



THE COLLEGE OF  
VETERINARIANS  
OF ONTARIO

## Proposed Facility Accreditation Model

### 1.0 Introduction

Accreditation is one of the core components of the College's business and is an important part of the College's overarching quality practice program.

In June 2014, Council established an Accreditation Models Task Force (AMTF) which was appointed to complete a review of current and emerging models for facility accreditation with an aim to assuring public safety and supporting the delivery of quality professional services in the future.

In October 2015, the AMTF made recommendations to Council on a cost-effective contemporary model for facility accreditation and an inspection process which would be effective, flexible and responsive to the evolution of veterinary medicine. Council supported the proposed model recommended by the AMTF because this model is driven by the opportunity to enhance standards within the veterinary profession that reflect the services and scopes of practices that are relevant to a specific facility. This model also continues to ensure veterinary facilities in Ontario provide a professional environment and contain essential equipment required for patient care, while being cost feasible and outcome focused.

Throughout 2016, College staff have been working on developing a new facility accreditation and inspection model. Council was presented with this report in September 2016, and approved the circulation of the report for stakeholder consultation.

#### 1.1 Proposed Facility Accreditation Program Goal and Objectives

The goal of a new facility accreditation and inspection model is to provide a positive opportunity for a veterinarian to demonstrate that his/her facility meets the Ontario standards of professionalism and safety expected for his/her scope of practice and facility type in the public interest.

The new facility accreditation and inspection model's objectives are designed to:

1. ensure all veterinary facilities in Ontario provide a professional environment and contain the essential equipment required for patient care;
2. ensure veterinarians are adhering to the expected Standards for veterinary facilities in Ontario;

3. provide a model of facility accreditation that reflects the services and scopes of practice that are relevant to a specific facility and to the Ontario context;
4. increase the continuous awareness of maintaining the expected Standards for veterinary facilities in Ontario by having a 3 year renewal period and random inspections;
5. be feasible in cost, efficient, and outcome focused;
6. provide a progressive system that allows for change and growth in the profession; and
7. inspire public confidence in the profession.

#### 1.2 Why is the College considering Changes to the Facility Accreditation Model?

While the current accreditation model has served the public and the profession well, there are elements associated with the current model that have recently prompted questions as to the model's sustainability as veterinary medicine evolves.

The Accreditation Models Task Force (AMTF) was struck by Council in June 2014 in response to recognized challenges with the current Accreditation Model. These challenges are multiple but largely pointed to the lack of nimbleness and responsiveness of the existing *Minimum Standards for Veterinary Facilities in Ontario* (MSVFO) related to the evolution of veterinary practice.

Areas of concern with the current accreditation model include:

- The increasing number of facility types associated with the model. This increases the complexity of the model's structure and application;
- Licensed veterinarians whose practice includes a range of species may need to hold accreditation certificates for multiple facility types;
- The lack of flexibility of the current model in an ever-evolving practice environment which necessitates an accreditation process that is nimble and responsive to this evolution;
- The significant increase in the number of requests at the Accreditation Committee level for exemption from Standards that are defined in the current accreditation model. This increase in the number of exemption requests speaks to the need for nimbleness of Standard setting and revision in an accreditation model that lives within an evolving practice environment.
- The sustainability of the current accreditation program within the current accreditation fee structure.

Under the Veterinarians Act, the College has the authority to determine what the requirements are for the standards pertaining to facility accreditation.

## 2.0 PROPOSED FACILITY ACCREDITATION MODEL

The *Veterinarians Act* requires veterinarians in Ontario to practice veterinary medicine from accredited facilities. The following facility accreditation and inspection model is a broad and flexible framework for accrediting veterinary facilities in an evolving system of delivery related to public expectations. (Diagram A).

### 2.1 Proposed Facility Accreditation Model – Step by Step

All veterinary facilities will be required to meet and maintain a set of Essential Standards regardless of the scope of veterinary services offered. These are articulated as follows:

- Facility Services and Equipment
- Medical Records
- Workplace Health and Safety
- Pharmaceutical Management
- Biosecurity and Biomedical Waste Management
- Library
- Professional Practice

A four step approach is utilized to classify the veterinary facility, which forms the basis for which additional required standards are identified in relation to the scope of veterinary services offered.

Step 1: Describe the scope of veterinary services to be offered from the facility, i.e. companion animal care including, laboratory, diagnostic imaging, surgery, anesthesia, hospitalization, dentistry and emergency care.

