



NORTHUMBERLAND HILLS
HOSPITAL
BOARD OF DIRECTORS MANUAL

CATEGORY:	QUALITY AND SAFETY	NUMBER: V-001
ISSUED BY:	QUALITY AND SAFETY COMMITTEE	PAGE: 1 of 2
APPROVED BY:	BOARD OF DIRECTORS	
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COMMITMENT TO QUALITY AND SAFETY

Policy:

The Board is ultimately responsible for quality of care and safety across the Hospital. In its oversight role, the Board shall ensure that quality and safety are identified as strategic priorities for the Hospital, and that it is compliant with all applicable legislation and regulations.

Purpose:

The purpose of this policy is to affirm the Board's commitment to quality of care and safety as strategic priorities for Northumberland Hills Hospital.

Procedure:

The CEO shall ensure that a comprehensive framework is developed, effectively implemented and updated to ensure leading practices in quality and safety are adopted by the Hospital in a timely manner.

The quality and safety framework shall include the following domains:

Quality Attributes

- Accessibility, equality, integration, patient centred care, population focus, resources, effectiveness and efficiency
- Patient satisfaction and complaints process

Safety

- Safe environment, safe practice, infection control and safe medication management.
- Critical incident reviews and process

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Risk Management

- Prevention, preparation and protection strategies to prevent and mitigate potential harm or loss
- Planning for emergency preparedness, disasters and pandemics

Performance Monitoring

- Selecting and monitoring performance measures

The Board shall:

- Ensure that the CEO has implemented a comprehensive quality and safety framework;
- Select and monitor performance measures for quality, safety and risks on at least quarterly basis;
- Ensure that management has plans in place to address variances from performance measures, and oversee implementation of remediation plans;
- Promote openness and accountability for quality and safety performance, including public reporting of key performance measures; and,
- Demonstrate and support management in creating a culture of safety throughout the Hospital.

References:

Ontario Hospital Association, *Quality and Patient Safety: Understanding the Role of the Board*, 2008, Publication N. 44

Accreditation Canada (2009), *Sustainable Governance Standards*, Qmentum Program 2010

Approved:

November 1998

March 2001

April 2002

May 2003

February 2010

September 2011