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 in 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.