User Guide: Completing the Accreditation Online Self-Assessment

This manual contains the information that you will need to complete the Accreditation self assessment for your team’s standards.

**Step-by-step instructions to help you complete the self-assessment survey**

1. To log into the online questionnaire:
   a. Go to link: [https://www3.accreditation.ca/OrgSelfAssessment/Login.aspx](https://www3.accreditation.ca/OrgSelfAssessment/Login.aspx) (see below)
   b. Enter your Organization Code
   c. Enter the unique password that is assigned to your team, as will be communicated out by your team leader. **Please note that passwords are case-sensitive.**

   ![Login page screenshot](image)

   Passwords are assigned to each team participating in the self-assessment, not each individual who responds, so your personal information is not captured at any time.

2. Upon successful login, you will see a welcome message indicating the standards that you will be responding to, and some information on how you can save your answers if you need to stop part-way through, so that you can resume later. Please click on Continue to begin responding.
3. You will first be asked for some demographic information to help give your team more locally relevant results. At a minimum, you will be asked to identify whether you provide direct care or not, and which physical site you work at. In some self-assessment questionnaires, you may also be asked which nursing unit, and/or which discipline you belong to.
This information cannot be used to personally identify you: all results will be rolled up with other responders. There is also no way for Accreditation Canada to know how one individual responded: your personal or computer ID is not captured in any way.
4. After you make your selection from the demographic questions and click Next, you will be taken to the first page in the questionnaire, as in the image below.

Each question will read exactly as in the standards. The most important questions, those that refer to High Priority criteria or Required Organizational Practices, will be marked with special icons like an exclamation mark or a stop sign. If the standards provide additional guideline to clarify the criterion, you can view them by clicking on the “sticky note” icon at the end of the criterion statement.

5. Use the Back and Next buttons to move back and forth within the questionnaire. You do not have to complete the questions in sequence, but it does help with the flow of the standards.
Please note that, if you are not personally involved with a particular practice, it's recommended that you choose the “Not Applicable” option, as this will NOT skew the results the way that a best guess might.

6. To save your responses and come back later, make a note of your Resume Code, which appears at the bottom of the screen, and click on Finish Later.

7. You will receive a confirmation screen with your Resume Code. Please jot it down before you close the browser window. You can also enter your email address to have it sent to you, but beware that some mail servers may filter it out as spam, so it's always a good idea to jot it down too. Your answers will now be saved and you can close the browser window.

8. When you are ready, return to the link in step 1, and instead of entering your team login and passcode, enter your Resume Code in the bottom half of the screen.
9. You will be taken back to the demographics page, to confirm your choice, then, as you click
Next, you will be back in the questionnaire, with your previous answers saved exactly as you left
off. You can use the same Resume Code multiple times to take a break without losing your
answers.
10. When you have completed every question, you can click on Submit. Please note that your response cannot be submitted, and will not be counted in the results, until all questions are filled out. If that is the case, a summary screen will point out which questions you need to go back to.
The survey should take under 1 hour to complete. Surveys for any clinical service standards are designed to be completed by front line staff and physicians, ideally with representation from all the roles and disciplines on the care team. Please answer the questions truthfully and honestly, based on your own experience of the things you do every day. All of your responses are anonymous, and do not go to accreditation surveyors. They will be summarized and this information will help build your team’s quality improvement plan.