



ACCREDITATION 2015 COMMUNIQUE

Celebrating 40 years of providing professional care and service to our clients

August 2014/Issue 1

TEAM VOLUNTEERS NEEDED

We are currently seeking PSW, client and client family member volunteers to provide feedback and/or contribute to one of our accreditation teams.

If you wish to volunteer on a team or require further information, please contact Nadine Buchanan at 905-576-5603 or nbuchanan@pacdurham.ca by September 17, 2014.

Thank you for your support!

You may have sensed it, seen the signals or simply heard the news that Personal Attendant Care has begun to actively prepare for re-accreditation by Accreditation Canada in the fall of 2015. As a provider to the Durham Region for over forty years, we are proud to have had the caliber of our service and staff affirmed through accreditation since 2000.

Accreditation and the process of quality improvement teaches us all to continuously look for ways to improve and to learn. By identifying problems or even potential problems, we can work together to pursue improvement.

Over the next 12 months we will be tapping into your experience and expertise through surveys, focus groups, and team meetings to specifically understand how well our policies, procedures and practices support quality. We will be looking for your thoughts and suggestions.

Thanks in advance for your support and continued commitment to excellence for our clients.

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TO OUR CLIENTS

Accreditation is a critical evaluation process that allows us to formally check that we are identifying problems or potential problems and adopting improvements to the way our services are delivered. Accreditation helps to make sure that we take nothing for granted.

You should not experience any obvious change to service - perhaps a few more requests for feedback. Most importantly I hope that this note can serve as a reminder to you of our commitment to quality and to hearing from you when we miss the mark. It is in this way that we can continuously improve.





Contact Us

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TO OUR STAKEHOLDERS

As I am sure you appreciate, accreditation is an internationally recognized evaluation process used to assess and improve the quality, efficiency, and effectiveness of health care organizations.

An important aspect of our quality improvement work and accreditation involves soliciting input and advice from various stakeholders. To that end we would very much appreciate your willingness to provide feedback and/or contribute to one of our accreditation teams as needed over the next twelve months.

PROGRESS SO FAR

We are scheduled for our site visit October 18 – 21, 2015. We have secured the assistance of Marg McAlister of MMC Consulting, who is very experienced with the accreditation process. Marg will be providing guidance and keeping us on track to help us meet the requirements for Accreditation 2015. She will be meeting with our accreditation teams on September 24th and 25th, 2014 for an official launch.

We are fortunate to have Marg onboard!

FOOD FOR THOUGHT

“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.” ~William A. Foster

**TOGETHER WE DEFINE
EXCELLENCE IN PERSONAL CARE**