



## 2024 Service Excellence Standards

The Service Excellence Standards are a new set of **HSO Accreditation Canada standards** that outline requirements for **teams** that provide care at the unit, service or program level in healthcare organizations to achieve **excellence in service delivery**. These standards combine the following elements of care and service delivery:

- Services are designed collaboratively to meet the needs of clients and the community
- Sufficient resources are available to provide safe, high-quality, and people-centered services
- Team members are qualified and have relevant competencies
- Services are provided within a collaborative team environment
- Well-being and a work-life balance are promoted within the team
- Client records are kept accurate, up-to-date, and secure
- Health information is managed to support the effective delivery of services
- Current research, evidence-informed guidelines, and best practice information are used to improve the quality of services
- Safety is promoted within the service environment.
- Indicator data is collected and used to guide quality improvement activities

### Key Points:

- Service Excellence is intended to **supplement** service-program specific standards. **They are paired with applicable program and service standards.**
- All standards in the 2024 HSO Service Excellence Standards were part of previous Accreditation Canada clinical standards.
- Programs/Services/Units **should review** these standards, **as well** as other relevant standards from **Infection Prevention and Control, Leadership and Medication Management** standard sets.
- A copy of the Accreditation Canada Standards, including the Service Excellence Standards, can be accessed on the [Quality Patient Safety Dashboard](#) under “Standards and Required Organizational Practices.”