



Annual Report 2008



**ACCREDITATION CANADA
AGRÉMENT CANADA**

*Driving Quality Health Services
Force motrice de la qualité des
services de santé*

Vision

The leader in raising the bar for health quality

Mission

Driving quality in health services through accreditation

Values

Within an environment focused on clients and committed to quality of worklife, partnerships, and personal growth, our values are

- Excellence
- Integrity
- Respect
- Innovation

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From the Chair of the Board and President & CEO

2008 was a year of celebrations.

We commemorated Accreditation Canada's 50th anniversary and recognized the hard work of all the individuals who contributed to its evolution over the years.

And what better way to mark a half century of successive accomplishments than with a powerful new name and a dynamic new accreditation program.

The Canadian Council on Health Services Accreditation became Accreditation Canada, exemplifying the critical role the organization plays as the national leader in supporting and guiding the health sector in achieving quality and safety.

We were pleased to release Qmentum, the new accreditation program. Qmentum, with its new and updated standards, customized survey plan and automated measurement tools, among many other innovations, is proving to be of great benefit to our clients. Change of any kind is stressful, and clients, surveyors and staff are to be commended for successfully meeting the challenges that arose from transitioning to the new program. The program's emphasis on health system performance, risk prevention planning, patient safety, performance measurement, and governance ensures that our clients have the right tools to help them better serve their own clientele. The valuable feedback we continue to receive from surveyors and clients is generating further improvements to the program.

Accreditation Canada's unwavering focus on quality care, patient safety, and accountability are only a few of the many reasons why Accreditation Canada is a leader in the ever-changing health care sector, one of the fastest-growing industries, not only in Canada but worldwide.

Thank you to our clients and partners for sharing Accreditation Canada's vision of raising the bar for quality health care in Canada and abroad. Our surveyors and staff are proud to be part of an organization that has played a major role in improving health care for more than half a century. We thank you for partnering in this quality journey and look forward to continuing to achieve success together in the years to come.



Judith Dyck

Chair of the Board



Wendy Nicklin

President and
Chief Executive Officer



Highlights from 2008

Celebrating 50 Years

On May 8, 2008, surveyors, clients, partners, current and former board members, and government officials gathered in Ottawa to celebrate Accreditation Canada's 50th anniversary. The occasion also marked the unveiling of the new name. That evening, the Canadian Council on Health Services Accreditation officially became Accreditation Canada, reflecting the organization's evolving role in fostering quality health care and services. Among the special guests was Steven Fletcher, M.P., Parliamentary Secretary to the Minister of Health, who spoke about Accreditation Canada's commitment to quality care and service, and how the information gained and the actions taken as part of the accreditation process are powerful tools in improving the health of all Canadians. Wendy Nicklin presented the more than 100 guests with a book on Accreditation Canada's history, detailing the organization's challenges and successes since its inception in 1958.

Qmentum Program

The majority of Accreditation Canada's client organizations and surveyors began using the Qmentum accreditation program in 2008. Pilot testing to assess how well each component met the objectives and to identify areas for improvement had taken place in 2007. Based on the feedback from these pilot surveys a number of program improvements were implemented in 2008, including revising the priority processes to focus and streamline the on-site survey process, strengthening evaluation tools and techniques, enhancing surveyor software, and developing new education offerings for organizations and surveyors.

Developing Standards

2008 was a busy year for standards' development. Accreditation Canada pilot tested emergency medical services standards and formed an advisory committee to work on organ and tissue donation and transplant standards. A number of new standards were finalized and introduced into the Qmentum program, including emergency department services, managing medications, populations with a chronic condition, public health, diagnostic imaging, medicine services, operating rooms, child/youth populations, infection prevention and control, and surgical care.



