



Agili-T Certified by Accreditation Canada ***Attains formal certification to administer Positive Client Experience Survey on behalf of Canadian healthcare organizations***

MONTREAL – Agili-T Health Solutions is pleased to announce that it has been selected by Accreditation Canada as **certified vendor** to conduct **Positive Client Experience Surveys** which are now a mandatory component for health care services accreditation.

In 2008, Accreditation Canada introduced formal measurement of client experience as part of its new *Qmentum* accreditation program. The reporting of client experience metrics will be used to assess accreditation status and will help health care organizations to continuously monitor and improve the quality of care and services.

Accreditation Canada's certification process provides vendors and health care organizations with a defined framework for measuring patient experience by evaluating performance across four key dimensions of care: **1) Respecting client values, expressed needs & preferences, 2) Sharing information, communication & education, 3) Coordinating and integrating services across boundaries and 4) Enhancing quality of life.**

The certification process ensures that qualified vendors have the appropriate measurement tools and capabilities needed to accurately collect and report valid and reliable data for the purpose of accreditation.

Accreditation Canada has granted this certification to Agili-T Health Solutions after a thorough review of its methodologies, validated survey instruments and professional service capabilities. "This is a very important step in the right direction for Canadian health care providers" says Richard Pridham, President of Agili-T Health Solutions. "By creating a standardized protocol and defining a common set of indicators, the process of measuring the client experience will be more homogeneous, effective and will further serve to provide health care organizations with a much needed national benchmarking database" continues Pridham.

Agili-T Health Solutions offers a comprehensive approach to measuring the client experience. Its services provide:

- Positive Client Experience report measures that allow health care organizations to track outcomes and manage data seen by the community;
- Additional quality improvement measures that drive the outcomes, providing actionable information for operational improvement efforts;
- Unit-specific priorities that serve to empower staff at the unit level, and drive continuous quality improvement;
- Patient comments that add depth and understanding to the data and collect specific ideas for improvement, while encouraging and inspiring staff.

About Agili-T Health Solutions:

Agili-T Health Solutions (www.agili-t.com/healthcare) is Canada's leading vendor of health care satisfaction measurement and quality improvement services. Our survey services and software tools allow health care providers to improve patient satisfaction, support patient safety and enhance employee quality of life. Agili-T's **Androfact™** survey system is a powerful, Web-based and fully hosted patient feedback and reporting application. It enables hospitals, clinics, continuing care facilities and regional health authorities to collect, analyze, benchmark, and report patient satisfaction levels in a cost-effective and continuous manner.



News Release

About Accreditation Canada:

Accreditation Canada (www.accreditation.ca) is a not-for-profit, independent organization that provides national and international health and social service organizations with a voluntary, external peer review to assess the quality of their services based on standards of excellence. Accreditation Canada's standards have been established across a wide range of health care sectors and specialty areas. Its accreditation program has increasingly contributed to strengthening the essential and integral role of primary health care in the Canadian health care system.