

# ICHSC QA Program Update

February 28, 2025

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Tiffany Kautz  
Managing  
Director



Ryan Kalladeen  
Program  
Manager



Mayank Khanna  
Director





# Agenda

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1. Meet the ICHSC Team
2. Preliminary Assessment Results
3. Standards Release and Continuous Quality Improvement (CQI) Initiatives
4. Client Survey Results
5. Annual Invoicing and Assessor Recruitment Updates





01

## Meet the ICHSC Team

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Who We Are

# Our Team

The ICHSC Team supports clients throughout the quality improvement journey as part of the ICHSC Quality Assurance Program. Key activities include addressing client inquiries, coordinating and preparing for onsite inspections and soliciting feedback and collaborating to make program improvements.

## ICHSC Management Team

### John McGraw

Executive Vice President,  
Products & Strategic Offerings



*Photography is my hobby. My photos are in newspapers around the world.*

### Tiffany Kautz

Managing Director, ICHSC  
Surgical/Medical



*I love to work out using Peloton gear and can be found gardening in the summer.*

### Mayank Khanna

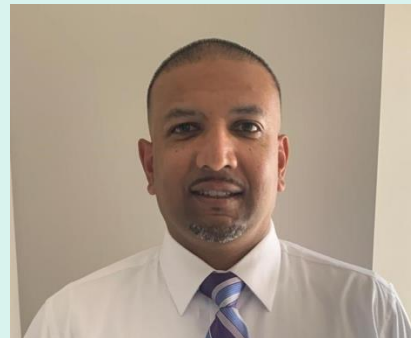
Director, ICHSC Diagnostics



*I am an aviation enthusiast, who can often be spotted at the nearest airport.*

### Ryan Kalladeen

Program Manager, ICHSC Surgical/Medical



*I enjoy reading mystery/thriller novels, love watching and playing football and am an avid traveller.*

### Julie Coffey

Senior Program Consultant



*I make all my own knitwear!*



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## ICHSC Client Engagement/Support Team

### Julia Prentice

Quality Assurance Specialist



*I love to play the saxophone.*

### Amy Lu

Learning Specialist



*I love the arts, especially singing and lashing.*

### Elizabeth Ramsden

Client Engagement Coordinator



*I love animals, owned over 30 pets from 10 different species.*

### Pam Daw

Client Engagement Coordinator



*I sing opera, musical theatre and play the piano.*

### Alexa Aubry

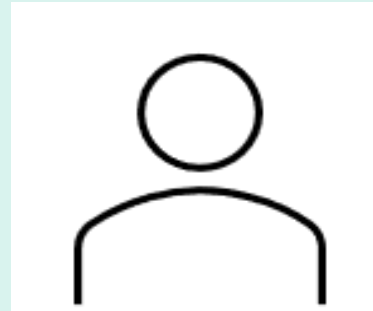
Client Engagement Associate



*Every week I cook a new dish from other countries.*

### Alabama Harding

Client Engagement Associate



*I have travelled to 6 countries and lived in 3, all with my dog, Toki!*

### Harriet Ikpea

Client Engagement Associate



*I can deadlift twice my weight.*

### Nadiyah Sharif

Client Engagement Associate



*I enjoy books and perfumes; one changes thoughts and the other feelings.*



## Who We Are

# AC Team Members Present

Members from other program areas within Accreditation Canada are present. They represent the following areas:

- Patient Partnership Office
- Analytics & Reporting
- Surveyor Secretariat
- Finance
- Digital
- Diagnostics
- Acute Care

