Who Is AAHA?

AAHA’s mission remains the same

- Enhance the abilities of veterinarians to provide quality medical care to companion animals
- Enable veterinarians to successfully conduct their practices and maintain their facilities with high standards of excellence
- Meet the public’s needs as they relate to the delivery of small animal veterinary medicine
The Standard of Veterinary Excellence

AAHA is the sole organization that accredits veterinary practices in North America

- Accredited practices are charged with adhering to the highest standards of veterinary care.
- Accredited practices demonstrate their commitment via an on-site evaluation delivered by an outside entity.

Accreditation Myths; True or False?

Clients don’t care about accreditation.

FALSE!
Accreditation Myths; True or False?

Becoming AAHA - Accredited is expensive.

FALSE!

Accreditation Myths; True or False?

AAHA has a lot of facility based standards that would prevent my older practice from becoming accredited.

FALSE!
Accreditation Myths; True or False?

AAHA accreditation takes a lot of work and too much time.

FALSE!

Accreditation Myths; True or False?

AAHA is going to tell me how to practice medicine.

FALSE!
Why Should Your Practice Choose Accreditation?

- What difference will it make?
- We’re already good enough.
- Will this help us establish some improvement goals?

"Going through the certification procedure allows you to look systematically at every section of the hospital. This process has allowed us to practice better medicine and to work more efficiently."  Dr. Sara Rice; Mendocino Animal Hospital

"AAHA evaluation permits/forces me as a solo practitioner to measure my standards of practice against those of accredited practices. This gives me feedback on how we are doing and also suggestions on how to be better. It is very easy as a solo practitioner to become complacent in thinking that we are practicing progressively. AAHA standards give us a proficiency level to attempt to achieve and suggestions on how to reach that level most effectively. I want to compare our practice and philosophy to those practices which have elected to meet those standards.”

William H. Patlogar DVM, Animal Medical Center, Covina, CA

How Are Standards Developed?

- Accredited members
- Experts in the industry
- Member feedback
- Statistical analysis
- Peer review
- Continuously Updated
How Does It Work?

Evaluated through a flexible points-based system
Do not have to meet every single standard provided

46 Mandatory Standards

Traditional accreditation for general practices
Referral accreditation for referral practices

The Standards of Accreditation

Quality of Care
- Anesthesia
- Contagious Disease
- Dentistry
- Emergency and Critical Care
- Pain Management
- Patient Care
- Surgery

Facilities
- Examination Rooms
- Housekeeping & Maintenance

Management
- Client Service
- Continuing Education
- Human Resources
- Leadership
- Referral/Receiving
- Safety

Diagnostics & Pharmacy
- Diagnostic Imaging
- Laboratory Services
- Pharmacy

Medical Records
Webcast: AAHA Accreditation: Everything You Wanted to Know but Were Afraid to Ask

Rule – outs

Rule-outs customize your accreditation

**Radiography**
- Do you take digital radiographs? (This is not referring to dental radiography) Yes
- If “yes”, do you utilize a CDR (digital radiography) system or cassette? No
- Do you take film radiographs? (This is not referring to dental radiography) If “yes”, please select either “a” or “b” below.
  - a. Automatic processing? No
  - b. Manual processing? No

**Dental Radiography**
- Do you take dental radiographs? If “yes”, please select either “a” or “b” below. Yes
  - a. Digital dental radiography? No
  - b. Traditional film (non-digital) dental radiography? Yes

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**46 Mandatory Standards**

If you can’t answer yes...

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Go To*</th>
<th>Max Pts</th>
<th>Your Pts</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>MA01</td>
<td>Anesthetic agents are administered by a veterinarian or trained practice team member under the supervision of a veterinarian on the premises.</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
</tr>
<tr>
<td>MA02</td>
<td>A means of assisting ventilation, either manual or mechanical, is readily available and utilized as needed.</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
</tr>
<tr>
<td>MA03</td>
<td>A patient assessment is performed by a practice team member prior to the administration of any premedication, sedation, or anesthesia.</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
</tr>
</tbody>
</table>

Rationale:
The condition of a patient can change rapidly. Therefore, a timely assessment of medical records, diagnostics, and patient immediately prior to initiating anesthesia ensures that the optimal treatment is one of the best options. Communicate with the owner as well as the patient’s current state.
Webcast: AAHA Accreditation: Everything You Wanted to Know but Were Afraid to Ask

### Yes and No Answers

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<thead>
<tr>
<th>Code</th>
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<th>Max</th>
<th>Year</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>N017</td>
<td>A practice team member is dedicated solely to monitoring the condition of each anesthetized patient.</td>
<td>&gt;&gt;</td>
<td>169</td>
<td>75%</td>
<td>Yes</td>
</tr>
<tr>
<td>N018</td>
<td>The responsibility for patient monitoring is relinquished only to transfer to another trained practice team member upon their consent.</td>
<td>&gt;&gt;</td>
<td>69</td>
<td>50</td>
<td>No</td>
</tr>
<tr>
<td>N019</td>
<td>A practice team member performs frequent and regular evaluations and assumes monitoring of anesthetized and/or intubated patients, at least one parameter, such as heart rate, blood pressure, pulse oximetry, or end-tidal carbon dioxide monitoring. This critical task takes precedence over any other duties.</td>
<td>&gt;&gt;</td>
<td>169</td>
<td>25%</td>
<td>No</td>
</tr>
</tbody>
</table>

