

## What is AAHA accreditation?

As part of our dedication to practice success and quality patient care, AAHA developed a set of accreditation standards that are widely used as benchmarks to measure excellence in veterinary medicine.

## Why should my practice become accredited?

Veterinary practices choose to become AAHA accredited for a myriad of reasons, including to:

- **have challenging benchmarks to reach**
- **improve practice operations and teamwork**
- **enhance credibility with clients**
- **inspire pride among staff members**
- **recognize their team's achievements**
- **strive for continuous improvement**

## Other benefits to becoming accredited:

1. Ongoing support from the accreditation staff and Practice Consultants who see hundreds of practices each year
2. AAHA's Client Satisfaction Survey, a survey program that measures client satisfaction at your practice and helps you improve client service
3. Unlimited free listings in AAHA's Job Bank at [www.aahanet.org](http://www.aahanet.org) to recruit associates, students for externships, veterinary technicians or support staff
4. Free registration for two staff members in your practice to attend the Veterinary Leadership Workshop (available in certain markets only)
5. Free staff training programs and continuing education, including special invitation-only AAHA National Staff Meeting Audio Conferences
6. Access to *Pets Matter*, a new, eight-page client e-newsletter that is published four times a year and can be forwarded via email to clients with a customized subject line
7. Use of the AAHA logo on any practice communication
8. Free online referrals through our pet owner website, [www.healthypet.com](http://www.healthypet.com)
9. Referrals from AAHA's Member Service Center
10. Accredited Practice Directory — geographic listing of all AAHA accredited practices in the U.S. and Canada, which you can use to refer clients who are moving
11. *AAHA Update*, the quarterly newsletter that updates you on your member benefits and what's happening with the association
12. Special accreditation kit, including promotional materials and other helpful public relations tools
13. Increased public visibility through AAHA's public relations efforts

## How does a practice become accredited?

**Step 1** – Contact AAHA to sign up as a prospective accredited practice and receive the Standards CD.

**Step 2** – You will be contacted 60-90 days before the evaluation to schedule the specific date and time. Once scheduled, your in-house coordinator will contact you to determine how best to assist you during the evaluation preparation process. They can provide input and expertise in the interpretation and implementation of the standards.

**Step 3** – The day of your on-site evaluation, your Practice Consultant will begin the evaluation with a tour of your facility followed by more in-depth discussion of how your practice accomplished the standards in each section. At the end of the evaluation the Practice Consultant will determine your scores in each section.



*Dedicated to  
Veterinary  
Excellence*



**Special Offer!**

We'd like to extend an invitation to you to have a practice consultant do a FREE walk-through of your practice. If you are interested, please email [practice.accreditation@aahanet.org](mailto:practice.accreditation@aahanet.org) and include the following information: practice name, contact name, phone number, state and email. Our consultant will visit your practice as their schedule permits.