

Accreditation 2024-2027

Quick reference guide for medical staff

What is Accreditation?

Accreditation supports our ongoing efforts to improve the quality and safety of the care and services we provide. Accreditation Canada assesses health-care organizations using national quality and safety standards, helping us understand what's working well and where we can improve.

Register to learn more: virtual Medical Staff Forum

Join us on Oct. 14 from 5:30 to 6:30 p.m. to learn more about the upcoming Accreditation Survey. [Register here.](#)

How will surveyors assess our care?

During site visits, surveyors follow a patient's journey through care. They observe care, speak with staff, patients, clients, residents and families, and review documents to identify strengths and opportunities for improvement. Surveyors also review organizational processes and initiatives to understand how we set priorities and measure progress. Your individual performance is not evaluated; accreditation evaluates the organization's performance as a whole.

When is VCH's next survey?

Surveyors are scheduled to visit [selected teams and sites](#) from **Nov. 15 to 20, 2026**. These sites include qathet General Hospital, UBC Hospital, Vancouver General Hospital including Diamond Health Care Centre and Vancouver Community.

What are Required Organizational Practices (ROPs)?

ROPs are evidence-based practices that help demonstrate whether the set standards are being achieved. They show how quality and safety expectations are built into everyday care, team processes, monitoring and improvement work. For this accreditation cycle, there are four priority ROPs for medical staff to focus on:

- [Information Transfer at Care Transitions](#)
- [Preventing Venous Thromboembolism](#)
- [Suicide Prevention](#)
- [Medication Reconciliation](#)

What medical staff can expect during the survey:

- Medical staff are responsible for understanding the accreditation process, the ROPs, team level quality framework and participating in the survey.
- Surveyors may ask medical staff about their program, department, role and practices. They will speak with medical staff for no longer than 10 minutes.
- Surveyor questions may address how medical staff work and communicate as part of an interdisciplinary team and engage in care planning. Other questions could relate to the ROPs.
- Surveyors may ask to observe rounds to identify opportunities for improvement in team dynamics, communication processes and interactions.

Key contacts

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