ext 299. Our Client Services Specialist will discuss your priorities and requirements, and send you everything you need to get started on your journey to success.

**Accreditation Canada is a not-for-profit independent organization that provides health services organizations with a rigorous and comprehensive accreditation process. We foster ongoing quality improvement based on evidence-based standards and external peer review. Accredited by the International Society for Quality in Health Care, Accreditation Canada has helped organizations strive for excellence for more than 50 years.**

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