



Guide to Getting Started

Preparing for Your AAHA Evaluation



The process of preparing for your AAHA evaluation helps your team work together as a cohesive unit, recognizes what you've already accomplished, identifies areas where you need improvement, and focuses everyone on high-quality care for patients and clients.

The following information is provided as a guide to help you begin working through the standards and the online evaluation tool. Preparing for your evaluation works best if everyone in your practice participates. Delegating sections of the standards to relevant team members allows those team members to look at what and how they currently do things, and helps identify areas to change and improve.

Contact us—your AAHA accreditation specialist is an extension of your team throughout the preparation process. Available to answer questions, clarify standards, and provide resources to assist you, they are a great resource and are willing to help you and your team in any capacity. Your goal is our goal—a successful evaluation!

Table of contents:

- 2** Working with the online evaluation tool
- 4** Mandatory standards
- 5** Helpful hints
- 6** Document management system
- 8** Printing the standards and delegating sections to team members
- 9** Preparation checklist
- 10** Entering your answers
- 11** Protocols
- 12** Additional resources

Working with the online evaluation tool

The online evaluation tool is the key document you will use to determine if you are meeting all the mandatory standards, and whether you have sufficient points in each section to pass. It is also the means of scoring your practice during your evaluation.

Key components of the online evaluation tool

- **Who can use the online evaluation tool?** Multiple team members can work on the standards at the same time (each team member will need their own login and password to access the online evaluation tool.) Please contact your accreditation specialist at 800-883-6301 to add additional team members.
- **How does the online evaluation tool work?** The online evaluation tool is internet based so you can work from a computer, tablet, or phone in the practice, at home, or anywhere you have internet access.

Accessing the evaluation tool

➔ STEP 1:

Visit **eval.aaha.org**.
Log in with your individual email address and password.
If you have not logged on to aaha.org before, contact us at aaha@aaha.org, or 800-252-2242.

➔ STEP 2:

Select your current scheduled evaluation date and click on "Enter Evaluation."

➔ STEP 3:

Answer the “Rule-Out Questions” to customize the Standards of Accreditation for your practice. If you need to change an answer later, call your accreditation specialist and they can make the change for you (see screenshot). After answering the rule-out questions, review and click through the acknowledgement pages.

AAHA The Standard of Veterinary Excellence

AAHA Animal Hospital
Traditional Evaluation
Go
List All Your Evaluations | Logout

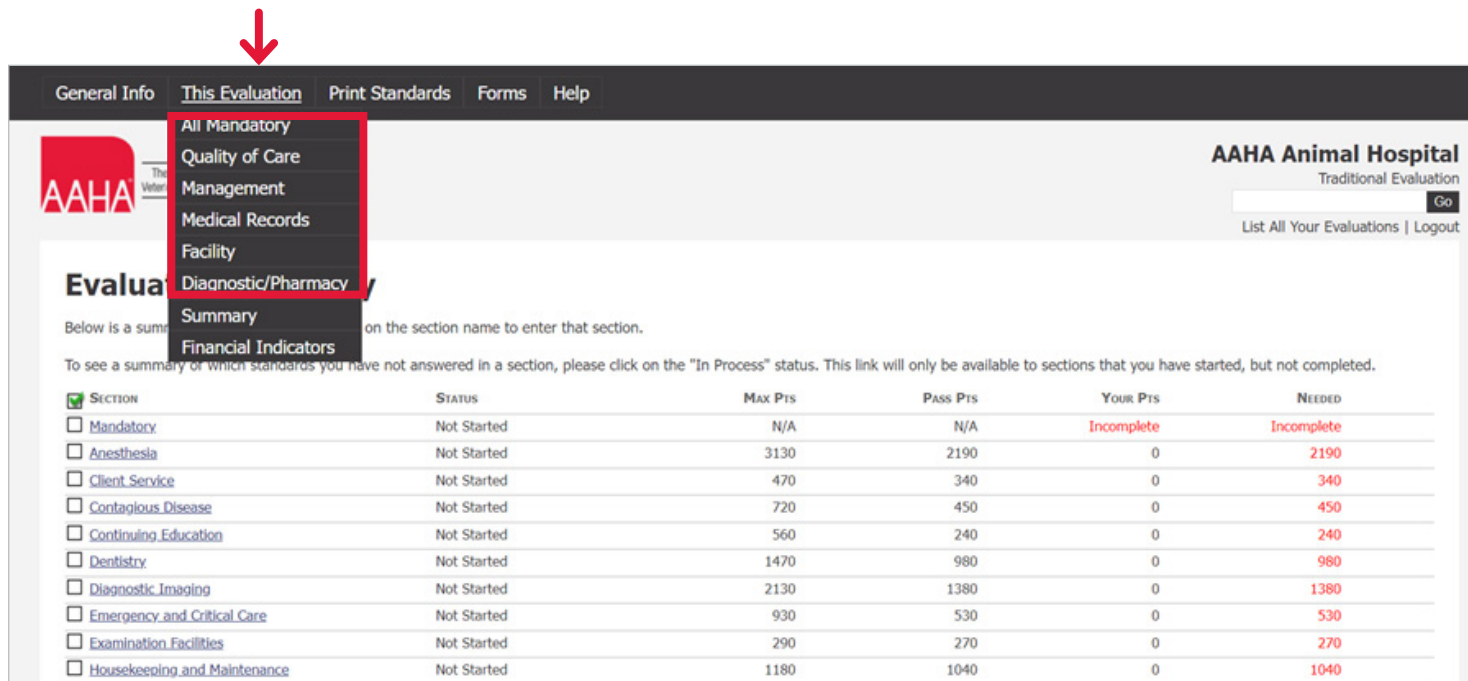
Rule-Out Questions

Please check only the items below that your practice is currently doing or if you are providing the service in-house.

Are you a feline exclusive practice?	<input type="checkbox"/>
Are you a shelter or humane society?	<input type="checkbox"/>
Do you utilize an electronic medical records system? <i>An electronic format is used as the primary means of tracking a patient's medical record. This includes all client and patient information, patient history, diagnostic tests, results and interpretations, documentation of all aspects of the patient's SOAP and all medical notes for each patient.</i>	<input type="checkbox"/>
Do you treat or board birds, exotics and/or wild animals?	<input type="checkbox"/>
Does your practice offer therapeutic laser?	<input type="checkbox"/>
Do you provide laser surgery?	<input type="checkbox"/>
Do you use ethylene oxide for instrument sterilization?	<input type="checkbox"/>
Veterinary Military Facility	
Are you a veterinary military facility?	<input type="checkbox"/>
Veterinary Teaching Hospital	
Are you a veterinary teaching hospital?	<input type="checkbox"/>
If "yes", does the institution have restrictions regarding the use of AAHA logos and/or branding materials? If yes, please provide documentation that permission was requested and denied.	<input type="checkbox"/>
Emergency	
Are you an emergency only practice?	<input type="checkbox"/>
If "yes", are you open 24 hours a day, 7 days a week?	<input type="checkbox"/>
Pharmacy	
Do you administer chemotherapeutic agents and/or radioactive medications?	<input type="checkbox"/>
Radiography	
Do you take digital radiographs? (this is not referring to dental radiography)	<input type="checkbox"/>
If "yes", do you utilize a DR (digital radiography) system, without cassettes?	<input type="checkbox"/>
Do you take film radiographs? (this is not referring to dental radiography) If "yes", please select either "a" or "b" below.	<input type="checkbox"/>
a.) Automatic processing?	<input type="checkbox"/>

➔ STEP 4:

Access the summary page of your online evaluation tool.



