

Reliability Methodology – Quick Facts

The Quality Assessment Team initiates reliability visits on a periodic, routine basis as well as when we identify concerns.

- The fact that an assessor is having a reliability visit is not in itself a reason for others to think there are reliability issues.
- ✓ A major bottom-line indicator of reliability is each assessor's accreditation rate **compared** to the general average.
 - A reliable assessor corps should not have extreme variability in the percentage of programs that pass and fail their assessments.
- ✓ There are general program quality differences in different regions of the country, and these would be expected to produce different pass/fail rates.
 - When an assessor is working primarily in one area where we see more challenging conditions we are rather conservative initially about ascribing a low overall pass rate to lack of inter-rater reliability as a result of program **context**.
- ✓ We can't assess trends in assessor pass/fail rates until an assessor has done enough visits (our current rule of thumb is 20 or more) for percentage statistics to be meaningful.
 - We have found it most efficient and meaningful to look across the visit records from **each candidacy/renewal cycle** to assess these rates.
 - About every 6 months we evaluate this aspect of performance.

Don't forget:

- ✓ All individuals conducting assessments receive reliability checks
- ✓ Variability occurs – reliability is about minimizing variability.