Leadership in the Journey to Quality Health Care: The History of Accreditation Canada



Education Opportunities

Accreditation Canada provided education on the various components of Qmentum to clients and surveyors through webcasts, webinars, on-site sessions, and regional workshops that were held across the country. Other learning resources were also created to help clients understand and use Qmentum: a how-to manual for Accreditation Coordinators and accreditation teams, a CD-Rom on governance that provides information on the role and responsibilities of boards in the accreditation process, and a DVD that walks viewers through a clinical and an administrative tracer.



Patient Safety

Following extensive reviews and consultations with sector-specific working groups, six new Required Organizational Practices (ROPs) were added to Qmentum: hand-hygiene compliance, use of dangerous abbreviations, heparin safety, narcotic safety, suicide prevention, and pressure ulcer prevention.

More than 200 health care professionals participated in the Medical Device Sterilization Forum in September. Hosted by Accreditation Canada and the Canadian Standards Association (CSA), this highly successful event provided health care decision makers and their reprocessing staff with the knowledge, tools and operational recommendations to help meet accreditation standards for sterile processing departments. The enthusiasm with which participants greeted the sessions contributed to the forum's success. Participants were gratified that the important work of medical device sterilization is being brought to the forefront of health care.

In November, Accreditation Canada and the Quality Health Network (QHN) collaborated to shine the spotlight on ROPs by hosting a workshop that provided opportunities for participants to share their experiences and learn from other health care organizations.

Accreditation Canada supported the World Health Organization's initiative to develop a set of safety checks that could be carried out in any operating room in any country. These safety checks were combined in the form of a Surgical Safety Checklist for use at three critical points during surgery: before the patient receives any form of anaesthetic, before the incision is made, and at the end of the operation. Accreditation Canada participated on a working group led by the Canadian Patient Safety Institute (CPSI) to adapt the Checklist for the Canadian context. The elements of the Checklist are woven throughout Accreditation Canada's standards.





Surveyors

The incredible success Accreditation Canada has achieved over the past 50 years is due in large part to the strength and commitment of the surveyors. In 2008, surveyors conducted close to 350 on-site surveys. They participated in a number of activities to learn more about the Qmentum accreditation program, including regional workshops and webcasts focused on the new standards. Last year more than 160 new surveyors joined Accreditation Canada to meet the needs of Qmentum.

Number of Surveyors by Discipline

Administrator.....	224
Diagnostics Imaging Technologist.....	12
Lab Scientist/Technologist..	36
Medical Doctor	61
Occupational Therapist	2
Pharmacist.....	13
Physical Therapist	4
Psychologist.....	1
Registered Nurse	136
Respiratory Therapist	6
Social Worker	12

International Front

Accreditation Canada *International* continued to increase its presence and number of clients around the world. Among the successes for 2008 was the Sharjah Teaching Hospital in the United Arab Emirates which signed a three-year agreement with Accreditation Canada, becoming the first teaching hospital in the UAE to embark on the Canadian accreditation program.

Another milestone was a two-year contract with the Kuwait Ministry of Health, commissioning Accreditation Canada to provide technical services to develop and implement a model for health services accreditation. Accreditation Canada will establish an accreditation agency, develop customized standards and survey process, and recruit and train accreditation coordinators and surveyors.

Accreditation Canada staff and surveyors travelled to Jeddah, Saudi Arabia, to train 50 potential surveyors for the Central Board for Accreditation of Health Care Institutions (CBAHI), Saudi Arabia's national accrediting body. Two five-day training programs were delivered to the CBAHI's newly recruited surveyors. Accreditation Canada *International* also welcomed a delegation of physicians and executives from CBAHI to Canada. During their three-day stay, delegates visited the Queensway Carleton Hospital in Ottawa to speak directly with the staff involved in the accreditation process and learn about the application and effectiveness of Canadian accreditation from the client perspective.



Working Together

Accreditation Canada supported the work of the Community for Excellence in Health Governance (CEHG), a not-for-profit organization that promotes excellence in health governance through the web-based sharing of the latest ideas, tools and innovative practices. Accreditation Canada co-facilitated a Health Governance Panel to identify innovative governance practices, develop strategies to support board development, and strengthen the quality and content of the website.