The screenshot shows the AAHA Animal Hospital Traditional Evaluation interface. A red arrow points to the 'This Evaluation' tab in the top navigation bar. A dropdown menu is open, listing various sections: All Mandatory, Quality of Care, Management, Medical Records, Facility, Diagnostic/Pharmacy, Summary (highlighted), and Financial Indicators. Below the menu, a table displays the status of various evaluation sections.

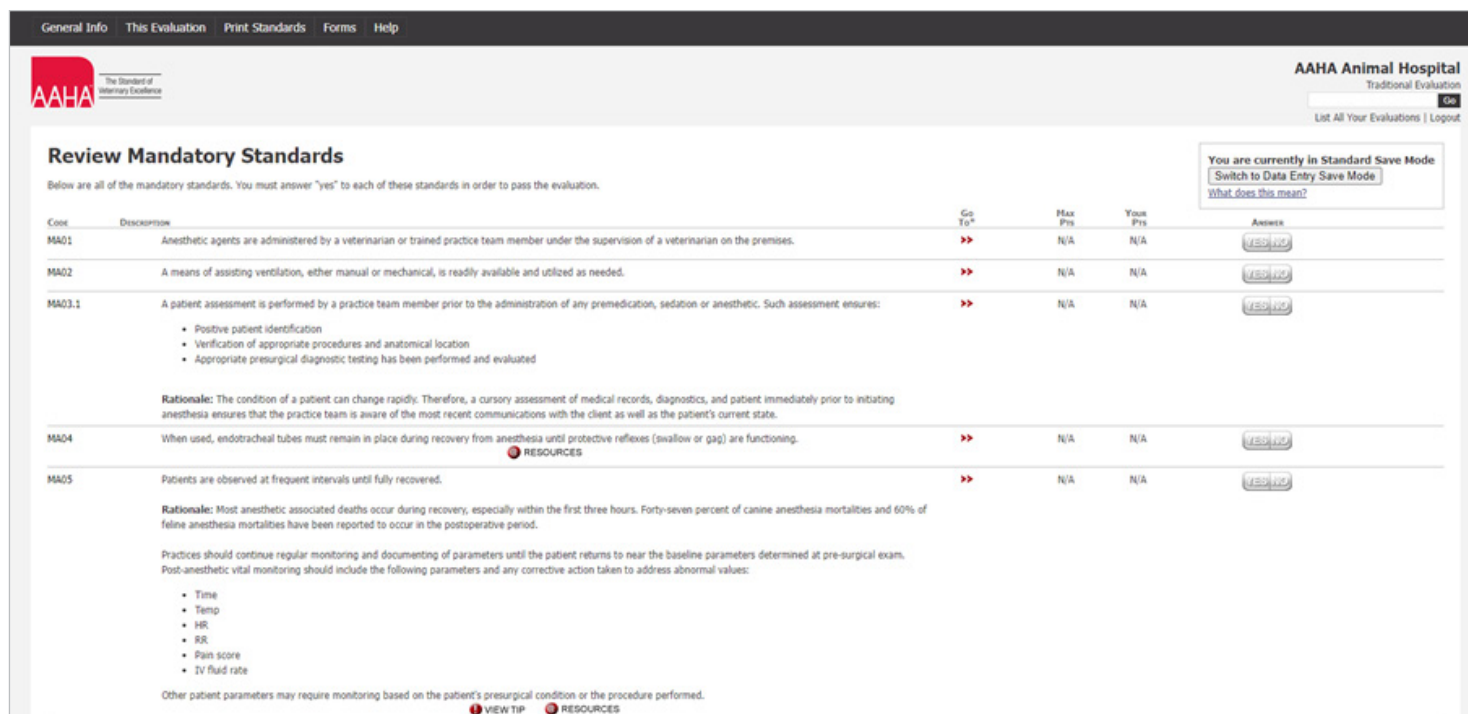
SECTION	STATUS	MAX PTS	PASS PTS	YOUR PTS	NEEDED
<input checked="" type="checkbox"/> Mandatory	Not Started	N/A	N/A	Incomplete	Incomplete
<input type="checkbox"/> Anesthesia	Not Started	3130	2190	0	2190
<input type="checkbox"/> Client Service	Not Started	470	340	0	340
<input type="checkbox"/> Contagious Disease	Not Started	720	450	0	450
<input type="checkbox"/> Continuing Education	Not Started	560	240	0	240
<input type="checkbox"/> Dentistry	Not Started	1470	980	0	980
<input type="checkbox"/> Diagnostic Imaging	Not Started	2130	1380	0	1380
<input type="checkbox"/> Emergency and Critical Care	Not Started	930	530	0	530
<input type="checkbox"/> Examination Facilities	Not Started	290	270	0	270
<input type="checkbox"/> Housekeeping and Maintenance	Not Started	1180	1040	0	1040

➔ STEP 5:

Under the “This Evaluation” tab, the standards break into five major categories.

Mandatory standards

The mandatory standards are the foundation of the AAHA Standards of Accreditation. Answer these standards first. They can be found as a separate list in the evaluation tool, under the “Mandatory” section, and are also at the beginning of each section (note: not all sections have mandatory standards). You must be able to meet all of the mandatory standards.



The screenshot shows the 'Review Mandatory Standards' section of the AAHA Animal Hospital Traditional Evaluation tool. It displays a list of mandatory standards (MA01, MA02, MA03.1, MA04, MA05) with their descriptions, codes, and status. A 'Resources' link is visible next to MA04. A notification box indicates the user is currently in 'Standard Save Mode' and offers a 'Switch to Data Entry Save Mode' option.

