

ACCREDITATION CANADA SURVEY

INFORMATION FOR PATIENTS/CLIENTS/RESIDENTS/FAMILIES & VISITORS

**Interior Health will participate in an Accreditation survey
from March 6 to 10, 2023**



The Accreditation Canada Survey is a nationally recognized evaluation process to assess how healthcare organizations meet national standards for quality and safety of patient care. By participating in the survey process, our organization is able to demonstrate service delivery excellence and identify opportunities for ongoing improvement.

If you are a patient, client, resident, family member or visitor during this time, you may be approached by an **Accreditation Canada Surveyor** for a brief conversation about your experience and views of the care we provide.

Your feedback helps us learn where to improve the quality and safety of our services. Please feel free to speak openly and honestly; your comments will remain confidential. These discussions are voluntary, you may decline to take part at any time and the care you receive will not be affected.

THANK YOU!



Interior Health

Who are Accreditation Canada surveyors?

Surveyors are experienced healthcare professionals from other provinces in Canada. They are trained to review our services, to help us identify where there are areas for improvement, and to highlight what we do well.

Surveyors will introduce themselves, show photo identification, and explain what they are doing.

What is Accreditation Canada?

Accreditation Canada is a not-for-profit, independent organization that is used by regional health authorities, hospitals and community-based services both in Canada and around the world to help improve the quality of their services.

Accreditation Canada works with professional groups and experts to develop a range of guidelines and standards that describe best practice in a variety of health services.

Healthcare organizations compare themselves to the standards and take action to improve. Accreditation Canada surveyors visit the organization to carry out an external, more objective review.

What questions may I be asked?

- How long have you been a patient/client/resident here?
- What information did you receive about your care or services?
- How are you involved in making changes or decisions about the care and service you receive?
- What information did you receive or have you seen about hand hygiene and preventing infections?
- If you had any tests or procedures, were they explained to you? Were you told when and how they would be done? Were you told the results?
- If you are taking medication, do you know what it is for?
- If you had any questions about your care and services, were these questions answered adequately?
- How can you and your family make any concerns known?
- Is there a plan for your care after you leave here?
- When you go home, do you know who to contact if you have a question or concern about your condition?
- Have you been satisfied with the care or services you receive?
- Do you have any suggestions for improving care or services?

Accreditation demonstrates our commitment to quality improvement and patient safety.