Step 2: Select Facility Type on the vertical column. i.e. what type of facility will the veterinary services be provided from such as hospital, mobile, office.

Step 3: Select Species relevant to facility type chosen in Step 2 on the horizontal column.

Step 2: Facility Type	Step 3: Species																
	Canine	Feline	Avian/Exotics	Pocket Pets	Fish - Pets	Dairy	Beef	Swine	Cervids	Small Ruminants	Fish - Commercial	Equine	Poultry	Zoo/Wildlife	Lab Animal	Shelter Animals	Other
Hospital																	
Mobile																	
Office																	

Step 4: Select Additional Scope of Practice Services in relation to selection made in Step 2 and 3:

Scope of Practice	
Diagnostics/Laboratory	<input type="checkbox"/>
Diagnostic Imaging	<input type="checkbox"/>
Surgery	<input type="checkbox"/>
Anesthesia	<input type="checkbox"/>
Confinement/Hospitalization (Overnight)	<input type="checkbox"/>
Dentistry	<input type="checkbox"/>
Vehicle	<input type="checkbox"/>
Specialty/Referral (incl. Dentistry, Referral, Ophthalmology)	<input type="checkbox"/>
Emergency	<input type="checkbox"/>
Temporary Facility	<input type="checkbox"/>

The current practice of facility director's requesting exemptions from items within the standard will no longer be necessary since the facility director will be required to meet the set of Essential Standards and the additional scope of veterinary services standards selected for his/her facility.

Five scenarios to assist in visualizing how the proposed facility accreditation model could be applied are provided in Appendix B. These scenarios may serve to provide greater clarity to the reader.

### 3.0 Additional Features of Proposed Facility Accreditation Model

The following additional features of the proposed facility accreditation model will be incorporated into the framework:

#### I. Inspector Qualifications

The proposed model encourages the facility director to interpret the standards with respect to determinations of the appropriateness of facility equipment or processes for a given scope of veterinary services. The facility directors will be having discussions with veterinarian inspectors about their facility accreditation; therefore, inspecting a veterinary facility under this model necessitates that the inspector be conversant with, and knowledgeable of, veterinary medicine, beyond that knowledge that is currently required of our current inspectors.

#### II. Leveraging Technology

Since the proposed facility accreditation inspection will be outcome based, and focused on a conversation between the veterinarian inspector and facility director, the inspection could be conducted by using Skype or Video teleconferencing.

#### III. Certificates of Accreditation

A certificate of accreditation would be issued to each practice based on defined scope of practice rather than a certificate for each facility type. The certificate of accreditation would expressly state the scope of practice, the type of facility, and services offered.

#### IV. Renewal Term for Certificate of Accreditation

The preference is for a 3 year renewal term. A shorter renewal cycle would support consistency in compliance with facility standards. Decreasing the renewal cycle length from 5 to 3 years is also more in keeping with the practices of other health professions and veterinary regulatory bodies that have a facility inspection program.

#### V. Annual Self-Assessment

An annual self-assessment of the facility would be introduced for the purpose of keeping accreditation and quality practice in the forefront of a veterinarian's mind. This would also assist facility directors in keeping up with any changes to the Standards, rather than waiting for the renewal inspection. The self-assessment would be maintained by the veterinarian and shared with the inspector at the time of the 3 year renewal inspection.

#### VI. Random Inspections

The College has received feedback from its members, from multiple sources, that there is a preference for random inspections to take place. Random inspections will assist facility directors in being vigilant in complying with the standards and reduce perceived activities such as the "sharing" of veterinary equipment or "staging" inspections. The new program could provide for a percentage of existing facilities to be randomly inspected with limited notification to the facility director.

#### VII. Regular Review of the Standards

The proposed facility accreditation model permits veterinarians to define their scope of practice that is provided within the facility, thereby eliminating the need for veterinarians to request exemptions from Standards from the Accreditation Committee. This will allow the Accreditation Committee to focus on the Standards as a "living" document by scheduling regular committee meetings to consistently review and evaluate the facility accreditation essential and scope of practice standards and regular feedback received from veterinarian inspectors. This will ensure that the evolving nature of veterinary practice is being reflected in the standards.

### 4.0 Proposed Facility Accreditation Fees

Exact fee amounts are yet to be determined based on the approval of the model. Any fee will be circulated for feedback prior to approval as fees are contained in Section 2 of the College bylaws and require consultation.

