



Standards Update:

Analysing and Reporting Information CA-PQI 4.02

Publication: 8th Edition\Canadian

Issue: Revised Standard

Effective Date: May 1, 2008

Discussion: Based on research and response from the field, this Standard has been revised. This Standards Update applies to all organisations whose Accreditation Agreement has been received by COA on or following May 1, 2008. For all other organisations, this Standards Update is optional.

Revised Standard

CA-PQI 4.02

The organisation aggregates and reviews several sources of information to identify patterns, including:

- a. quarterly case record review reports;
- b. quarterly review of incidents, accidents, and grievances;
- c. customer satisfaction data, usually annually;
- d. customer outcomes data, usually annually;
- e. internal and external evaluations of organisation programmes; **and**
- f. **management and operations data and reports.**



Original Standard

CA-PQI 4.02

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- a. quarterly case record review reports;
- b. quarterly review of incidents, accidents, and grievances;
- c. customer satisfaction data, usually annually;
- d. customer outcomes data, usually annually; and
- e. internal and external evaluations of organisation programmes.