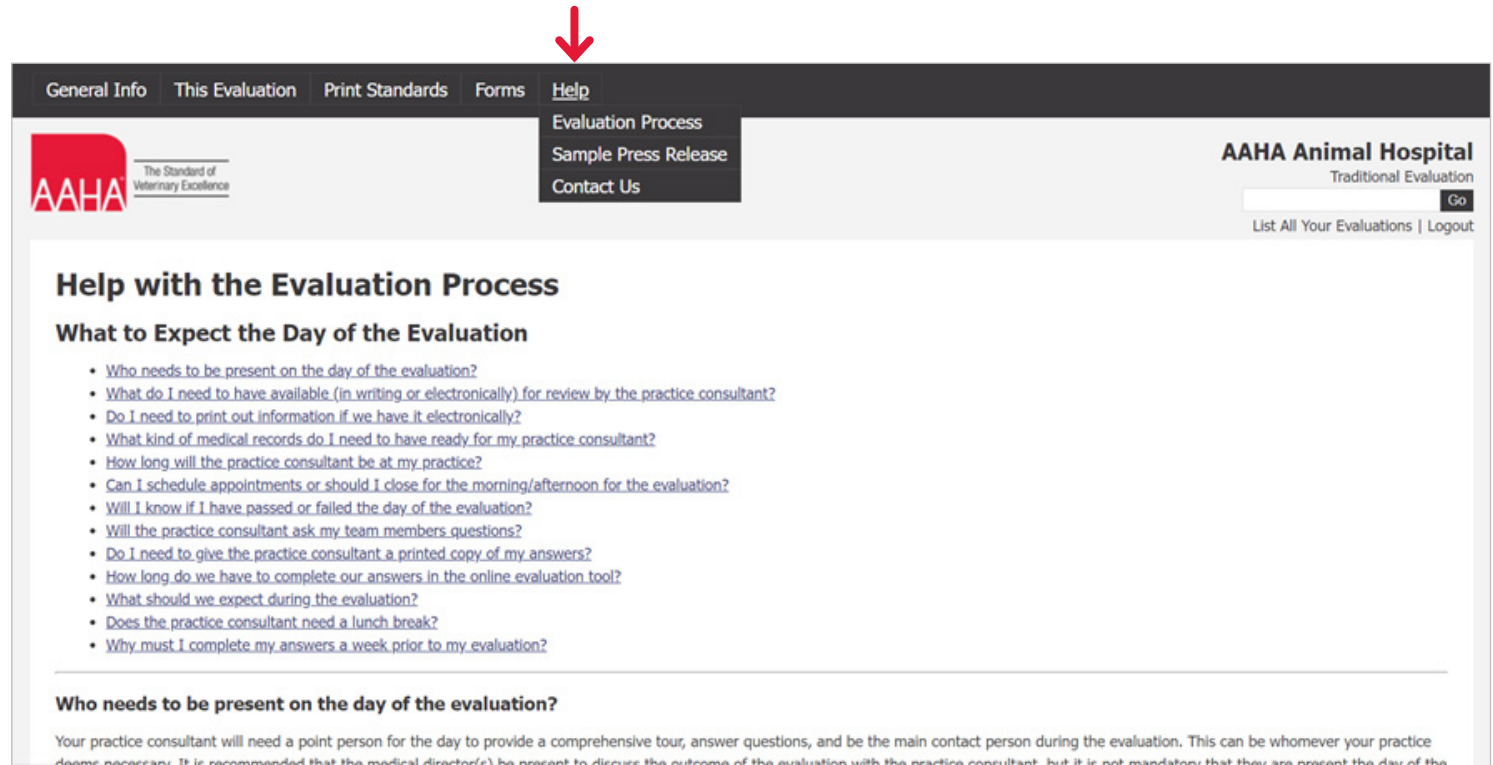
Code	Description	Go To*	Max Pts	Your Pts	Answer
MA01	Anesthetic agents are administered by a veterinarian or trained practice team member under the supervision of a veterinarian on the premises.	➔	N/A	N/A	(YES/NO)
MA02	A means of assisting ventilation, either manual or mechanical, is readily available and utilized as needed.	➔	N/A	N/A	(YES/NO)
MA03.1	A patient assessment is performed by a practice team member prior to the administration of any premedication, sedation or anesthetic. Such assessment ensures: <ul style="list-style-type: none">• Positive patient identification• Verification of appropriate procedures and anatomical location• Appropriate presurgical diagnostic testing has been performed and evaluated <p>Rationale: The condition of a patient can change rapidly. Therefore, a cursory assessment of medical records, diagnostics, and patient immediately prior to intubating anesthesia ensures that the practice team is aware of the most recent communications with the client as well as the patient's current state.</p>	➔	N/A	N/A	(YES/NO)
MA04	When used, endotracheal tubes must remain in place during recovery from anesthesia until protective reflexes (swallow or gag) are functioning.	➔	N/A	N/A	(YES/NO)
MA05	Patients are observed at frequent intervals until fully recovered. <p>Rationale: Most anesthetic associated deaths occur during recovery, especially within the first three hours. Forty-seven percent of canine anesthesia mortalities and 60% of feline anesthesia mortalities have been reported to occur in the postoperative period.</p> <p>Practices should continue regular monitoring and documenting of parameters until the patient returns to near the baseline parameters determined at pre-surgical exam. Post-anesthetic vital monitoring should include the following parameters and any corrective action taken to address abnormal values:</p> <ul style="list-style-type: none">• Time• Temp• HR• RR• Pain score• IV fluid rate <p>Other patient parameters may require monitoring based on the patient's presurgical condition or the procedure performed.</p>	➔	N/A	N/A	(YES/NO)

Helpful hints using the evaluation tool

➔ STEP 1:

Look at all the information located under the “Help” tab, including links for:

- Evaluation Process
- Sample Press Release
- Contact Us

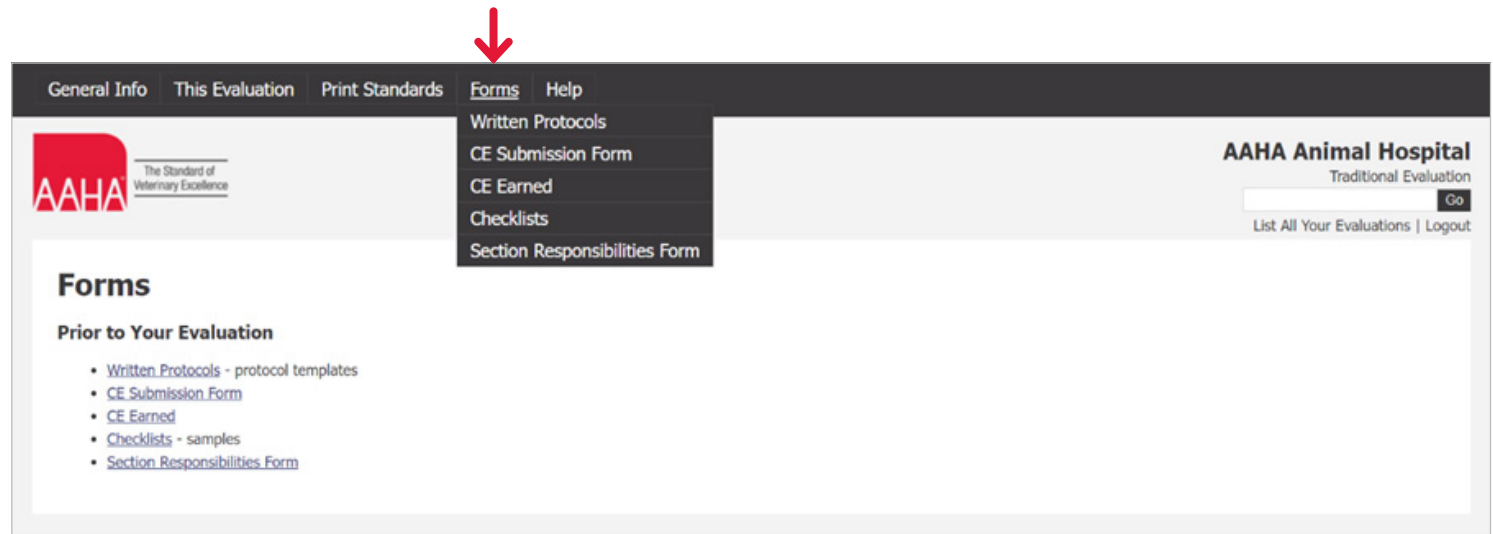


The screenshot shows the AAHA Animal Hospital website. The navigation bar includes 'General Info', 'This Evaluation', 'Print Standards', 'Forms', and 'Help'. A red arrow points to the 'Help' dropdown menu, which contains 'Evaluation Process', 'Sample Press Release', and 'Contact Us'. The main content area is titled 'Help with the Evaluation Process' and features a section 'What to Expect the Day of the Evaluation' with a list of 12 links. Below this is a section 'Who needs to be present on the day of the evaluation?' with a paragraph of text.

