

The HPCO Standards and Accreditation program is unlike anything currently available in Canada

- ❖ Developed and reviewed rigorously with experts, specifically for hospice programs and processes.
- ❖ Only accrediting body in Canada that focuses specifically on the provision of hospice services and volunteer-based service delivery.
- ❖ Promotes focus on person-centred programs and services.
- ❖ Encourages financial accountability, transparency and sustainability.
- ❖ Become a “Learning Organization” committed to ongoing improvement.
- ❖ Tailor best practices to suit the culture of your organization.

[Click here to learn more!](#)

What's in it for your organization?

Improve your organizational processes

- Decrease silos in your organization through systems thinking and process mapping.
- Review all documents and policies to ensure alignment with organizational objectives.
- Identify overlooked areas and implement solutions to provide quality care while mitigating risk.

Access to exclusive online tools and HPCO staff to support your efforts

- Online submission site that includes comprehensive visual timeline, real-time tracking of upcoming tasks, daily progress reports in appealing visual displays, and tools to assist with evidence collection.
- Connect with the HPCO Standards and Accreditation Coordinator for assistance and advice.
- Opportunities to access additional supporting tools, such as Volunteer Training, PACE for PSWs and Quality and Measurement Platform among others!
 - Collect data from clients & reports to aid in advocacy and train volunteers and PSWs to the highest standards.

Strengthen and expand your community – both internally and externally

- Deepen organizational knowledge and promote growth among employees.
- Foster awareness of key team players among Board, staff and volunteers.
- Increase status and credibility within your community.
- Engage employees and volunteers in high performance teams.
- Reflect and celebrate your organization's efforts and contributions of hospice.
- Learn different perspectives, alternate methods for doing things and new approaches.

Each hospice completes six key steps in the **initial Accreditation process** which spans a maximum of 12 months from the start of Self-Assessment (Step Two). And while renewals will also follow this six-step process, the timeline can be significantly compressed, especially in Step Two if the organization has been monitoring their operations in line with the Standards throughout their Ongoing Compliance period.

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 Select program(s) to be accredited and purchase related HPCO Standards*; sign Participation Agreement and pay Registration Fee; receive HPCO Manual(s) and SharePoint Accreditation Site (SAS); orient to tools and determine timeline.
 <i>*A rebate of 50% off the purchase price of the Standards is applied to the Registration Fee.</i></p> <p>Step Two: Self-Assess – completed on SAS; <i>(allow 1-3 months depending on readiness)</i>
 Demonstrate readiness by completing a Self-Assessment of compliance with HPCO Standards and confirming that the Accreditation Essentials are in place.</p> <p>Step Three: Apply – completed on SAS; <i>(allow 2-4 weeks for review and meeting with HPCO)</i>
 Pay Application Fee and submit Self-Assessment for review by HPCO; participate in 1:1 assessment meeting with HPCO Accreditation Coordinator; if approved, move on to Collect Evidence.</p> |
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 Use tools provided by HPCO to collect required evidence and upload to the SharePoint Accreditation Site.</p> <p>Step Five: Peer Review – either Videoconference or On-Site*; <i>(allow 1-3 months)</i>
 Pay Review Fee and submit evidence for assessment by Peer Review Team (PRT); meet with PRT to answer questions, clarify information about the evidence provided, and/or allow additional evidence to be gathered.
 <i>*On-Site Review is <u>mandatory</u> for all Hospice Residences.</i></p> <p>Step Six: Accreditation Report Issued
 Accreditation Decision is rendered: HPCO provides summary of feedback from the Peer Reviewer Team in a written report.</p> |

The initial “6-Step” Accreditation process is followed by an **Ongoing Compliance process** made up of two key steps.

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 Document a plan to address the feedback received in the Accreditation Report.</p> <p>Step Eight: Ongoing Compliance – Interim Report
 Submit specific items to demonstrate that the hospice continues to follow the Standards.</p> |
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