

## QICSA FACT SHEET NUMBER 2

### ACCREDITATION EXPLAINED

#### What is accreditation?

A QIC accredited organisation has:

- been assessed as having MET all the standards in the Health & Community Services Core Module (5<sup>th</sup> ed.);
- completed a service delivery module (where chosen);
- demonstrated ongoing continuous quality improvement; and
- contracted to participate for a full review cycle (three years).

#### The Standards

The standards that are most often used are QIC's own standards. However other standards may also be used.

QIC standards include:

- Health & Community Services Core Module
- Alcohol, Tobacco & Other Drug Services
- Community & Primary Health Care Services
- Home Based Care Services
- Integrated Health Services
- Maternal & Infant Care Services
- Mental Health Services.

Other standards are endorsed by QIC for use within the program. For information about which standards can be used, please contact QICSA.

#### What is the process?

The review cycle incorporates the following.

1. *Internal review:* the organisation completes a quality journal (written self-assessment) using a cross disciplinary collaborative process of evidence gathering.
2. *External review:* a team of QICSA external reviewers conduct an accreditation review.
3. *Feedback:* the review team provides the organisation with feedback about the external review findings, with the opportunity for discussion.
4. *Taking action:* the organisation develops and implements a quality workplan, based on recommendations from the external review findings; and regularly reports progress to QICSA.

QICSA provides support and assistance to organisations as well as tools and resources for the internal review. During the external review — as a minimum — the activities include document and

site inspections as well as interviews with management staff, and consumers.

The information in the journals is validated, and a judgement is made on the strength of evidence reviewed in relation to achievement of standards. The review team findings are then made available to the organisation in the form of a written report.

After the review report is finalised, a quality workplan to cover the next three-year period of accreditation is developed. In this, service development goals are established as a collaborative exercise between the service and QICSA, based on the recommendations of the review report. Monitoring of these plans occurs at regular intervals.

#### Accreditation Certificates

QIC grants accreditation on the recommendation from QICSA that all requirements have been met. QIC issues the accreditation certificate to the organisation. Multiple copies are available for purchase.

#### Accreditation Status

When an organisation is accredited, it is entitled to promote the fact through the use of QIC and QICSA logos on their letterhead and other stationery, following simple guidelines and wording.

#### Can accreditation be denied?

Yes, this can happen if an organisation does not satisfy the QIC requirements for accreditation including:

- meeting all the Core standards;
- paying the annual accreditation fee;
- meeting quality workplan goals set for the previous period;
- complying with appropriate deadlines.