The proposed accreditation fee structure would include the following:

- i. **New Facility Inspection Fee**  
The new facility inspection fee would incorporate the application for facility name, facility inspection and 60 day medical records check.
- ii. **Incomplete inspection fee**  
The incomplete inspection fee would be for circumstances such as if the inspector arrives for a new facility inspection and the facility director has not ensured that the essential and scope of practice standards have been met. The facility will therefore not be permitted to open and will be required to be inspected again prior to opening.

iii. Annual Fee

A fee will be paid per practice on an annual (yearly) basis. The benefit of an annual fee is that it will support the accreditation program in the following manner:

- It would permit continuing education for the inspectors
- It would allow for the continuous improvement of the facility standards
- It would cover the costs associated with maintaining technology
- It would cover the cost of any appeals or hearings
- It would equalize geographical costs

There will no longer be a per inspection fee.

iv. Late Payment Penalty Fee

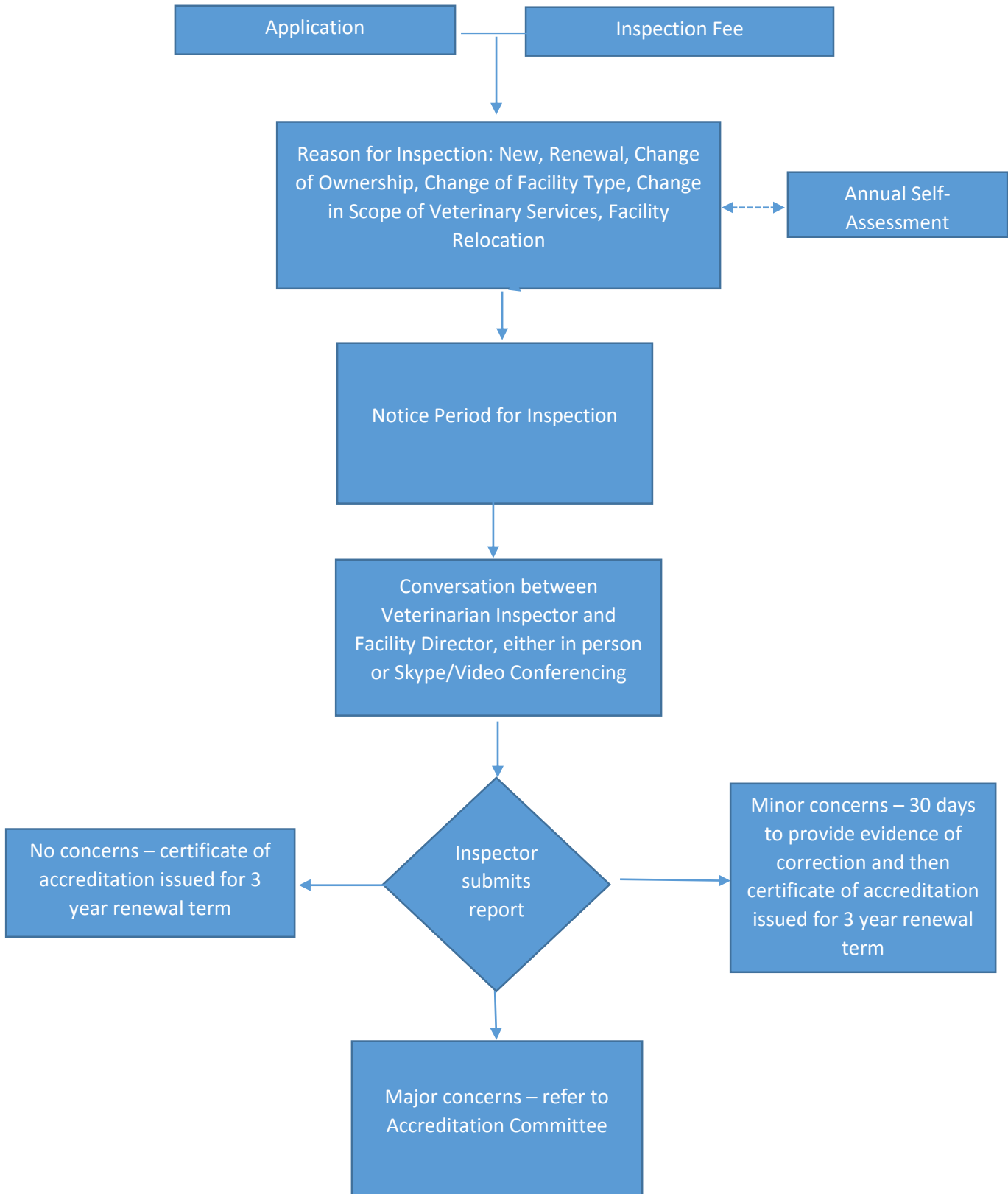
This fee would be for those veterinarians who do not pay any of the fees by the deadline prescribed by the College.