## Accreditation Canada (AC) Team Members

**Anik Chenier**

Accounts Receivable Officer



**Laura Gordon**

Director, Product HSO and AC



**Sarah Ingimundson**

Advisor, Special Projects



**Kyle Kemp**

Director, Data, Analytics & Methods



**Krista Lee**

Accounts Receivable Officer



**Alex Lesniara**

Lead, Core Applications



**Gene MacDonald**

Regional Director Ontario



**Ayaz Makrod**

Staff Technologist, AC Diagnostics



**Hassan Nadeem**

Marketing Associate



**Lauryn Seguin**

Specialist, Patient Partnership Office





# 02

## Preliminary Assessment Results

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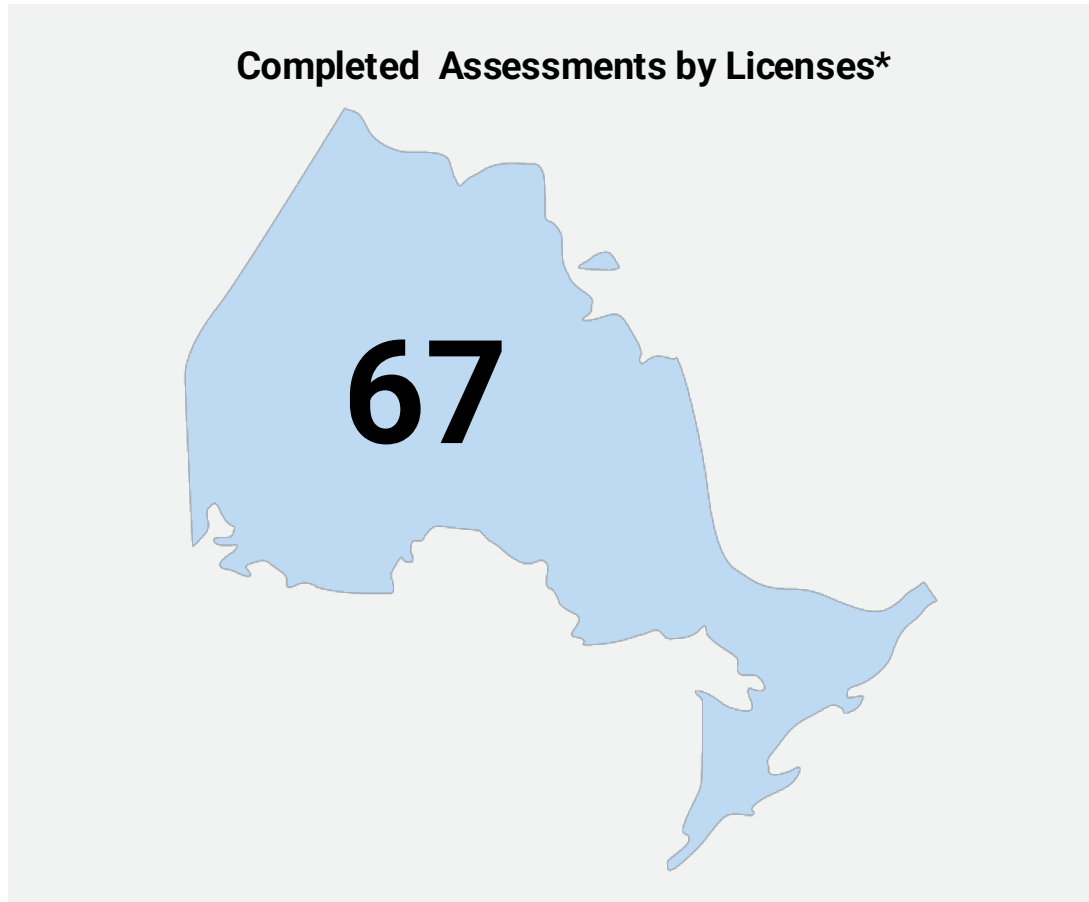
# 2024 ICHSC Assessments – Preliminary Results