Meeting the accreditation needs of the health and social service organizations of Québec was made possible through a collaboration between Accreditation Canada and the Conseil québécois d'agrément (CQA). In addition, Accreditation Canada worked with the Bureau de normalisation du Québec (BNQ) to implement the accreditation of laboratories and blood banks.

To further minimize duplication in the standards, Accreditation Canada included references to the Healthcare Insurance Reciprocal of Canada's Risk Management Self-Appraisal Modules (RMSAM™) in the Qmentum program. RMSAM™ is a practical web-based self-appraisal tool used by health care organizations to identify risk areas requiring action and prioritize action plans over a four-year period.

Qmentum Quarterly

Accreditation Canada encourages sharing ideas and knowledge at the community, regional, national and international levels to further all our efforts for quality in health care services.

As part of Accreditation Canada's commitment to knowledge exchange, which includes annually publishing *Leading Practices* and the *Canadian Health Accreditation Report*, the premier issue of *Qmentum Quarterly* was released in August. *Qmentum Quarterly* is a new avenue for sharing expertise, innovation, and leading practices across Canada. The publication provides a forum for health and social services organizations committed to learning about and improving quality and patient safety.





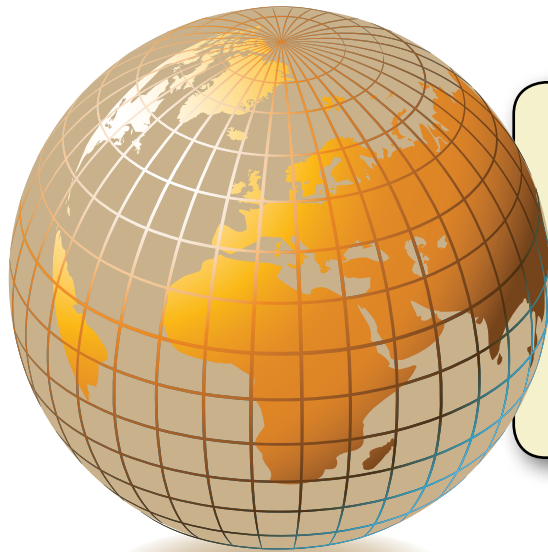
Distribution of Accreditation Canada clients as of December 31, 2008

Last year, 1,077 organizations participated in Accreditation Canada's programs. This number represents parent organizations only and does not include the more than 4,400 sites, services, and programs administered by these entities.



Across Canada

Alberta	52
British Columbia	103
Manitoba	34
New Brunswick	27
Newfoundland and Labrador	9
Northwest Territories	9
Nova Scotia	28
Nunavut	3
Ontario	520
Prince Edward Island	1
Québec	213
Saskatchewan	26
Yukon	3



Around the World

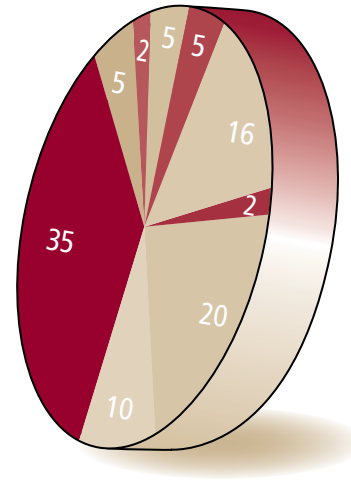
Anguilla	1
Bahrain	3
Bermuda	2
Brazil	18
Italy	9
Kuwait	5
Saudi Arabia	8
United Arab Emirates	3



Distribution of surveys

In 2008, 346 surveys were conducted in a range of health care sectors.