➔ STEP 2:

Next, become familiar with the information located under the “Forms” tab, including links for:

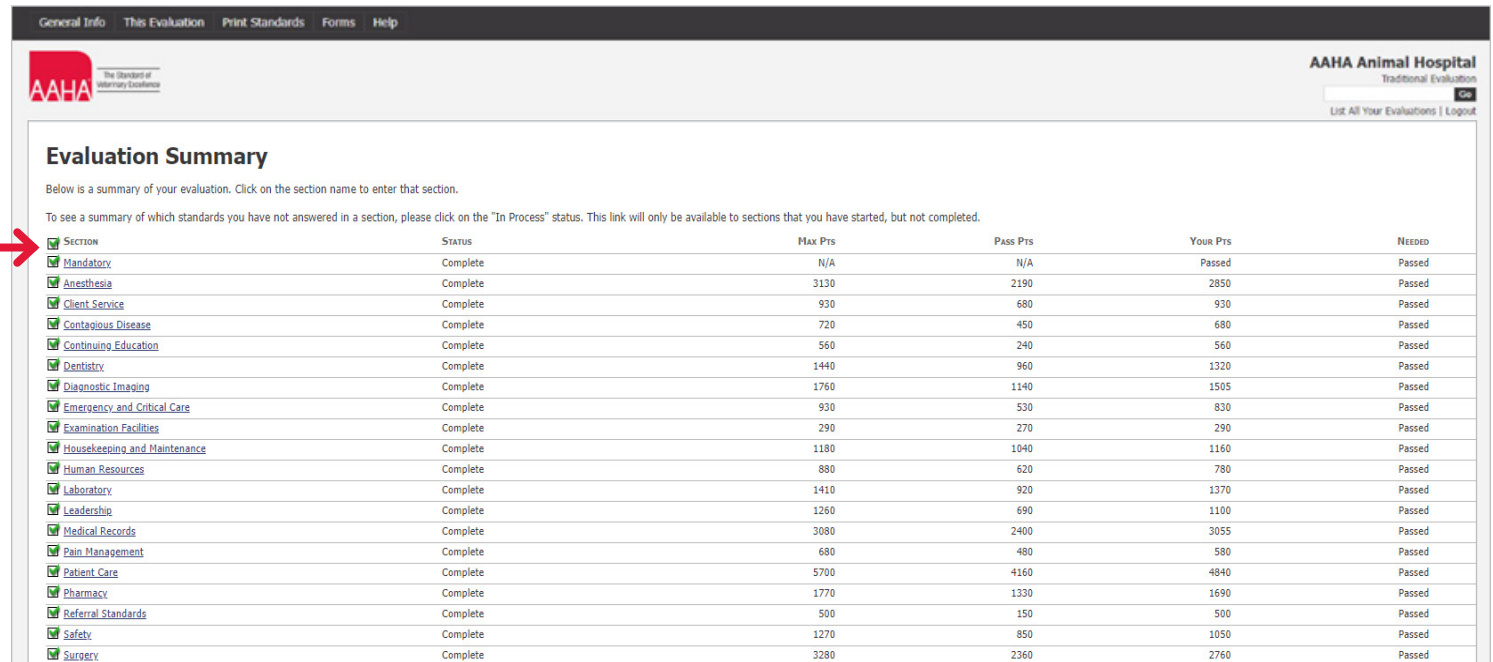
- Written Protocols
- CE Submission Form
- CE Earned
- Checklists



The screenshot shows the AAHA Animal Hospital website. The navigation bar includes 'General Info', 'This Evaluation', 'Print Standards', 'Forms', and 'Help'. A red arrow points to the 'Forms' dropdown menu, which contains 'Written Protocols', 'CE Submission Form', 'CE Earned', 'Checklists', and 'Section Responsibilities Form'. The main content area is titled 'Forms' and features a section 'Prior to Your Evaluation' with a list of 5 links.

STEP 3:

To access individual standards for each section, click on that section on the “Evaluation Summary” page, located under “This Evaluation” tab, then “Summary.” The section names are in blue.



General Info This Evaluation Print Standards Forms Help

AAHA The Standard of Veterinary Excellence

AAHA Animal Hospital Traditional Evaluation
List All Your Evaluations | Logout

Evaluation Summary

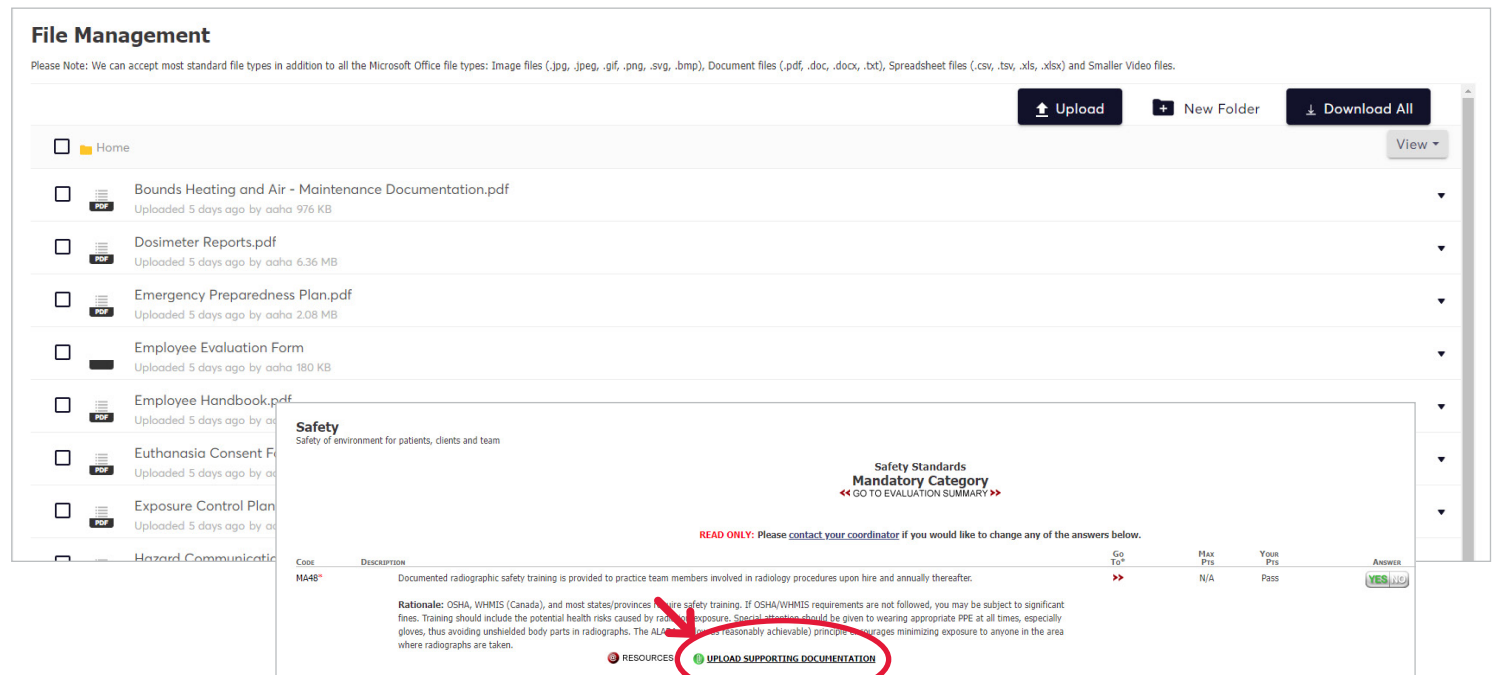
Below is a summary of your evaluation. Click on the section name to enter that section.

