

Accreditation 2025

Family and Client Frequently Asked Questions

What is accreditation?

Accreditation is a voluntary process where surveyors from Accreditation Canada visit Holland Bloorview to assess our care and services based on national standards of excellence. This multi-day visit from Accreditation Canada is part of a regular quality improvement process. It helps ensure that we continue to meet national standards for healthcare excellence and identify opportunities to continue to improve our quality and safety practices.

How are clients and families expected to be involved in Accreditation Survey days October 20-22?

Accreditation Canada surveyors will want to see what Holland Bloorview does to make sure our care is client and family centered. Your participation ensures that healthcare services meet the needs and expectations of the people we serve. During their time on site, surveyors may:

- observe how staff interact with clients
- interview clients and families with their consent

Examples of questions surveyors may ask clients or families:

- How does your child's healthcare team involve you in decision making regarding their care?
- What are some of the ways your healthcare team keeps you safe?

These conversations provide feedback to the surveyors on your experiences with care, communication, respect, safety and involvement in decision making. All client and family participation are voluntary, and you can say no to your involvement.

Can I say 'no' to the surveyors?

The surveyors can only ask you questions with your consent. They will ask for your consent before asking you questions about your care. You have the right to consent or **not to consent** to this process. If you do not consent, the surveyor will not ask you questions. Whether you choose to consent or not consent, it will not affect the quality of your care at Holland Bloorview in any way.

How is my feedback used and communicated to the organization?

- Any feedback you provide will not affect your care at Holland Bloorview
- Your feedback will not identify you or your family to Holland Bloorview
- Your feedback (including quality or safety concerns) will not be directly communicated to the clinical team by surveyors. As always, we encourage you to also share any quality or safety concerns with your clinical team, and/or Holland Bloorview's Client and Family Relations Facilitator (416-753-6084 feedback@hollandbloorview.ca)
- Your feedback will only be reflected generally in surveyor feedback summary to the organization



Why do surveyors review client medical charts?

When onsite, the surveyors from Accreditation Canada are considered part of the client's circle of care. They are committed to the same level of privacy that Holland Bloorview staff are and must sign a confidentiality form. Family/client consent will need to be provided for chart review and Holland Bloorview staff will be with the surveyor when reviewing charts.

Accreditation Canada uses a "tracer" approach where surveyors follow a client's journey through the organization to help understand how care is delivered. As part of this, they review some medical charts to trace the actual flow of care, identify any gaps and assess how different teams coordinate care. Chart review helps to evaluate if care is consistent, coordinated, well-documented and aligned across services. For example, surveyors may look at whether referrals were completed, discharge instructions were clear, and care plans were kept up to date.

Importantly, surveyors are not evaluating the clients or their medical progress. They are reviewing how care is documented and delivered. Based on their findings, surveyors provide feedback to Holland Bloorview to support learning and improvement. These learnings are seen as opportunities to strengthen quality, safety and client and family centered care.

How is privacy maintained when surveyors review medical charts:

All surveyors must sign a confidentiality form and are committed to maintaining the same level of privacy as Holland Bloorview staff.

How can I opt out of this process altogether?

If you are approached by a surveyor, you have the option to decline speaking with them. However, if you are interested in speaking with the surveyors, but don't want them to review your medical chart, please notify your care team of your choice.

If you have any additional questions, please feel free to contact:

Kimberley Siu-Chong

Client and Family Relations Facilitator

416-753-6084 feedback@hollandbloorview.ca

Shiv Kirat Deol

Manager Quality and Performance

sdeol@hollandbloorview.ca