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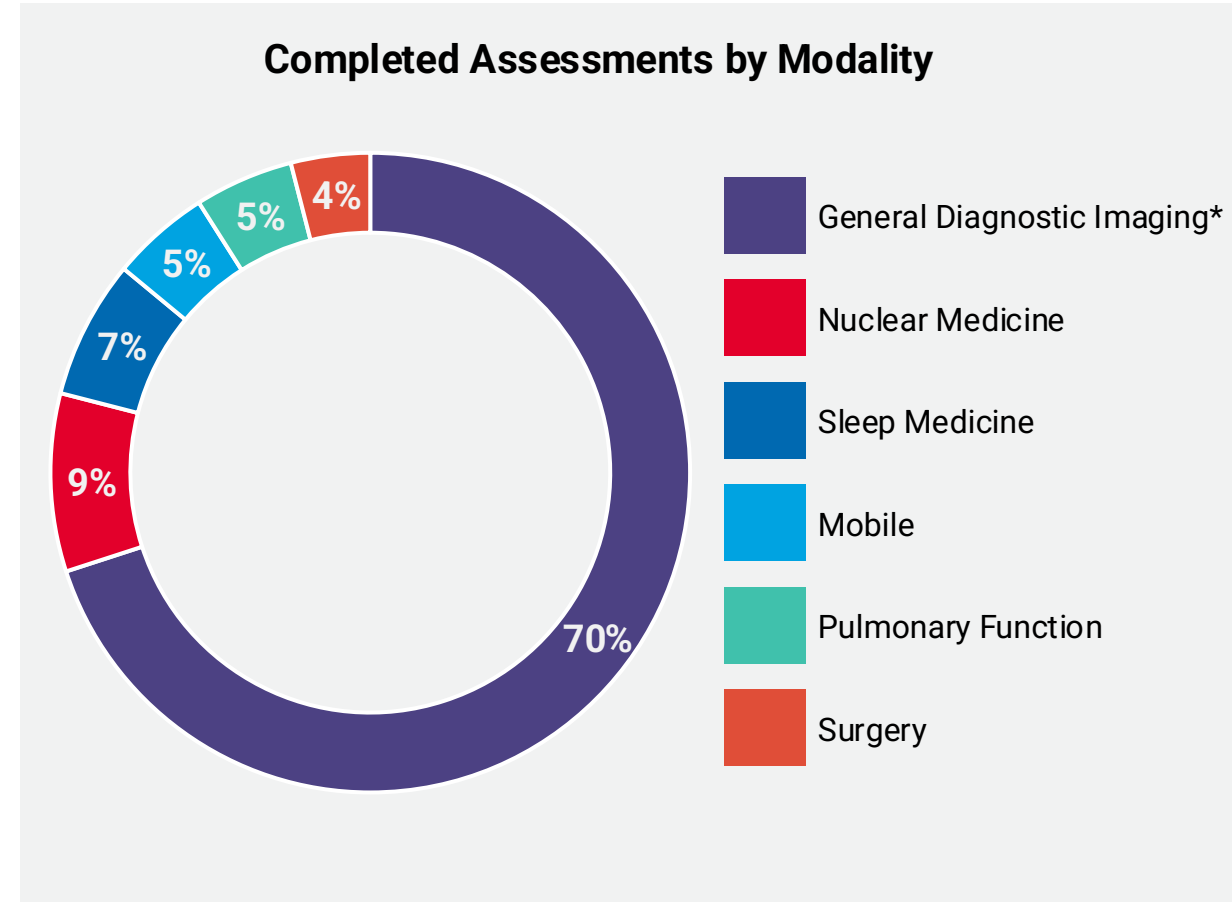
- The ICHSC QA Program officially **launched on Oct 1, 2024**.
- The Ministry of Health (MOH) **issued 67 licences to be proactively inspected** by AC for the period of **Oct 1 – Dec 31, 2024**.
- **Preliminary results** of the 2024 inspections are outlined on the next few slides.  
All data represents the Oct 1 – Dec 31, 2024 period.



# 2024 ICHSC Proactive Assessment Activity



\*Diagnostic and Surgical licence assessments completed between Oct 1 – Dec 31, 2024



\*includes Bone Densitometry, General Radiography, Mammography and Ultrasound



# 2024 ICHSC Non-Conformance Details

*The most common non-conformances were related to examination processes and equipment and supplies*

Requirement #	Requirement Description	Section	% of Non-Conformance Frequency
VI.1	Utilization of exam/procedure methods based on techniques cited in peer-reviewed texts or recommended guidelines (multiple modality specific requirements)	Examination Process	25%
IV.1.4	Maintaining records, such as manufacturer's name, expiration date, etc., for all reagents, control materials, calibrators and consumables	Equipment and Supplies	19%
IV.7	Having all equipment and material resources for the provision of services and replacing them as needed to ensure quality of exam results (multiple modality specific requirements)	Equipment and Supplies	19%
VIII.2	Having patient reporting that is legible and accurate (multiple modality specific requirements)	Post-Examination Process	18%
VIII.2.1	Requirements for patient reporting, such as identifying type of service, requestor details, etc.	Post-Examination Process	18%
VII.1	Implementing internal quality control system (multiple modality specific requirements)	Quality Assurance of Examinations	12%