To see a summary of which standards you have not answered in a section, please click on the "In Process" status. This link will only be available to sections that you have started, but not completed.

SECTION	STATUS	Max Pts	Pass Pts	Your Pts	NEEDED
Mandatory	Complete	N/A	N/A	Passed	Passed
Anesthesia	Complete	3130	2190	2850	Passed
Client Service	Complete	930	680	930	Passed
Contagious Disease	Complete	720	450	680	Passed
Continuing Education	Complete	560	240	560	Passed
Dentistry	Complete	1440	960	1320	Passed
Diagnostic Imaging	Complete	1760	1140	1505	Passed
Emergency and Critical Care	Complete	930	530	830	Passed
Examination Facilities	Complete	290	270	290	Passed
Housekeeping and Maintenance	Complete	1180	1040	1160	Passed
Human Resources	Complete	880	620	780	Passed
Laboratory	Complete	1410	920	1370	Passed
Leadership	Complete	1260	690	1100	Passed
Medical Records	Complete	3080	2400	3055	Passed
Pain Management	Complete	680	480	580	Passed
Patient Care	Complete	5700	4160	4840	Passed
Pharmacy	Complete	1770	1330	1690	Passed
Referral Standards	Complete	500	150	500	Passed
Safety	Complete	1270	850	1050	Passed
Surgery	Complete	3280	2360	2760	Passed

STEP 4:

Standards requiring supportive documentation provide two options for uploading directly into the evaluation tool. Documents can be attached to a specific standard or uploaded to a general area for your practice consultant to access. All documentation is securely saved, transferred to subsequent evaluations, and editable for your convenience.



File Management

Please Note: We can accept most standard file types in addition to all the Microsoft Office file types: Image files (.jpg, .jpeg, .gif, .png, .svg, .bmp), Document files (.pdf, .doc, .docx, .txt), Spreadsheet files (.csv, .tsv, .xls, .xlsx) and Smaller Video files.

Upload New Folder Download All

Home

- Bounds Heating and Air - Maintenance Documentation.pdf
Uploaded 5 days ago by aaha 976 KB
- Dosimeter Reports.pdf
Uploaded 5 days ago by aaha 6.36 MB
- Emergency Preparedness Plan.pdf
Uploaded 5 days ago by aaha 2.08 MB
- Employee Evaluation Form
Uploaded 5 days ago by aaha 180 KB
- Employee Handbook.pdf
Uploaded 5 days ago by aaha 1.08 MB
- Euthanasia Consent Form.pdf
Uploaded 5 days ago by aaha 1.08 MB
- Exposure Control Plan.pdf
Uploaded 5 days ago by aaha 1.08 MB
- Hazard Communication.pdf
Uploaded 5 days ago by aaha 1.08 MB

Safety
Safety of environment for patients, clients and team

Safety Standards Mandatory Category
« GO TO EVALUATION SUMMARY »

READ ONLY: Please contact your coordinator if you would like to change any of the answers below.

CODE	DESCRIPTION	Go To	Max Pts	Your Pts	Answer
HA48*	Documented radiographic safety training is provided to practice team members involved in radiology procedures upon hire and annually thereafter.	»	N/A	Pass	YES NO

Rationale: OSHA, WHMIS (Canada), and most states/provinces require safety training. If OSHA/WHMIS requirements are not followed, you may be subject to significant fines. Training should include the potential health risks caused by radiation exposure. Special attention should be given to wearing appropriate PPE at all times, especially gloves, thus avoiding unshielded body parts in radiographs. The ALARA (As Low As Reasonably Achievable) principle encourages minimizing exposure to anyone in the area where radiographs are taken.

RESOURCES

UPLOAD SUPPORTING DOCUMENTATION

➔ STEP 5:

Take advantage of tips and resources associated with many of the standards, to clarify the intent and assist you with implementation. Click on the red buttons for more information.

General Info This Evaluation Print Standards Forms Help

AAHA The Standard of Veterinary Excellence

AAHA Animal Hospital Traditional Evaluation
List All Your Evaluations | Logout

You are currently in Standard Save Mode
Switch to Data Entry Save Mode
What does this mean?

Review Patient Care Standards

Below are the standards within the Client Communication category in the Patient Care section.

Please Note: You may change your answer from the drop down menus provided. Or, you may click on the "Go To" button to step through the standards one at a time to provide your answers, and view additional information such as tips, protocols, etc.

Quality of Care Summary

Patient Care

Humane and advantageous care to patients during all aspects of their visit
[View Patient Care Definitions/Explanations](#) | [Unanswered Standards](#)

Patient Care Standards Client Communication Category

GO TO EVALUATION SUMMARY

« BACK NEXT »

Code	Description	Go To*	Max Pts	Your Pts	Answers
PC49	Clients whose pets have significant medical problems are advised early in the course of care of their opportunity to request a second opinion or referral to a specialist.	»	40	0	YES/NO/NO
PC50	Advance directives regarding resuscitative services are discussed with clients. Discussions are documented in the medical record and communicated to appropriate practice team members. Rationale: Any time a patient is left at a practice, including after anesthesia procedures, boarding, and appointment drop offs, there is always a risk the patient could undergo a life-threatening event. Knowing the client's wishes through an advance directive choice the client actively makes (e.g., CPR or DNR option on a drop off form) allows the staff to act in the manner the client wishes when a resuscitative emergency occurs. VIEW TIP RESOURCES	»	60	0	YES/NO/NO %
PC51	Upon patient admission, clients are informed of pertinent services available and the extent of after hours staffing. Rationale: Clients may assume unspoken expectations of the practice. Client satisfaction can be enhanced by ensuring that clients are fully educated about the level of services available within the practice.	»	60	0	YES/NO/NO
PC52.1	Practices not offering 24-hour care give clients the option of transferring patients overnight to a facility that can provide this service. Discussions are documented in the medical record.	»	80	0	YES/NO/NO
PC53.1	Tentative diagnosis and medical plans, or their subsequent revisions, are communicated to clients at the earliest reasonable opportunity and documented in the medical record. Rationale: Providing excellent patient care requires dynamic and ongoing communication with clients. Frequent updates relative to the patient's condition, prognosis, results of diagnostic tests, potential for additional testing, and discussion of treatments provided and their effect and associated costs is mutually beneficial. Daily updates at a minimum is ideal. Clients that have awareness and involvement in such communications can help direct care and tend to be more satisfied with medical outcomes.	»	100	0	YES/NO/NO

AAHA Evaluation Tool | Tip - Google Chrome

eval.aaha.org/View_Tip.aspx?key=a71e7b9d-87d1-4f22-8e2e-a6798be65de4

Tip for Standard PC50

Standard

Advance directives regarding resuscitative services are discussed with clients. Discussions are documented in the medical record and communicated to appropriate practice team members.

