



**NEWS RELEASE  
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**AAAHC Releases 2024 *Quality Roadmap*, Reveals Key Findings on High Deficiency  
and High Compliance Standards**

*Data-Driven Insights Demonstrate Progress in Quality Improvement Results*

**(Deerfield, Ill.)** Dec. 3, 2024 – Today, the Accreditation Association for Ambulatory Health Care (AAAHC) announces the release of its 2024 *Quality Roadmap*. This comprehensive report, based on data from 1,615 onsite surveys conducted between January 1, 2023, and March 31, 2024, provides critical insights into areas of high compliance and frequent deficiencies among ambulatory health care organizations. The *Quality Roadmap* is designed to support ongoing quality improvement efforts across a diverse range of ambulatory care settings.

“The 2024 AAAHC *Quality Roadmap* reflects AAAHC’s commitment to supporting ambulatory care organizations in providing safe, compliant, and effective care,” said Noel Adachi, MBA, president, and CEO of AAAHC. “Aligned with our *1095 Strong, quality every day* philosophy, this tool serves as a collaborative resource to promote continuous improvement and operationalize quality practices throughout the accreditation term, offering valuable benchmarks to advance patient and team safety.”

The *Quality Roadmap* provides in-depth insights based on data from surveys of organizations seeking initial or reaccreditation in the Ambulatory Accreditation (AMB) and the Medicare Deemed Status (MDS) programs. Organizations surveyed include ambulatory surgery centers (ASC), office-based surgery practices (OBS), and primary care settings (PC).

This report provides an ongoing analysis of the highest and lowest compliance findings for those AAAHC Standards that were applicable to at least 95 percent of the organizations surveyed.

**Findings on High Deficiency Standards**

Data reveal that health care facilities can continue to strengthen operations and survey readiness by improving key processes. Outcomes highlight that facilities continue to have challenges in emergency preparedness, documentation management, credentialing and privileging, and infection prevention and control.

Pharmaceutical management entered the top five high deficiency areas. These Standards address pharmaceutical storage, security, recordkeeping, safe dispensing, diversion prevention, error prevention for high-alert medications or confused drug names, drug labeling, and vaccine storage and monitoring.

Quality Improvement (QI) Standards improved by 4.5 percent, reflecting progress across all organization types.

### **Findings on High Compliance Standards**

In addition to high deficiency Standards, the *Quality Roadmap* also indicates that accredited organizations have shown sustained compliance or notable QI in several key areas among Ambulatory Status and Medicare Deemed Status Standards.

### **Leveraging the *Quality Roadmap* in your facility**

The report is designed to help providers understand common deficiencies and compare these findings to their most recent onsite report and annual self-assessment. Facilities are encouraged to share and discuss findings with others in the organization to help drive decision-making on possible quality improvement studies or other corrective action. Additional guidance addresses patient safety toolkits and other AAAHC resources to improve and ensure quality. Specifically, AAAHC recently revised toolkits to help organizations establish, reevaluate, and/or improve their allergy documentation and medication reconciliation.

“By examining trends and recognizing improvement areas like medication safety, organizations can implement focused strategies that directly enhance patient outcomes,” said Julie Lynch, MS, BSN, RN, director, Institute for Quality Improvement. “The insights from this year's report provide a clear path for addressing ongoing challenges and leveraging incremental progress. This guidance empowers organizations to make meaningful improvements that support safer, higher quality care for every patient and team.”

Download the *Quality Roadmap* today at [www.aaahc.org/quality-institute/quality-roadmap/](http://www.aaahc.org/quality-institute/quality-roadmap/)

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### **About AAAHC**

Founded in 1979, AAAHC is the leader in ambulatory health care accreditation, with more than 6,700 organizations accredited. We accredit a wide range of outpatient settings, including ambulatory surgery centers, office-based surgery facilities, endoscopy centers, student health centers, medical and dental group practices, community health centers, employer-based health clinics, retail clinics, and Indian/Tribal health centers, among others.

AAAHC advocates for the provision of high-quality health care through the development and adoption of nationally recognized standards. We provide a valuable survey experience founded on a peer-based, educational approach to onsite review. The AAAHC Certificate of Accreditation, along with specialized programs including Advanced Orthopaedic Certification and Patient-Centered Medical Home Certification, demonstrates an organization's commitment to providing safe, high-quality services to its patients—every day of the 1,095-day accreditation cycle. AAAHC Accreditation and Certification Programs are recognized by third-party payors, medical professional associations, liability insurance companies, state and federal agencies, and the public. For more information on AAAHC, please visit [www.aaahc.org](http://www.aaahc.org).