# 2024 ICHSC Optional Self- Assessment Comparison

## Benefits of Completing Self-Assessment:

- Familiarity with standards
- Feedback from Quality Assurance Specialist
- Fewer non-conformances during inspection

## Completing the Self-Assessment better prepares you for your onsite inspection

Total Number of  
Licence Inspections

67  
licences

Did Not Complete  
Self-Assessment

35  
licences

Completed Self-  
Assessment

32  
licences

Average Number of  
Non-Conformances

9

Average Number of  
Non-Conformances

12

Average Number of  
Non-Conformances

7





# 03

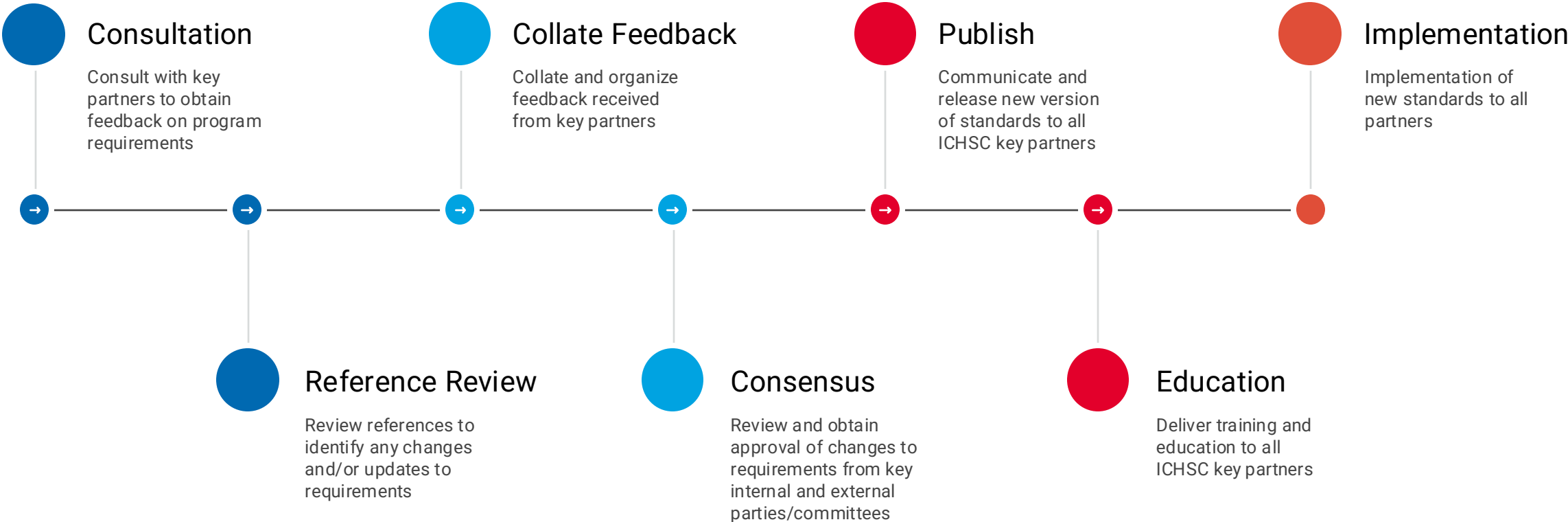
## Standards Release and Continuous Quality Improvement (CQI) Initiatives

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# ICHSC Standards Review Process

*Comprehensive review to occur once within 4-year accreditation cycle. The next comprehensive review will occur in 2027-28 when most of the ICHSC sites have undergone their first assessment.*



# 2024 ICHSC Continuous Quality Improvement (CQI) Enhancements

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## *What improvements have we made?*



### **Digital Updates and Enhancements**

- Updated ICHSC website to include additional program details
- Enhanced QView platform to support clients and assessors



### **Updated Standards**

- Updated surgical/medical standards (V24.08) to better align with centre operations based on client feedback



### **Client Focused Guidance Videos**

- Provided mini guidance videos on QView, the inspection process and self-assessments



### **Assessor Reliability**

- Trained over 100 assessors across various modalities
- ~70% of assessors scheduled to participate in an onsite inspection by Mar 31



### **Process Improvements**

- Issued position statement and developed inspection process for inactive services
- Hired Quality Assurance Specialist to support Self-Assessment process



# 04

## Client Survey Results

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# 2024 Client Survey – Overview

- The **2024 Client Survey is an annual survey** issued by Accreditation Canada (AC) to all clients to collect their feedback on their experience with AC programs and/or services within the past year.
- Despite the ICHSC program operating only for a few months, the Client Survey was issued to all ICHSCs in November 2024. The survey was completed by **20% of ICHSC clients**.
- The survey results provide us with an opportunity to **review, reflect, and respond to your feedback** and **collaborate with you to make program improvements**.
- **Preliminary results** of the 2024 Client Survey have been analyzed and are outlined on the next few slides.