### Variable Standards

<table>
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<th>Year</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>P001</td>
<td>Pain assessment using a standardized scale or scoring system is included in the medical record for every patient evaluation.</td>
<td>&gt;&gt;</td>
<td>40</td>
<td>100%</td>
<td>Yes</td>
</tr>
<tr>
<td>P002</td>
<td>Pain management is individualized for each patient.</td>
<td>&gt;&gt;</td>
<td>100</td>
<td>100%</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Rationale:
- The species, breed, age, demeanor, and relative size of the patient.
- Physical status and specific disease processes of the patient.
Each practice must be able to answer yes to all mandatory standards.

Non-mandatory standards have an associated point value.

Each practice must meet a minimum number of points in each section.
Additional Features

Rationales

- The practice measures and compares aspects of its performance over time internally and with other sources of information to pursue continuous quality improvement.

Rationales:
AAHA Standards of Accreditation are designed to ensure and improve the quality of care within accredited practices. The welfare of the patients, clients, and practice team members is best served by continual quality improvement between accreditation evaluations. In order for quality improvement to occur, it should be accurately and objectively assessed periodically. This assessment allows for the development and periodic upward revision of practice quality improvement goals. Quality improvement is also facilitated by comparison of practice performance in achieving quality improvement goals with benchmarks developed for the profession.

Tips

- An individualized patient care plan is documented in the medical record for each patient receiving anesthesia. The plan includes:
  - Anesthesia/medication assessment
  - Preanesthesia/medication diagnostic tests, if appropriate
  - Preanesthesia/medication and anesthesia/medication agents to be administered
  - Monitoring plan (including equipment and practice team member)
  - Emergency plan

Tip

- Having dosages calculated prior to anesthesia can save precious moments should an emergency arise. Check out the calculator on Colorado State University's website at www.cumbis.colostate.edu/dl/students/meds/drgs.html.
Additional Features

Resources

View Resources for PM04

PM04

Pain management accompanies all surgical procedures.

Resources

AAHA’s Pain Management Guidelines can be found at

The On-Line Tool

Forms

Forms

Prior to Your Evaluation

- Diagnostic Imaging Information
- Written Protocols - protocol templates
- Key Financial Indicators - an accredited member benefit
The On-Line Tool

Forum

Welcome to the AAHA Accreditation Forum

The Accreditation Forum is a great place to talk to other AAHA-accredited practices.

Search:

Accessories
- Documentation forms, logos, etc.
- Equipment, supplies, & maintenance
- Facilities/similar standards
- Manditory

Monitoring

Ready to Get Started?
Accreditation Is a Process

- Teamwork
- Self Assessment
- Measurement
- Goal Setting
- Achievement
- Continuous Improvement

Set SMART Goals

S Delegate standard sections
M Complete an initial self assessment and see where you stand
A Determine what standards you want to implement and processes you want to update
R Schedule follow ups
T Create a timeline to accomplish goals
Promote Teamwork

“At first I was unsure of the value that the process and evaluation would bring to the practice other than the obvious standard of care. But as we delegated things to the staff and gave them information to complete their portions of the evaluation process it became evident what this would bring to our facility. Our staff has taken off. It was truly like giving them wings! They have read, learned, talked, and implemented the standards of care they would expect to see in treating their own patients to everyone down to the shelter cat that hasn’t yet found a home. I have truly been enlightened by the effect the process has had on our family here at Tri-State Veterinary Hospital and I can’t say enough about where the process has taken us.”

Jacqueline L. Chevalier, DVM

It’s All About Teamwork!

The standards reflect AAHA’s philosophy that the entire practice team makes a significant contribution to the delivery of quality care and the overall success of every veterinary practice.
Consider us an Extension of Your Team!

Help is only a phone call or email away!

- Your in-house Coordinator will assist you through the pre-evaluation process and answer any questions
- Member Advocate can answer management questions
- Practice Consultant will evaluate your practice and consult on-site

Our Members Say This About Accreditation

"This evaluation was my first experience and I have to say I was very impressed with the communication, organization and friendly helpful attitudes of everyone I dealt with. The process was very smooth. I appreciated the online tools. As we worked through the evaluation, the information available was extremely useful and it was an incredible team building experience. We are all proud to say we are AAHA accredited as so many people helped make it happen."

Mandy Seals, Oregon State University Lois Bates Acheson Teaching Hospital Small Animal Clinic
If You’re Ready to Pursue Accreditation or Need More Information

Email us at practice.accreditation@aaahanet.org or call us at 800/252-2242