AAHA Evaluation Tool | Resources - Google Chrome

eval.aaha.org/View_Resources.aspx?key=dd7c549f-9824-4cef-8c11-e0b72b8e28ab

View Resources for PC50

Standard

Advance directives regarding resuscitative services are discussed with clients. Discussions are documented in the medical record and communicated to appropriate practice team members.

Resources

[VECCS Recover Initiative](#)

➔ STEP 6:

We encourage your team to work through the standards, answering each standard as it pertains to your current practice(s). Answers are automatically saved, and you can edit them up until one week prior to your scheduled evaluation. The initial run-through of the self-evaluation will show your current score in each section and help to identify areas of opportunity.

General Info This Evaluation Print Standards Forms Help

AAHA The Standard of Veterinary Excellence

AAHA Animal Hospital Traditional Evaluation

You are currently in Standard Save Mode
Switch to Data Entry Save Mode
What does this mean?

Review Anesthesia Standards

Below are the standards within the Patient Monitoring category in the Anesthesia section.

Please Note: You may change your answer from the drop down menus provided. Or, you may click on the "Go To" button to step through the standards one at a time to provide your answers, and view additional information such as tips, protocols, etc.

Quality of Care Summary

Anesthesia

Methods for assessing anesthetic needs in patients and appropriateness of equipment
View Anesthesia Definitions/Explanations | Unanswered Standards

ANESTHESIA STANDARDS
Patient Monitoring Category
Go To Evaluation Summary

Code	Description	Go To*	Max Pts	Your Pts	Answers
AN17.1	A practice team member is dedicated solely to monitoring the condition of each:	RESOURCES			
AN17.1a	Anesthetized patient	RESOURCES	100	75	ANSWERED 100%
AN17.1b	Sedated patient		60	0	ANSWERED 0%
AN18	The responsibility for patient monitoring is relinquished only by transfer to another trained practice team member upon their consent.		60	0	ANSWERED 0%
AN19.1	A practice team member performs frequent and regular evaluations and documents serial monitoring results such as heart rate, respiration, and/or blood pressure. This critical task takes precedence over any concurrent duties for the following:				
AN19.1a	Anesthetized patients		100	0	ANSWERED 0%

Printing the standards and delegating sections to team members

One of the keys to successfully preparing for an AAHA evaluation is having team buy-in. Divide the sections among the team members. This is an easy way to get the entire team involved in the process. When team members are involved in the process they gain an understanding of why the practice has chosen to achieve accreditation, leading to better compliance with team work and acceptance of new ideas.

General Info This Evaluation Print Standards Forms Help

AAHA The Standard of Veterinary Excellence

AAHA Animal Hospital Traditional Evaluation

Print Standards

Click on any of the links below for a printout of the standards you wish to print.

All Standards | All Mandatory Standards

Print Standards by Category

Quality of Care

ANESTHESIA

- Mandatory Standards
- Patient Monitoring
- General
- Anesthetic Emergencies
- Preanesthetic Procedures
- Anesthetic Equipment and Supplies

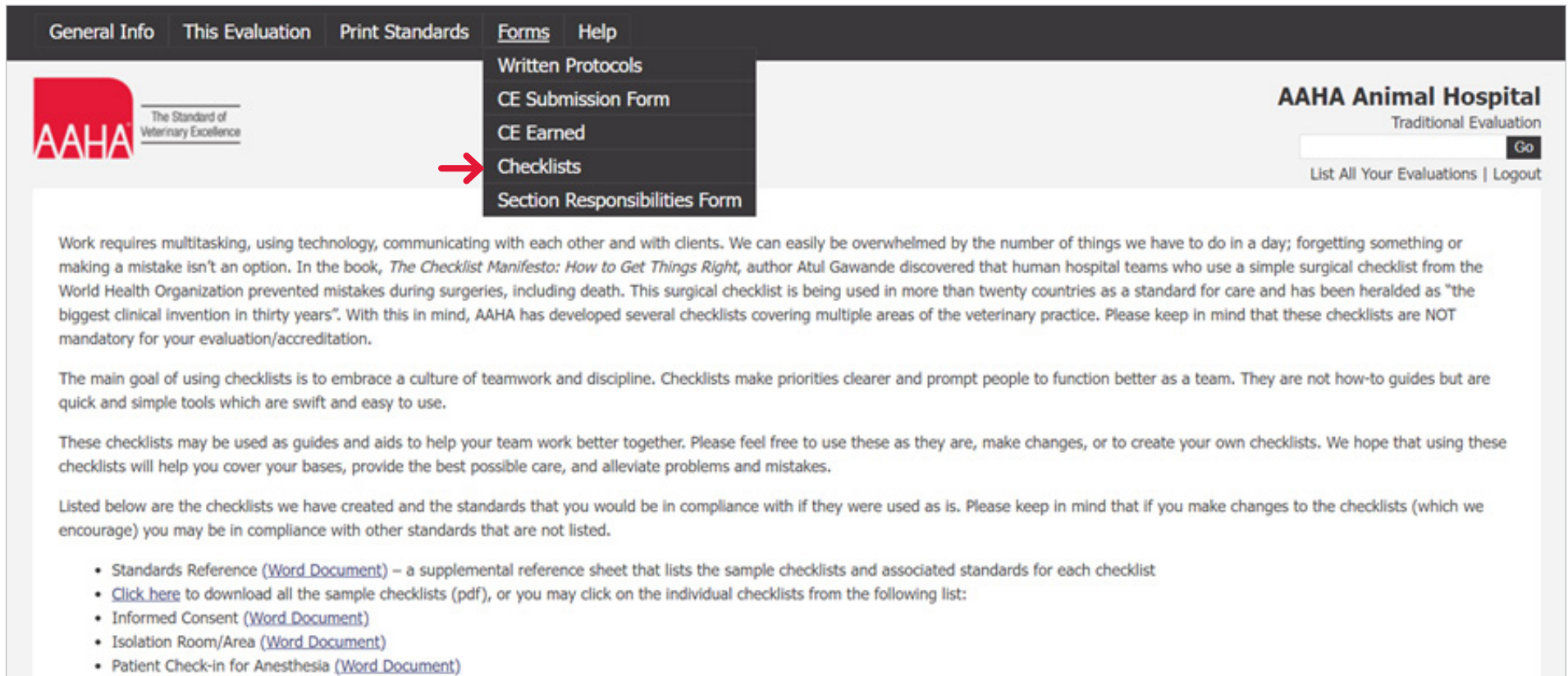
Preparation checklist

Checklists have proven successful for many of our members when preparing for their evaluation. It helps the team stay focused and involved in the process.

Factors to consider when creating a checklist for your practice:

- Form teams and assign a team leader
- Delegate sections to appropriate team members
- Schedule regular meetings and include deadlines for specific tasks

Sample checklists can be found in your evaluation tool under “Forms”.



