

NHH awarded “Accredited” status from Accreditation Canada

Northumberland Hills Hospital is pleased to announce that it has been awarded “Accredited” status from Accreditation Canada, an independent, not-for-profit organization that conducts reviews of health organizations around the globe and sets standards for quality and safety in health care.

Following a comprehensive self-assessment completed by NHH staff and governance authorities, three Accreditation Canada surveyors and one intern visited NHH from March 24th to March 28th to analyze first-hand the hospital's programs and processes.

The review team – experienced leaders from other Canadian health care organizations – read hundreds of background documents and interviewed front-line staff, management, physicians, patients, volunteers, community partners and members of the NHH Board to complete their recommendation. A central component of the surveyors' review was a unique “tracer” method, which followed randomly selected patients through their journey at NHH, analyzing the quality of each step along the way.

Of the 1,734 standards, NHH met 98 per cent and, upon review by Accreditation Canada's Decision Committee, received its official “Accredited” status April 11th.

Standards and requirements are constantly evolving and include: national standards of excellence; required safety practices to reduce potential harm; and questionnaires to assess the work environment, patient safety culture, governance functioning and client experience. NHH was evaluated against 1,411 criteria in its last Accreditation Canada review in 2010, and met 97 per cent of the standards at that time.

Said Helen Brenner, Interim President and CEO: “Our review was extremely rigorous. While quality improvement is a continuous process and we will always have improvements we can make, we are very pleased with Accreditation Canada's report. I want to commend the team for their commitment to quality and safety each and every day. It is evident in these results.”

The targeted survey and review by Accreditation Canada surveyors occurs every three years on a voluntary basis. In addition, quality improvement activities are operationalized at Ontario hospitals on an annual basis through Quality Improvement Plans.

“The Accreditation process is an important opportunity to evaluate – program by program, service by service – against proven best practices” added Myonne Allan, NHH's Director of Quality and Safety. “Continuous improvement is also supported by our Quality and Safety Framework and our annual Quality Improvement Plans, which set out – on an annual basis – specific improvement targets and initiatives we want to prioritize for the coming year. Combined, all these tools help ensure we are achieving our mission: “*Exceptional patient care. Every time.*”

For more on NHH's quality and safety program, including links to NHH's latest Accreditation Canada report and 2013/14 Quality Improvement Plan, see the *About NHH* tab on www.nhh.ca and click on [Accountability/Quality and Safety](#).

Helen Brenner named Interim President and CEO

Doug Mann, Chair of Northumberland Hills Hospital's Board of Directors, announced at the April meeting of the NHH Board of Directors that Helen Brenner, previously Vice President of Patient Services and Chief Nursing Executive (CNE), has accepted the Board's offer of the position of Interim President and CEO, effective April 15th, 2013. President and CEO Robert Biron, who announced in February that he would be leaving NHH to take on the position of President and CEO at The Scarborough Hospital, has now wound down his duties at NHH.

“Helen was recruited to NHH in January, 2009,” said Doug Mann. “In her capacity as VP, Patient Services and CNE, the Board has witnessed her leadership in many successful initiatives here at NHH, including the Alternate Level of Care (ALC) strategy, the launch of the NHH Restorative Care Program and, more recently, our hospital's participation in a very innovative project with The Change Foundation, Northumberland PATH. Please join me in congratulating Helen on this opportunity”.

A CEO Selection Committee has been struck by the Board, and a search for a permanent President and CEO has been launched with the help of an executive search firm.

Said Doug Mann: “We are confident that Helen Brenner will be an excellent steward to oversee NHH operations until such time that a permanent replacement is recruited. We thank her for accepting this important responsibility.”



Volunteers celebrated

National Volunteer Week was recognized this week with a special celebration in the hospital's Main Street Bistro. Shown with guest speaker Rob Milligan, MPP for Northumberland Quinte-West (far right) and NHH's interim President and CEO Helen Brenner (centre) are, from left to right: Scott Fraser (representing the volunteers who support the NHH Foundation); Kaye Jackson (representing NHH Board volunteers); Marilyn Macklin (for the NHH Auxiliary); Rev. Mary Ryback (for NHH's volunteer chaplain network); and Sarah Holland with Corduroy (representing St. John Ambulance Therapy Dog volunteers).

“From the Foundation to the Auxiliary and all the groups in between, we have an exceptionally generous community of volunteers here at NHH,” said Helen Brenner. “Thank you for all you do!”

Upcoming NHH Foundation events

Saturday, May 11th – 8th Annual Northumberland Street Hockey Festival. Download the registration form from the Foundation pages on www.nhh.ca, or pick up a form from the Foundation office.

Saturday, May 18th – LOVE LOCKS Cobourg. Join our Youth Cares Committee and the Town of Cobourg as this ancient custom comes to Cobourg. Locks can be purchased through the Foundation office for a cost of \$25. The Youth Cares Committee will also be selling locks at Davis' Independent on Saturday, May 4th as well as May 18th at the launch of LOVE LOCKS at Rotary Harbourfront Park.

Wednesday, May 29th – 7th Annual Northumberland's Biggest Coffee Morning. Gather your friends, co-workers, neighbours or family together on May 29th (or any date that suits you best) and plan your party in support of Northumberland's Biggest Coffee Morning. Register your party directly at www.nhhcoffee.ca. This year's event celebrates and honours the lives of three individuals who made a significant difference in our communities - **Isabella Troop, Cheryl Fisher and Ron Templar.**

Upcoming NHH Auxiliary events

Saturday, May 11th – Spring Fever! Join the NHH Auxiliary from 10:00 AM to 4:00 PM for the second annual **Spring Fever**. All about gardens and gardening, with Mother's Day gifts and all your planting needs for the May 24th weekend, the event is held at Scott's Barn, 160 McLean Road, just north of Cobourg. Admission is free but donations are very welcome. All proceeds go to the purchase of hospital equipment. For further information, including directions, call the Auxiliary office at 905.372.6811, ext. 4630 or visit the Volunteer pages on www.nhh.ca



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