

Accreditation: a Quality & Safety Improvement Initiative

CACPT September 2023

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Overview

- What's the purpose of Accreditation?
- Promotes accuracy and reliability of services, as well as uniformity in practice
- Provides standards of practice and assesses compliance to the standards
- Identifies deficiencies that affect the quality of services, as well as patient and staff safety
- Peer-review program that provides educational opportunities for both the facility being accredited and the assessment team

- “the accreditation process is, at its core, a risk reduction activity. It begins with the setting of contemporary standards that address important organisational functions—for example, patient assessment, medication usage - and then encourages organisations, through the awarding of accreditation, to comply with these standards. The operating thesis is that if organisations are doing the “right things right,” as reflected in the standards, then errors and adverse outcomes are less likely to happen than if there were no such standards.”

Dennis S O’Leary

- O’Leary, D. S. (2000) ‘Accreditation’s role in reducing medical errors’, British Medical Journal, 320(7237), pp. 727–728. doi: 10.1136/bmj.320.7237.727.

Overview



What is Quality?

- ISO 9001:2015: defines it as the “degree to which a set of inherent characteristics of an object fulfils requirements”.



Achieving Quality

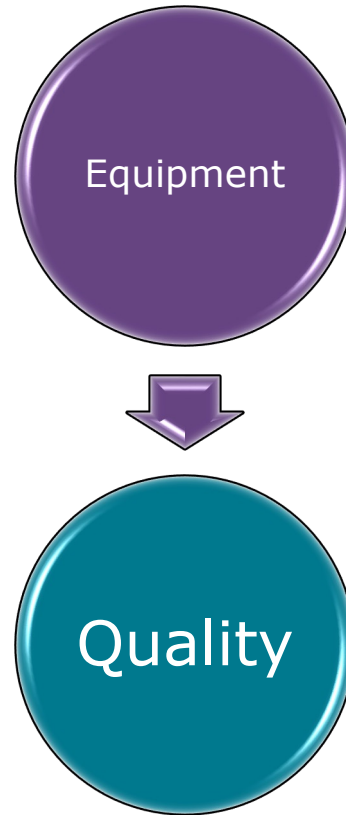




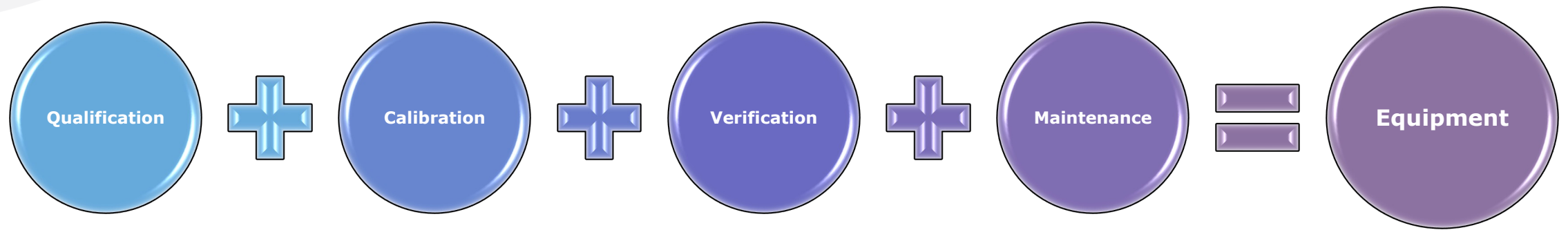
Achieving Quality - Inputs



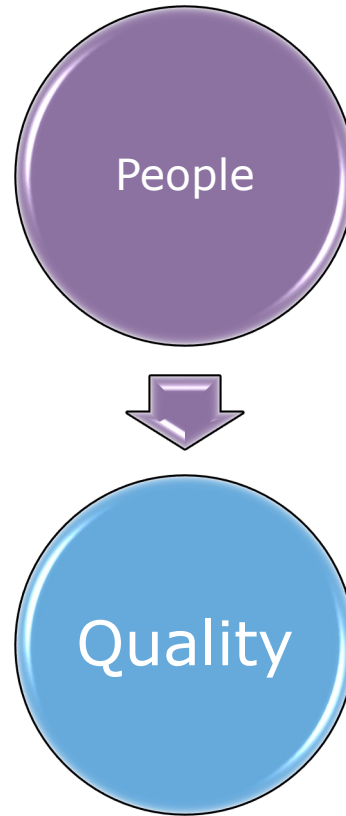
