



# NORTHUMBERLAND HILLS HOSPITAL

*inspiring strength, dignity and compassion*

## **NEWS RELEASE – FOR IMMEDIATE RELEASE**

### **Accreditation Granted to Northumberland Hills Hospital:**

**“The organization’s commitment to quality shows in all their care and services to clients, staff and partners”**

**NORTHUMBERLAND COUNTY, Thursday, May 24, 2007** – The President and CEO of Northumberland Hills Hospital (NHH) received a much-anticipated letter this week: official word from the Canadian Council on Health Services Accreditation (CCHSA) that the hospital has been granted accreditation.

On a scale of one to seven, NHH received an average ranking of five across all standards areas, and six in a number of others.

“We are very, very pleased with our results,” said Joan Ross, President and CEO. “It is not common for hospitals to receive such high kudos from the Council and this is a tribute to our people. On a scale where a seven means the hospital “walks on water,” and a three would indicate partial compliance only, an overall rating of five is considered very strong. I’m especially pleased with the number of areas in which we were granted a rating of six. This indicates that certain of our practices are considered ‘leading practices,’ in other words, strengths recognized not only for what they contribute to our organization, but strengths believed to be making a contribution to the field.”

In the Survey Summary, the Council report noted: “Northumberland Hills Hospital can celebrate many successes. Team work, communication and partnering are key and consistent themes in this organization. Clients, partners and staff speak highly of this organization. Successes of the organization since the previous survey continue to be its people focus and pride in the organization that is demonstrated by all, be they staff, patients, clients or visitors. The community is very supportive of the organization and its facilities.”

On the subject of patient safety—a particular interest for the hospital and the surveyors—142 criteria were reviewed. One-hundred and forty-one (99%) earned ratings of good to excellent compliance. “Safety clearly has been a focus,” noted the report. “The patient and staff safety framework is supported and implemented. Best practices shine throughout all teams interviewed.”

“The organization ... has no clearly identified challenges with compliance to Required Organizational Practices,” said the Council in its final report, and NHH “has identified areas where they are leading edge.”

Three external reviewers spent three days in March at NHH, interviewing teams and gathering further detail about materials shared in advance of their on-site review. While the hospital was optimistic that full accreditation would be granted, and the CCHSA Web site had recently identified the hospital as “accredited,” the final word was not received until this week.

The voluntary accreditation process is used by Canada’s hospitals and many other national and international health and social service organizations. The purpose of the exercise is to evaluate one’s services against national standards of delivery and to continuously better the quality of patient care. The process was NHH’s second in the new facility.

Ms. Ross extended her gratitude to all who contributed to the process, including NHH staff members and physicians, community partners, and members of the NHH Foundation and Auxiliary. Special recognition is owed to Daphne Brine, Health Informatics and Processes Leader, who led the 2007 preparations.

Said Sid Trevail, Chairman of the Northumberland Hills Hospital Board: “The remarks made by the survey team about this facility, its people and its processes are simply outstanding. The Board congratulates the entire NHH team, staff and volunteers alike, for achieving such a high level of health care quality for our community.”

The next full survey of the hospital will be planned for the year 2010.

For additional information please contact Jennifer Gillard, Director, Corporate Communications, at 905-377-7757 or by email at: [jgillard@nhh.ca](mailto:jgillard@nhh.ca)

**About Northumberland Hills Hospital** - The Northumberland Hills Hospital (NHH) is located approximately 100 kilometres east of Toronto. The 137-bed hospital delivers a broad range of services, including medical/surgical care, complex/long term care, rehabilitation, palliative care, obstetrical care and intensive care. NHH also sponsors a Community Mental Health Centre and an Assertive Community Treatment Team. The hospital serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 60,000 residents, west Northumberland is comprised of the Town of Cobourg, the Municipality of Port Hope and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs over 500 people and is an active member of the Central East LHIN. For more information, please visit [www.nhh.ca](http://www.nhh.ca).