The screenshot shows the AAHA Animal Hospital website interface. The top navigation bar includes links for 'General Info', 'This Evaluation', 'Print Standards', 'Forms', and 'Help'. The 'Forms' menu is open, displaying options: 'Written Protocols', 'CE Submission Form', 'CE Earned', 'Checklists', and 'Section Responsibilities Form'. A red arrow points to the 'Checklists' option. The AAHA logo is visible on the left, and the 'AAHA Animal Hospital' header is on the right. Below the navigation, there is a paragraph of text explaining the importance of checklists, followed by a list of sample checklists available for download.

General Info This Evaluation Print Standards **Forms** Help

Written Protocols
CE Submission Form
CE Earned
Checklists
Section Responsibilities Form

AAHA Animal Hospital
Traditional Evaluation
Go
List All Your Evaluations | Logout

Work requires multitasking, using technology, communicating with each other and with clients. We can easily be overwhelmed by the number of things we have to do in a day; forgetting something or making a mistake isn't an option. In the book, *The Checklist Manifesto: How to Get Things Right*, author Atul Gawande discovered that human hospital teams who use a simple surgical checklist from the World Health Organization prevented mistakes during surgeries, including death. This surgical checklist is being used in more than twenty countries as a standard for care and has been heralded as "the biggest clinical invention in thirty years". With this in mind, AAHA has developed several checklists covering multiple areas of the veterinary practice. Please keep in mind that these checklists are NOT mandatory for your evaluation/accreditation.

The main goal of using checklists is to embrace a culture of teamwork and discipline. Checklists make priorities clearer and prompt people to function better as a team. They are not how-to guides but are quick and simple tools which are swift and easy to use.

These checklists may be used as guides and aids to help your team work better together. Please feel free to use these as they are, make changes, or to create your own checklists. We hope that using these checklists will help you cover your bases, provide the best possible care, and alleviate problems and mistakes.

Listed below are the checklists we have created and the standards that you would be in compliance with if they were used as is. Please keep in mind that if you make changes to the checklists (which we encourage) you may be in compliance with other standards that are not listed.

- Standards Reference ([Word Document](#)) – a supplemental reference sheet that lists the sample checklists and associated standards for each checklist
- [Click here](#) to download all the sample checklists (pdf), or you may click on the individual checklists from the following list:
- Informed Consent ([Word Document](#))
- Isolation Room/Area ([Word Document](#))
- Patient Check-in for Anesthesia ([Word Document](#))

Entering your answers

We encourage you to set up a schedule for entering and updating your answers in the evaluation tool—e.g., at least weekly. The evaluation tool provides dynamic scoring as answers are entered by the team members.

General Info This Evaluation Print Standards Forms Help

AAHA The Standard of Veterinary Excellence

AAHA Animal Hospital
Traditional Evaluation
Go
List All Your Evaluations | Logout

Review Anesthesia Standards

Below are the standards within the Mandatory Standards category in the Anesthesia section.

Please Note: You may change your answer from the drop down menus provided. Or, you may click on the "Go To" button to step through the standards one at a time to provide your answers, and view additional information such as tips, protocols, etc.

- Quality of Care Summary -

Anesthesia

Methods for assessing anesthetic needs in patients and appropriateness of equipment
[View Anesthesia Definitions/Explanations](#) | [Unanswered Standards](#)

Anesthesia Standards
Mandatory Standards Category
◀◀ GO TO EVALUATION SUMMARY ▶▶

Code	Description	Go To*	Max Pts	Your Pts	Answer
MA01	Anesthetic agents are administered by a veterinarian or trained practice team member under the supervision of a veterinarian on the premises.	▶▶	N/A	Pass	<input checked="" type="radio"/> YES <input type="radio"/> NO
MA02	A means of assisting ventilation, either manual or mechanical, is readily available and utilized as needed.	▶▶	N/A	N/A	<input type="radio"/> YES <input type="radio"/> NO
MA03.1	A patient assessment is performed by a practice team member prior to the administration of any premedication, sedation or anesthetic. Such assessment ensures: <ul style="list-style-type: none">Positive patient identificationVerification of appropriate procedures and anatomical locationAppropriate presurgical diagnostic testing has been performed and evaluated <p>Rationale: The condition of a patient can change rapidly. Therefore, a cursory assessment of medical records, diagnostics, and patient immediately prior to initiating anesthesia ensures that the practice team is aware of the most recent communications with the client as well as the patient's current state.</p>	▶▶	N/A	N/A	<input type="radio"/> YES <input type="radio"/> NO
MA04	When used, endotracheal tubes must remain in place during recovery from anesthesia until protective reflexes (swallow or gag) are functioning.	▶▶	N/A	N/A	<input type="radio"/> YES <input type="radio"/> NO
MA05	Patients are observed at frequent intervals until fully recovered. <p>Rationale: Most anesthetic associated deaths occur during recovery, especially within the first three hours. Forty-seven percent of canine anesthesia mortalities and 60% of feline anesthesia mortalities have been reported to occur in the postoperative period.</p> <p>Practices should continue regular monitoring and documenting of parameters until the patient returns to near the baseline parameters determined at pre-surgical exam. Post-anesthetic vital monitoring should include the following parameters and any corrective action taken to address abnormal values:</p> <ul style="list-style-type: none">TimeTemp	▶▶	N/A	N/A	<input type="radio"/> YES <input type="radio"/> NO

NEXT >>

Protocols

Your practice probably has numerous Standard Operating Procedures (SOPs) or protocols but you may not have all of them in writing. As you prepare for your evaluation we encourage you to consider formalizing existing SOPs/protocols. Templates are available for standards addressing SOPs/protocols.

General Info This Evaluation Print Standards **Forms** Help

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Written Protocols

AAHA has provided protocol templates to be used as a guide to create customized protocols for your practice. Each protocol that is written must be customized to reflect your unique guidelines and be understood by your team.

We are offering different styles of protocol templates; below are definitions of each sample style. Please note you do not have to follow any of these styles. We are offering them to give you a starting point for creating your own.

Definitions of AAHA's sample protocol styles:

Example – An example protocol is written as if it were a complete protocol that "Hospital X" uses in practice. It is to be used for an example to give you ideas of how a protocol might read; it is not meant to be directly copied word for word as you create the protocol for your practice.

- All example protocols ([Word Document](#))

Outline – The protocol outline includes suggested content to address which you may or may not choose to include in the protocol you create for your practice.

