



NEWS RELEASE – FOR IMMEDIATE RELEASE

Preliminary feedback very positive – Northumberland Hills Hospital completes on-site review for Accreditation 2010

NORTHUMBERLAND COUNTY, Wednesday, April 7, 2010 – Staff at Northumberland Hills Hospital (NHH) held a celebration last week to mark the successful completion of the latest step in a series of activities related to Accreditation 2010. The most recent full-scale quality review for the Hospital since 2007, it was also NHH's first experience with Accreditation Canada's new patient- and staff-focused "Qmentum" process.

The voluntary accreditation process is used by Canadian hospitals and other national and international health and social service organizations. The purpose: to evaluate the quality of services against national standards of delivery and to continuously improve the quality of patient care.

Three external reviewers and one observer—senior medical and health care professionals from other hospitals across Ontario—spent March 29 to April 1 at the Hospital. Instead of organized sessions with designated accreditation teams, as was the case for the last review in 2007, NHH's 2010 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. Rated simply as "met" or "unmet," NHH achieved a 97% compliance rate summarized simply by one surveyor as: "clearly, we think you're a very good organization!"

In the preliminary report shared at the staff de-briefing last Thursday morning, the surveyors remarked on the strong commitment to patient safety and patient-focused care at all levels of the organization.

They praised NHH for the caliber and maintenance of the Hospital. They noted the high performance on meeting new standards in diagnostic imaging, reprocessing and sterilization, infection control and managing medications.

They commended NHH for its transparency and community engagement during this transformational period, and emphasized the strong feedback voiced by patients and community partners focused on the positive reputation that the Hospital has earned in the community.

Finally, they praised each and every staff member for their obvious passion for patient care, and their enthusiasm for the important Accreditation process.

NHH's official report from Accreditation Canada will not be in hand for several months, but the preliminary report (reflecting the information shared above) is expected within the month.

Said Robert Biron, in a message to staff following the surveyors' visit: "While Accreditation is intended to be just one step in our Hospital's continuous quality improvement journey, we can be confident that we will be passing Accreditation 2010 with flying colours. Thank you to each and every staff member who participated in this process, including our physician leaders! It was truly a Hospital-wide effort!"

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