Aboriginal Health Services	5%
Acute Care	16%
Community Health Services	2%
Health Systems	20%
Home Care	10%
Long Term Care	35%
Mental Health	5%
Rehabilitation	2%
*Other	5%

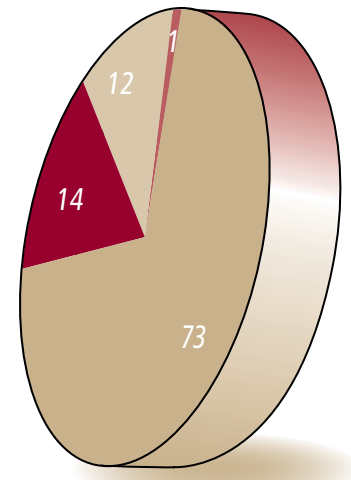


* Acquired Brain Injury, Ambulatory Care, Assisted Reproductive Technology, Canadian Forces Health System, Cancer Care, Correctional Services, Hospice Palliative Care, Pharmacy, and Substance Abuse and Problem Gambling Services.

Distribution of clients by accreditation program

The majority of clients were surveyed under the Qmentum program, which includes an Accreditation Primer for organizations new to the accreditation process. Other clients used AIM (Acquiring Improved Measurement) or CCAP (Client-Centred Accreditation Program).

Qmentum	73%
Accreditation Primer	14%
AIM	12%
CCAP	1%





Auditors' Report on Summarized Financial Statements

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To the Members of the Accreditation Canada / Agrément Canada

The accompanying summarized statements of operations and financial position are derived from the complete financial statements of Accreditation Canada / Agrément Canada as at December 31, 2008 and for the year then ended on which we expressed an opinion without reservation in our report dated April 21, 2009. The fair summarization of the complete financial statements is the responsibility of the Association's management. Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on the summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

These summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the Association's financial position and results of operations, reference should be made to the related complete financial statements.

Raymond Chabot Grant Thornton LLP

Chartered Accountants,
Licensed Public Accountants

Ottawa, Canada
April 21, 2009

(A copy of the financial statements together with the auditors' report thereon is available to any member upon request).



Financial Statements

December 31, 2008
with comparative
figures for 2007

Statement of Operations

	2008	2007
Revenues	\$	\$
Annual fees	8,375,763	7,657,671
National services (formerly Service delivery)	8,166,762	6,900,065
Corporate planning and representation	3,509	14,149
Research and product development	258,015	142,099
Corporate support	487,098	574,761
International services	2,880,455	1,909,250
Partnerships and contracts administration (formerly National services)	1,727,761	1,147,140
Learning and development (formerly Education)	753,642	109,893
	22,653,005	18,455,028
Expenses		
National services (formerly Service delivery)	7,153,690	5,939,706
Corporate planning and representation	3,227,986	2,726,434
Research and product development	2,741,373	2,189,994
Corporate support	2,297,195	1,686,881
Information technology	1,937,325	1,624,248
International services	2,443,717	1,543,018
Partnerships and contracts administration (formerly National services)	818,591	938,444
Learning and development (formerly Education)	1,274,617	1,663,770
	21,894,494	18,312,495
Excess of revenues over expenses	758,511	142,533

Statement of Financial Position

	2008	2007
Assets	\$	\$
Current assets		
Cash	1,892,730	2,529,872
Short-term investments	6,784,052	5,129,600
Accounts receivable	2,819,182	1,734,983
Prepaid expenses	9,737	63,493
	11,505,701	9,457,948
Capital assets		
Construction in progress	1,071,871	1,105,639
	126,856	—
	12,704,428	10,563,587
Liabilities		
Current liabilities		
Accounts payable and accrued liabilities	2,522,060	1,528,334
Deferred revenues	5,787,953	5,341,703
	8,310,013	6,870,037
Deferred contribution	76,860	134,506
	8,386,873	7,004,543
Net Assets		
Invested in capital assets	995,011	971,133
Internally restricted building reserve	1,623,481	1,077,775
Unrestricted	1,699,063	1,510,136
	4,317,555	3,559,044
	12,704,428	10,563,587

On behalf of the Board,

Judith Dyck
Chair Person

Wendy Nicklin
President and CEO





2008 Board of Directors

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