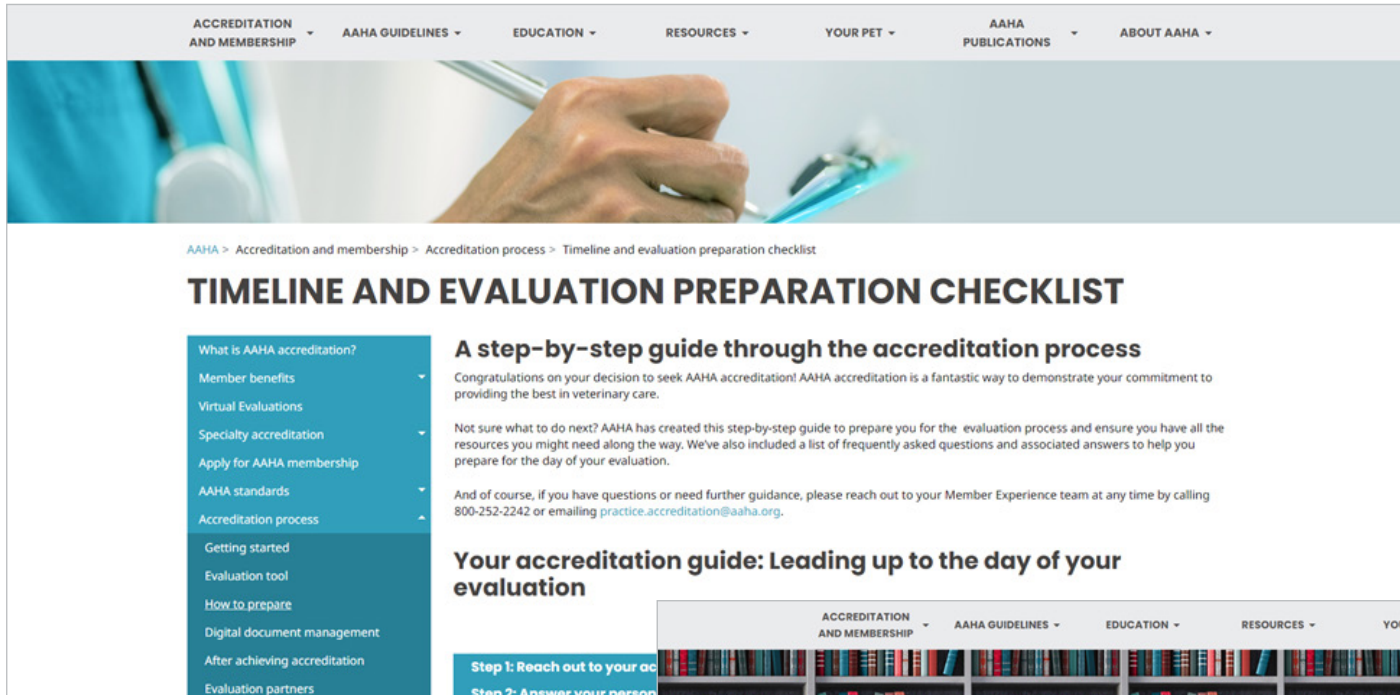
- All protocol outlines ([Word Document](#))

Template – The protocol template includes general points to address (who, what, where, when, etc.) as a guideline for things to consider when writing the protocol for your practice.

- All protocol templates ([Word Document](#))

Additional resources

Please visit <https://www.aaha.org/accreditation--membership/accreditation-process/how-to-prepare/> for additional resources to help in preparing for your evaluation.



ACCREDITATION AND MEMBERSHIP - AAHA GUIDELINES - EDUCATION - RESOURCES - YOUR PET - AAHA PUBLICATIONS - ABOUT AAHA

AAHA > Accreditation and membership > Accreditation process > Timeline and evaluation preparation checklist

TIMELINE AND EVALUATION PREPARATION CHECKLIST

- What is AAHA accreditation?
- Member benefits
- Virtual Evaluations
- Specialty accreditation
- Apply for AAHA membership
- AAHA standards
- Accreditation process
- Getting started
- Evaluation tool
- How to prepare
- Digital document management
- After achieving accreditation
- Evaluation partners

A step-by-step guide through the accreditation process

Congratulations on your decision to seek AAHA accreditation! AAHA accreditation is a fantastic way to demonstrate your commitment to providing the best in veterinary care.

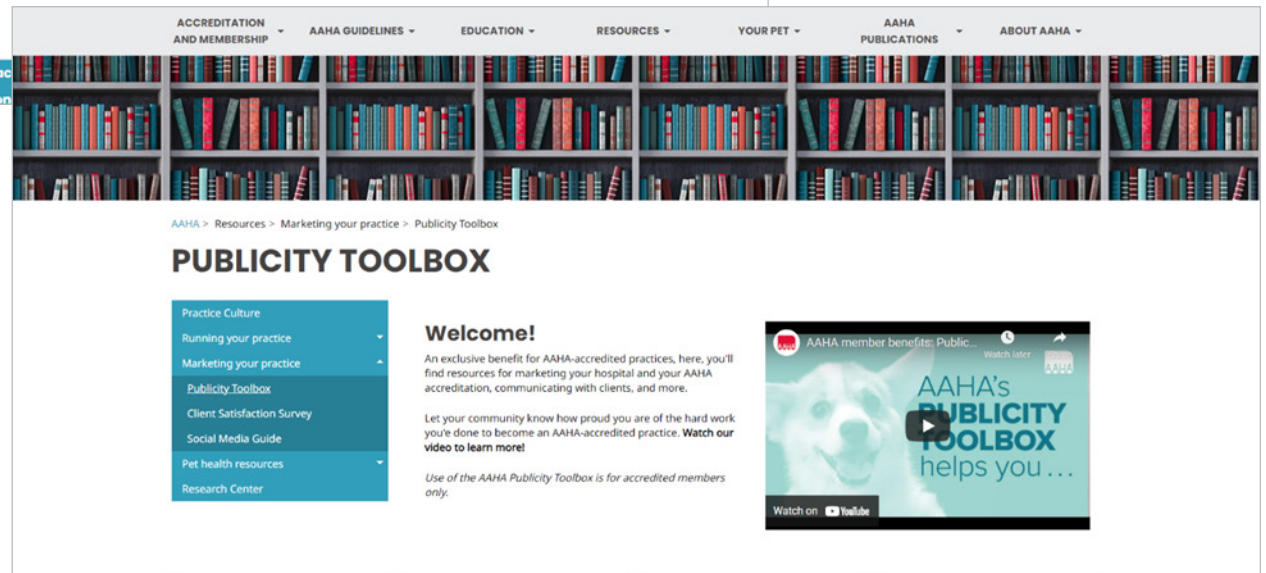
Not sure what to do next? AAHA has created this step-by-step guide to prepare you for the evaluation process and ensure you have all the resources you might need along the way. We've also included a list of frequently asked questions and associated answers to help you prepare for the day of your evaluation.

And of course, if you have questions or need further guidance, please reach out to your Member Experience team at any time by calling 800-252-2242 or emailing practice.accreditation@aaha.org.

Your accreditation guide: Leading up to the day of your evaluation

Step 1: Reach out to your accreditation manager

Step 2: Answer your personal questions



ACCREDITATION AND MEMBERSHIP - AAHA GUIDELINES - EDUCATION - RESOURCES - YOUR PET - AAHA PUBLICATIONS - ABOUT AAHA

AAHA > Resources > Marketing your practice > Publicity Toolbox

PUBLICITY TOOLBOX

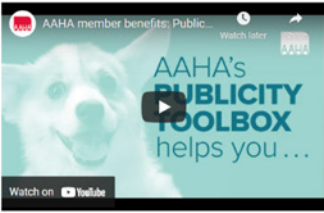
- Practice Culture
- Running your practice
- Marketing your practice
- Publicity Toolbox
- Client Satisfaction Survey
- Social Media Guide
- Pet health resources
- Research Center

Welcome!

An exclusive benefit for AAHA-accredited practices, here, you'll find resources for marketing your hospital and your AAHA accreditation, communicating with clients, and more.

Let your community know how proud you are of the hard work you've done to become an AAHA-accredited practice. **Watch our video to learn more!**

Use of the AAHA Publicity Toolbox is for accredited members only.



AAHA member benefits: Public... Watch later

AAHA's PUBLICITY TOOLBOX helps you...

Watch on YouTube