



NORTHUMBERLAND HILLS HOSPITAL

NEWS RELEASE – FOR IMMEDIATE RELEASE

Official confirmation received - Accreditation granted, no conditions!

NORTHUMBERLAND COUNTY, Tuesday, April 20, 2010 – NHH's official confirmation of Accreditation Canada's stamp of quality approval has been received! The letter, which reached the Hospital late last week, announced: "Accreditation Canada has reviewed the results from your on-site survey and is pleased to inform you that the decision awarded to your organization is Accreditation."

In sharing the news earlier this week with the NHH team, President and CEO Robert Biron congratulated everyone for their accomplishment. "Our Hospital received accreditation without conditions. This is a remarkable achievement for our entire team."

Senior medical and health care professionals from other hospitals across Ontario—three external reviewers and one observer—spent March 29 to April 1 at NHH. The 2010 process followed Accreditation Canada's new patient- and staff-focused "Qmentum" process. The surveyors spoke directly with staff, patients, families, physicians, volunteers and others, as they traced the path of patients, materials and activities through their journey at NHH, evaluating the quality and safety of care and services provided.

NHH was evaluated against a total of 1,411 criteria, organized into standards related to everything from Infection Control to Managing Medications to Sustainable Governance. Rated as "met" or "unmet," NHH achieved a 97 per cent compliance rate. Below is a summary of the successes noted in the final report.

Strong teamwork and commitment to patient safety

Teamwork and commitment to patient safety were singled out by the Accreditation Canada surveyors as particular strengths at NHH. "Strong teamwork is in evidence in all areas of the hospital," noted the surveyors. "There is a genuine effort expended for all clinical programs to be client-centred and keep patient safety as a top priority. The staff, including credentialed personnel, are supported by the organization to keep patients at the centre of care by way of ongoing educational opportunities."

Friendly, transparent hospital

The surveyors praised NHH's friendly hospital feel, noting: "Feedback from the community partners and from patients, in contrast to some other hospitals, is such that staff really embody NHH's mission, vision and values.... According to community partners, the hospital enjoys a positive reputation in the community, and its small town, community hospital feel is a positive, distinguishing characteristic.... The hospital's efforts and approach to internal and external communication is exemplary."

Respect and support from the community served

Accreditation Canada also praised NHH for the commitment it has from the community it serves, specifically acknowledging the strong commitment to both the NHH Foundation and the NHH Auxiliary: "The fundraising support from the community is noteworthy, and a volunteer presence and engagement with the hospital is remarkable."

Governance

"The board is knowledgeable and very engaged."

Well-maintained physical structure

On the physical structure itself, the surveyors found NHH to be "well maintained" with "an ongoing commitment to maintaining the infrastructure as it ages."

Community Engagement

Speaking directly to the *Shared Challenge, Shared Solution* collaborative budget strategy NHH recently completed, the surveyors were very positive, noting: "The NHH is embarking on a transformation journey. It has engaged the community in a meaningful manner with a respect to service provision, given its financial imperatives. The community advisory panel, along with perspectives from other stakeholder groups, were considered in the organization's new draft strategic plan and submission of the 2010/2011 operating plan."

Acknowledging that "new leadership has joined the organization," the surveyors commended the Hospital for bringing together new expertise with "those with corporate memory" to revise internal hospital structures to "support the hospital's focus on quality and organizational performance."

The voluntary accreditation process is used by Canadian hospitals and other national and international health and social service organizations to evaluate the quality of services against national standards of delivery. The process was NHH's third at the 1000 DePalma Drive location.

For more information, please contact Jennifer Gillard at 905-377-7757 or jjillard@nhh.ca.

About Northumberland Hills Hospital – The Northumberland Hills Hospital (NHH) is located approximately 100 kilometres east of Toronto. The acute care hospital delivers a broad range of services, including emergency and intensive care, medical/surgical care,

complex/long-term care, rehabilitation, palliative care and obstetrical care. A variety of ambulatory care clinics are also offered at NHH. In addition to these, 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 comprises the Town of Cobourg, the Municipality of Port Hope and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs close to 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East LHIN. For more information, please visit www.nhh.ca.

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