

## WHAT IS ACCREDITATION?

Through a peer review process every four years, accreditation allows an organization to see what is going well and which areas within the organization need improvement.

Accreditation enables an organization to demonstrate its commitment to excellence while meeting high standards for quality, safety and patient care.

## ACCREDITATION PROCESS

Organizations complete a self-assessment which provides information on how the organization is meeting the standards, or where there may be areas needing improvement.

Surveyors, who are experienced health care professionals, visit organizations to assess whether standards are being met. They evaluate things like risk management, infection prevention, medication management, patient safety and organizational governance, as well as assessing clinical standards in many areas. They speak with and observe patients, staff, volunteers and leadership.



# Accreditation 2019

On-site visit Sept. 30 to Oct. 3

## Information for Volunteers

St. Joseph's received Exemplary Standing for the past two surveys (2011/2015) and we are aiming for the same in 2019!



## ACCREDITATION WEEK

A small team of surveyors will visit St. Joseph's each day during the week of accreditation and evaluate our day-to-day processes. The surveyors assess our organization against national standards and will ask questions of senior leadership, have personal discussions with frontline staff, volunteers, patients and caregivers, and will also observe how staff and volunteers interact with patients and visitors, and offer feedback based on best practices.

### What the surveyors look for

- How volunteers interact with patients, visitors and co-workers
- If an emergency situation arises, how a volunteer reacts or interacts with others during the emergency
- Day-to-day duties – if they are performed effectively and efficiently, with patient care and safety in mind

### Questions volunteers may be asked

- How long have you volunteered at St Joseph's?
- What is your volunteer position?
- What type of training did you receive when starting your role?
- Do you know what each of the emergency codes mean?
- What is your role in the event of an emergency?
- Who do you report patient breaches to?
- Who do you report a safety issue to?

### Information volunteers should know

- What to do if there is an emergency
- What to do if a patient or visitor falls
- Awareness of signage and what it means (e.g. patient has a high risk of falling)
- What to do if you become aware of a breach of patient confidentiality
- Hand Hygiene – when and how you should wash your hands

Remember the accreditation process is not an individual test; rather, the survey is focused on how we work as an organization.

### Tips

- *Always wear your volunteer lanyard with your photo ID badge*
- *Practice good hand hygiene*
- *Do not stress or be concerned about the accreditation process*
- *Smile and be confident in the great work you do!*
- *Direct any questions prior to accreditation to Volunteer Services staff*