## 5.0 Summary

The proposed facility accreditation model will enable the College to have a flexible, and evolving program that will meet the needs of facility accreditation and create a better assurance of public accountability related to facilities. Further, the emphasis will be on the standards being a “living” document where the Accreditation Committee will have regular meetings, involving the veterinarian inspectors, to consistently evaluate the effectiveness of the facility accreditation process. Facility accreditation will be acknowledged as a program which will be supported by the College members through an annual program fee supporting continuous improvements to the facility accreditation standards, covering the costs associated with any appeals or hearings, equalizing the geographical costs of facility inspection, and supporting on-going training for the veterinarian inspectors. The proposed facility accreditation and inspection model as outlined will:

- Provide assurance that appropriate quality standards are being met using an outcome-based approach,
- Provide a dynamic, progressive facility accreditation program that allows for change and growth in the profession, and;
- Enhance and strengthen the image of the veterinary profession.

Appendix A: Diagram of Proposed Facility Accreditation Model



## Appendix B

### Scenario A: Hospital

Step 1: Identify the Scope of Practice: Companion animal care including laboratory, diagnostic imaging, surgery, anesthesia, hospitalization, dentistry and emergency care.

Step 2: Select Facility Type on the vertical column.

Step 3: Select Species relevant to facility type chosen in Step 1 on the horizontal column.

Step 2: Facility Type		Step 3: Species																
		Canine	Feline	Avian/Exotics	Pocket Pets	Fish - Pets	Dairy	Beef	Swine	Cervids	Small Ruminants	Fish - Commercial	Equine	Poultry	Zoo/Wildlife	Lab Animal	Shelter Animals	Other
Hospital	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>												
Office																		
Mobile																		

Step 4: Select Additional Scope of Practice Services in relation to selection made in Step 2 and 3:

Scope of Practice	
Diagnostics/Laboratory	<input checked="" type="checkbox"/>
Diagnostic Imaging	<input checked="" type="checkbox"/>
Surgery	<input checked="" type="checkbox"/>
Anesthesia	<input checked="" type="checkbox"/>
Confinement/Hospitalization (Overnight)	<input checked="" type="checkbox"/>
Dentistry	<input checked="" type="checkbox"/>
Vehicle	<input type="checkbox"/>
Specialty/Referral (incl. Dentistry, Referral, Ophthalmology)	<input type="checkbox"/>
Emergency	<input checked="" type="checkbox"/>
Temporary Facility	<input type="checkbox"/>



Scenario B: Spay-Neuter

Step 1: Identify the Scope of Practice: Companion animal spay-neuter, vaccinations, microchipping and wellness checks

Step 2: Select Facility Type on the vertical column.

Step 3: Select Species relevant to facility type chosen in Step 1 on the horizontal column.

Step 2: Facility Type		Step 3: Species																
		Canine	Feline	Avian/Exotics	Pocket Pets	Fish - Pets	Dairy	Beef	Swine	Cervids	Small Ruminants	Fish - Commercial	Equine	Poultry	Zoo/Wildlife	Lab Animal	Shelter Animals	Other
Hospital	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>															
Office																		
Mobile																		

Step 4: Select Additional Scope of Practice Services in relation to selection made in Step 2 and 3:

Scope of Practice	
Diagnostics/Laboratory	<input checked="" type="checkbox"/>
Diagnostic Imaging	<input type="checkbox"/>
Surgery	<input checked="" type="checkbox"/>
Anesthesia	<input checked="" type="checkbox"/>
Confinement/Hospitalization (Overnight)	<input type="checkbox"/>
Dentistry	<input type="checkbox"/>
Vehicle	<input type="checkbox"/>
Specialty/Referral (incl. Dentistry, Referral, Ophthalmology)	<input type="checkbox"/>
Emergency	<input type="checkbox"/>
Temporary Facility	<input type="checkbox"/>

Scenario C: Swine Only

Step 1: Identify the Scope of Practice: Swine only mobile practice

Step 2: Select Facility Type on the vertical column.