Achieving Quality - Inputs



Achieving Quality – Equipment



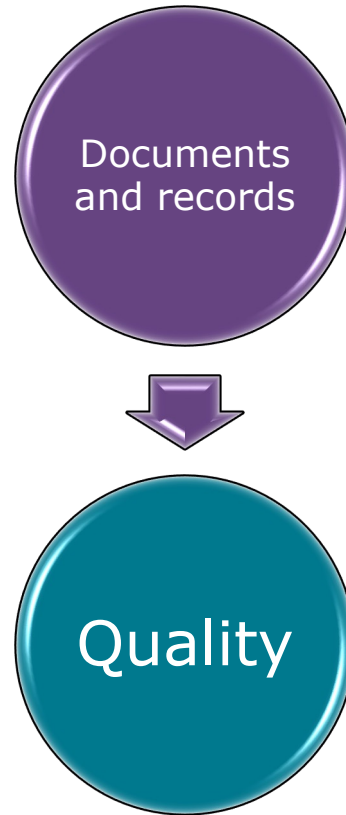
Achieving Quality - Inputs



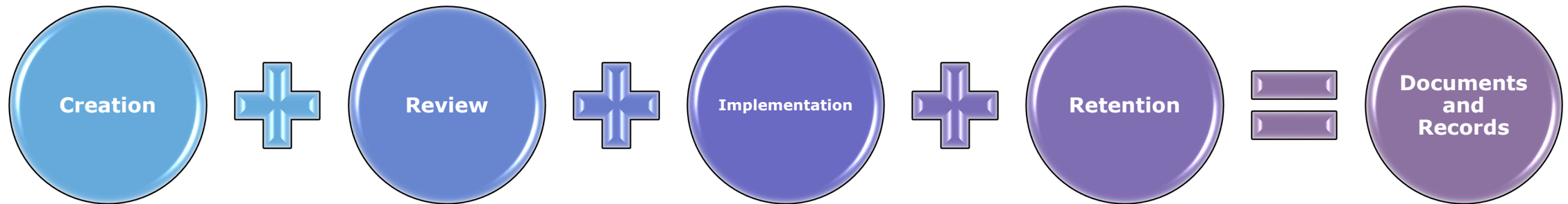
Achieving Quality – People



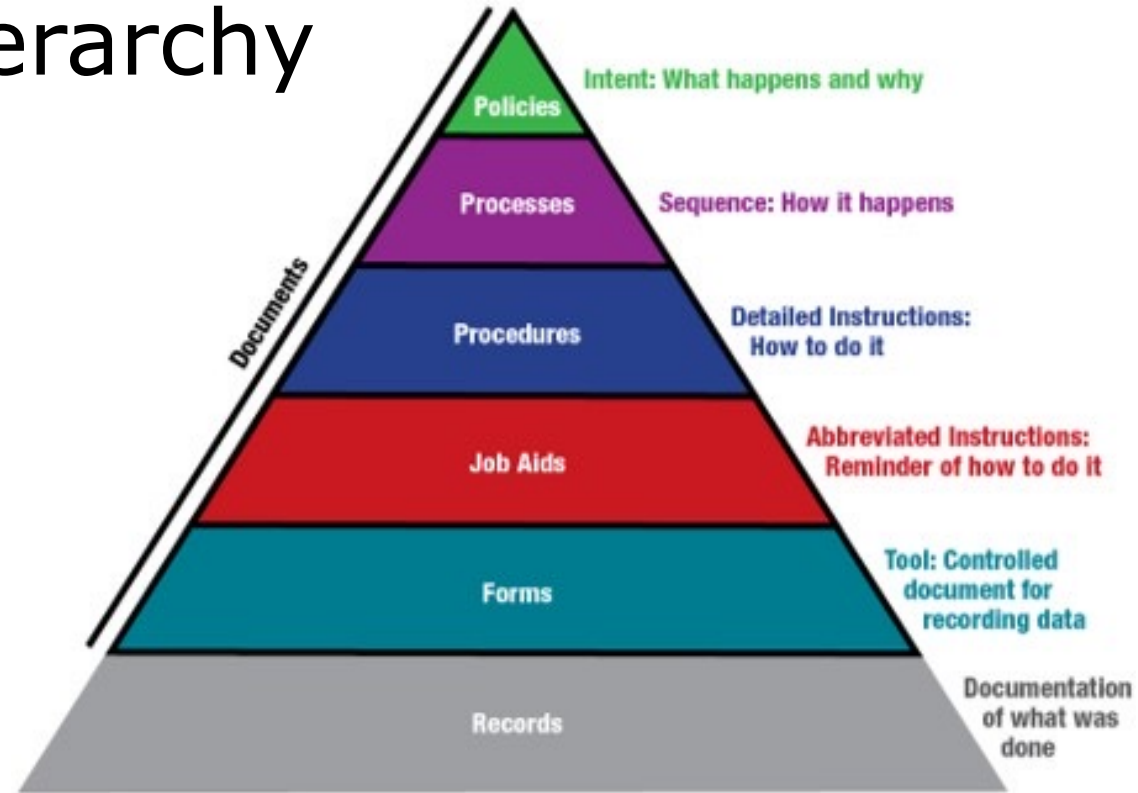
Achieving Quality - Inputs



Achieving Quality – Documents and Records

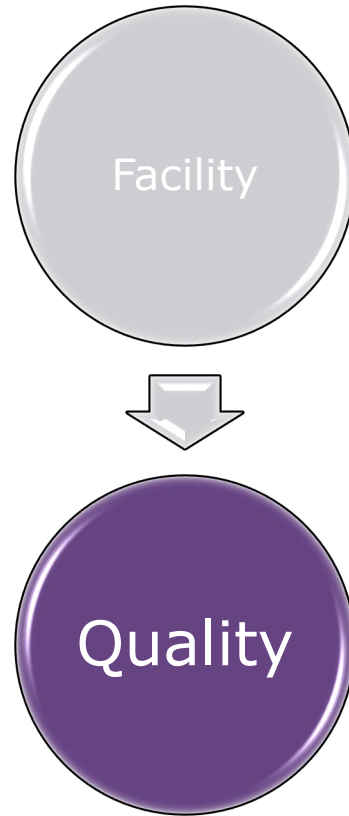


Document hierarchy

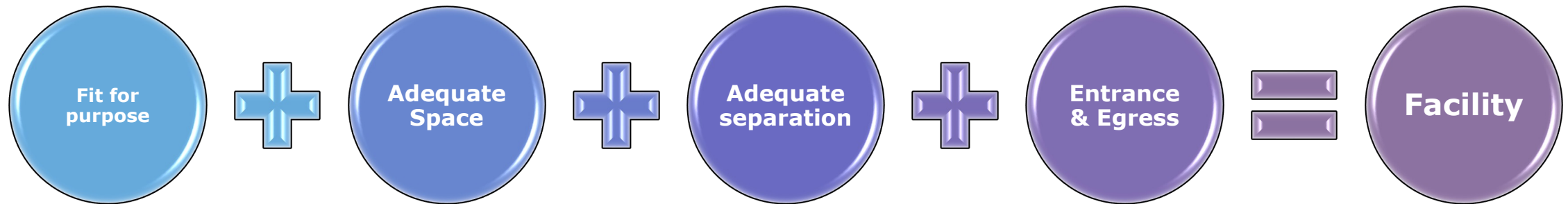


*Adapted from the World Health Organization's Supplement to the Laboratory Quality Management System Training Toolkit, Module 16 - Documents and Records, Quality Manual, version 2013; pg. 31. http://www.who.int/lhr/training/laboratory_quality/Quality_Manual_template.doc.

Achieving Quality - Inputs



Achieving Quality – Facility



Achieving Quality - Inputs



Achieving Safety - Inputs