Subject: Accreditation Canada's Annual Survey – Let Us Know How We're Doing

Message:



## Client Survey: Your Feedback on 2024

FirstName],

We at Accreditation Canada extend our heartfelt gratitude for your dedication to continuous quality improvement. As a world leader in continuous quality and safety, we remain committed to improving our programs and services. To achieve this goal, we rely on your valuable feedback.

We kindly request your participation in our brief annual confidential survey, which typically takes 3 minutes to complete. Your responses and insights will greatly contribute to our understanding of your experiences and guide us in identifying areas where we excel and where we can further enhance our services.

Thank you for your time and cooperation. We eagerly anticipate discovering how we can better serve you.

Accreditation Canada

[Begin Survey](#)



# 2024 Client Survey – Summary of ICHSC Comments

## WHAT CAN WE IMPROVE?



### Educational Needs

Learning tools are required to improve understanding of assessment processes and standards



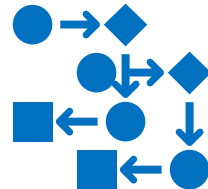
### Digital Challenges

Need to improve access to information and overall functionality of digital platforms



### Communication Barriers

Limited communication channels and challenges in directly connecting with support staff



### Onerous Processes

Significant amount of manpower required to complete inspection requirements



### Unique Modalities

Standards appear to be Diagnostic Imaging and Surgery centric; need to put emphasis on other modalities



# 2024 Client Survey – Plan of Action for ICHSC

## HOW DO WE PLAN TO IMPROVE?



### Enhance Training Opportunities

- Self-Learning opportunities (e.g. webinars, mini videos)
- In-person education courses



### Enhance Digital Tools and Resources

- Improve digital platforms to support effective and efficient client workflows.
- Provide templates to support inspection processes.



### Enhance Communication Channels

- Improve ability to connect with ICHSC staff via multiple platforms
- Implement communication strategy to establish ongoing sharing of information based on ICHSC needs.



### Explore Process Efficiencies

- Review current processes to identify efficiencies in all aspects of the ICHSC program.
- Some examples include inspections, contracts, invoicing, contact info.



### Standards Review Process

- Update standards to support applicability to all modalities within ICHSC Program.
- Ongoing review of standards to ensure reliance on evidence based best practices.





# 05

## Annual Invoicing and Assessor Recruitment Updates

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# Annual Fees Invoice and Payments

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- To make payment process easier, our Finance team is here at the Symposium today to support you for your 2024 and/or 2025 invoices. They are accepting payments by credit card and cheques.
- In case you have an outstanding 2024 invoice, we will waive off the late payment interest charges if you make the payment **today** at the Symposium.
- We are also seeking your feedback at the Finance booth on how to improve our invoicing and payment process.

*Please visit our Finance booth for making invoice payments and any invoice related enquiries/feedback.*



# Assessor Recruitment

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- Consider becoming an ICHSC Assessor for Accreditation Canada.
- ICHSC Assessors are physicians, surgeons, registered nurses, midwives and technologists who have considerable clinical experience related to the licensed services delivered by ICHSC.
- They share their time and expertise to support ICHSC in their quality improvement journeys and make a tangible impact on health care delivery in the Province of Ontario.
- If you want to be an assessor, please visit <https://ichsc.accreditation.ca/> to submit your application.

*Please visit our Assessor booth to indicate your interest or share any assessor-related feedback with us.*





***Thank you for your participation in today's  
event. We look forward to supporting  
you in your continuous quality  
improvement journey!***

***- ICHSC Team***



**ACCREDITATION  
AGRÉMENT  
CANADA**

# Contact Us

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Thank you for your interest. For questions, feedback, suggestions or to find out how to get involved, please contact us.



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