



FREQUENTLY ASKED QUESTIONS TO PREPARE FOR THE ACCREDITATION CANADA VISIT TAKING PLACE NOVEMBER 2 TO 6, 2026.

The surveyors may ask you questions to determine compliance with required organizational practices (ROP) in practice. Here are some examples.



COMMUNICATION

USER IDENTIFICATION

- How do you confirm the identity of a user and whether the service or intervention is intended for them?

SAFE SURGERY CHECKLISTS

- What are the three steps for a checklist used regarding a surgical procedure?
- Is the checklist used systematically for all surgical procedures?
- How do you check that the checklist is used correctly?

MAINTAIN A CURRENT AN ACCURATE LIST OF MEDICATIONS AT CARE TRANSITION POINTS

- How do you verify that the medication list is up to date at care transition points? What process do you follow?
- How are discrepancies between the medication lists handled?
- How and to whom is the information on the medication list communicated within the care team?

INFORMATION TRANSFER AT CARE TRANSITION POINTS

- How is information transmitted at transition points (admission, transfer, discharge)?
- Do you use a method or tool to standardize information exchanges between stakeholders during care transitions (admission, transfer, discharge)?
- In your sector, what tool or method do you use to communicate with users or their families to help them make informed decisions and manage their care?



WORK ENVIRONMENT/STAFF

USER TRAJECTORIES

- What protocol do you follow to ensure smooth transitions and to manage peak periods in your department?



INFECTION CONTROL

IMPROVING HAND HYGIENE

- What are the four key moments at which hand hygiene is mandatory at our institution?
- What products and techniques must be used for effective hand hygiene?
- How do you help users and visitors to respect hand hygiene requirements?



RISK ASSESSMENT

AT-HOME RISK ASSESSMENTS

- How and when to you carry out at-home risk assessments?
- How do you incorporate assessment results into care planning?
- How do you communicate identified risks and recommended measures to users and their families?

OPTIMIZING SKIN INTEGRITY

- How do you assess users for potential risks to their skin integrity?
- What do you do to ensure a complete assessment of a user who has been identified as being at risk or whose skin is damaged?
- What is the procedure to follow when a new lesion or injury (ex.: self-harm, skin tear, etc.) occurs during care?

PREVENTING VENOUS THROMBOEMBOLISM

- How do you identify patients at risk of venous thromboembolism?
- Is there an established procedure?
- How do you make sure users receive the right prevention measures (like compression socks or anticoagulants) based on their risk level?

SUICIDE PREVENTION PROGRAM

- What is your role in preventing suicides and have you received training on suicide prevention? If YES, which agency?
- What tools do you use to identify suicide risk?
- When and how do you provide orientation to someone identified as being at risk of suicide?

USING A PREVENTION PROGRAM TO REDUCE FALL-RELATED INJURIES

- How do you configure the environment in a way that minimizes the risk of falls?
- How to you identify and assess users who are at risk?
- What steps should be taken after a fall?