

## Frequently Asked Questions

### What is Distinction?

Accreditation Canada developed the Distinction program to recognize health organizations that demonstrate an outstanding commitment to excellence, innovation, and leadership in a specific field. Distinction offers a rigorous and highly specialized assessment based on standards of excellence and in-depth clinical performance measures and protocols.

Currently, Distinction is available for

- Stroke Services (regional, acute, and rehabilitation)
- Reprocessing and Sterilization Services

### Why apply for Distinction?

Achieving Distinction identifies a health organization as an innovative provider in its field of expertise, and a national leader in the delivery of high-quality services.

It is an opportunity to

- Be recognized for an exceptional commitment to excellence, innovation, high-quality patient services, and positive outcomes
- Demonstrate compliance with standards of excellence and achievement of performance indicator thresholds

### How do I know if the Distinction Program is right for my organization?

Carefully review the Distinction standards to determine if the program fits with the services you offer and your organizational goals and priorities.

Organizations that are not Accreditation Canada clients can purchase the standards through the website at [www.accreditation.ca](http://www.accreditation.ca), while clients can access the standards through their client organization portal. Additionally, Accreditation Canada clients can contact their Accreditation Specialist to discuss the program further.

### How are Distinction standards developed?

Distinction standards and performance indicators are developed following broad consultation with stakeholders and content experts to ensure they reflect the latest clinical practices and evidence-based research, and thorough pilot testing.

### What is the process?

Distinction operates on a two-year cycle during which the organization is required to submit performance indicator data

and undergo a comprehensive on-site visit conducted by evaluators with extensive knowledge and expertise in the field.

### How are Distinction evaluators different from Qmentum surveyors?

Distinction evaluators possess the same competencies as surveyors in Accreditation Canada's Qmentum accreditation program—adaptability, a client-focused approach, and the ability to communicate clearly, plan, organize, and work as part of a team. In addition, evaluators have extensive practical, clinical experience in the specific Distinction field.

For example, a Stroke Services evaluator team would include at least one specialized physician with current knowledge of stroke services. The rest of the team could include nurses, rehabilitation specialists, program coordinators, or administrators, all of whom also have stroke experience.

### What does Distinction cost?

The Distinction fee structure consists of a base fee and an evaluator fee.

- The base fee for one Distinction program is \$3,500 per organization for each two-year cycle. The base fee for two or more Distinction programs is \$5,600 per organization for each two-year cycle.
- The 2011 evaluator fee is \$2,020 per evaluator, per day. The number of days required to complete the on-site visit depends on the number of sites for which Distinction is being sought.

### For more information

Contact Jennifer Drouin, Client Services Specialist at [LearnMore@accreditation.ca](mailto:LearnMore@accreditation.ca).

*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.*



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