Step 3: Select Species relevant to facility type chosen in Step 1 on the horizontal column.

Step 2: Facility Type	Step 3: Species																
	Canine	Feline	Avian/Exotics	Pocket Pets	Fish - Pets	Dairy	Beef	Swine	Cervids	Small Ruminants	Fish - Commercial	Equine	Poultry	Zoo/Wildlife	Lab Animal	Shelter Animals	Other
Hospital																	
Office																	
Mobile	<input checked="" type="checkbox"/>						<input checked="" type="checkbox"/>										

Step 4: Select Additional Scope of Practice Services in relation to selection made in Step 2 and 3:

Scope of Practice	
Diagnostics/Laboratory	<input type="checkbox"/>
Diagnostic Imaging	<input type="checkbox"/>
Surgery	<input type="checkbox"/>
Anesthesia	<input type="checkbox"/>
Confinement/Hospitalization (Overnight)	<input type="checkbox"/>
Dentistry	<input type="checkbox"/>
Vehicle	<input checked="" type="checkbox"/>
Specialty/Referral (incl. Dentistry, Referral, Ophthalmology)	<input type="checkbox"/>
Emergency	<input type="checkbox"/>
Temporary Facility	<input type="checkbox"/>

Scenario D: Mixed Practice

Step 1: Identify the Scope of Practice: Companion animal hospital, beef and horse mobile providing laboratory, diagnostic imaging, surgery, anesthesia, confinement/hospitalization, dentistry, vehicle and emergency care.

Step 2: Select Facility Type on the vertical column.

Step 3: Select Species relevant to facility type chosen in Step 1 on the horizontal column.

Step 2: Facility Type		Step 3: Species																
		Canine	Feline	Avian/Exotics	Pocket Pets	Fish - Pets	Dairy	Beef	Swine	Cervids	Small Ruminants	Fish - Commercial	Equine	Poultry	Zoo/Wildlife	Lab Animal	Shelter Animals	Other
Hospital	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>												
Office																		
Mobile	<input checked="" type="checkbox"/>						<input checked="" type="checkbox"/>						<input checked="" type="checkbox"/>					

Step 4: Select Additional Scope of Practice Services in relation to selection made in Step 2 and 3:

Scope of Practice	
Diagnostics/Laboratory	<input checked="" type="checkbox"/>
Diagnostic Imaging	<input checked="" type="checkbox"/>
Surgery	<input checked="" type="checkbox"/>
Anesthesia	<input checked="" type="checkbox"/>
Confinement/Hospitalization (Overnight)	<input checked="" type="checkbox"/>
Dentistry	<input checked="" type="checkbox"/>
Vehicle	<input checked="" type="checkbox"/>
Specialty/Referral (incl. Dentistry, Referral, Ophthalmology)	<input type="checkbox"/>
Emergency	<input checked="" type="checkbox"/>
Temporary Facility	<input type="checkbox"/>

Scenario E: Veterinary Spinal Manipulative Therapy

Step 1: Identify the Scope of Practice: Companion animal office/mobile and equine mobile providing only veterinary spinal manipulative therapy

Step 2: Select Facility Type on the vertical column.

Step 3: Select Species relevant to facility type chosen in Step 1 on the horizontal column.

Step 2: Facility Type		Step 3: Species																
		Canine	Feline	Avian/Exotics	Pocket Pets	Fish - Pets	Dairy	Beef	Swine	Cervids	Small Ruminants	Fish - Commercial	Equine	Poultry	Zoo/Wildlife	Lab Animal	Shelter Animals	Other
Hospital																		
Office	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>															
Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>										<input checked="" type="checkbox"/>					

Step 4: Select Additional Scope of Practice Services in relation to selection made in Step 2 and 3:

Scope of Practice	
Diagnostics/Laboratory	<input type="checkbox"/>
Diagnostic Imaging	<input type="checkbox"/>
Surgery	<input type="checkbox"/>
Anesthesia	<input type="checkbox"/>
Confinement/Hospitalization (Overnight)	<input type="checkbox"/>
Dentistry	<input type="checkbox"/>
Vehicle	<input checked="" type="checkbox"/>
Specialty/Referral (incl. Dentistry, Referral, Ophthalmology)	<input type="checkbox"/>
Emergency	<input type="checkbox"/>
Temporary Facility	<input type="checkbox"/>