



# NORTHUMBERLAND HILLS HOSPITAL

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

### **NHH welcomes Accreditation Canada peer surveyors for on-site survey September 12 through 15**

**NORTHUMBERLAND COUNTY, Friday, September 9, 2022** – Northumberland Hills Hospital (NHH) will host three peer surveyors from Accreditation Canada on Monday, September 12 through Thursday, September 15. While the work required to participate in this internationally recognized quality improvement program is rigorous, the benefits of the accreditation journey are many.

“Every member of our team is committed to quality and safety in health care delivery. Accreditation through Accreditation Canada’s Qmentum program is not a one-time affair,” said Susan Walsh, President and CEO, “it is actually a journey, over many years, and an ongoing opportunity to continuously assess our organization’s processes against evolving standards of excellence to identify what we are doing well today and what may need to be improved in the future.”

An Accreditation Canada surveyor herself, Walsh notes that accreditation with Accreditation Canada is a voluntary process. “Many hospitals in Ontario choose to participate in the Accreditation Canada program, as do home- and long-term care providers, community and public health, mental health and addictions treatment facilities, labs, private clinics and more. I have been privileged to be part of the experience from both sides, both as a surveyor and as a member of an organization being surveyed.”

While generally conducted on a four-year cycle in the past, NHH’s last Accreditation Canada survey took place in 2017. Delayed by several years due to the pandemic, the subsequent on-site survey is the latest opportunity for teams throughout NHH to showcase performance against key priority processes while also highlighting the hospital’s resilience through a period of unprecedented global and local change.

#### ***How does the Accreditation Canada program work?***

NHH staff, physicians, and volunteers began the accreditation process by completing a series of self-assessments against Accreditation Canada standards. These standards examine an organization’s governance, leadership, risk management, infection prevention and control, and medication management measures, as well as the quality of care experienced in those care areas.

The on-site survey that will be conducted at NHH September 12 to 15 is the next step in the process. NHH’s 2022 survey will be conducted by three trained peer surveyors: Dr. Gayle Campbell, Dr. Andrew Williams and Donnalene Tuer-Hodes (see biographies

below). It focuses on the processes used to deliver care, not on individual health care providers, and the whole organization is involved, from front-line staff and volunteers to board members, patients and families.

After the on-site survey, the surveyors will submit a preliminary report to NHH and to Accreditation Canada. Accreditation Canada will in turn examine the surveyors' report before providing NHH with a final report and an accreditation decision (Accredited, Accredited with Commendation or Accredited with Exemplary Standing) based on the information gleaned from the on-site survey.

The results of the on-site survey provide guidance to the organization regarding areas of success and areas where improvements can be made in future quality improvement initiatives.

“Accreditation is not something with a start and a finish, it is a continuous process,” adds Elizabeth Selby, Chair, NHH Board of Directors. “Quality oversight is at the heart of our Board’s responsibilities and we applaud the team’s participation in the Accreditation Canada process through the years. Everyone at NHH strives to deliver exceptional patient care, every time, but no organization is exceptional all the time. We know there is always room for improvement. What is unique about this process is that it reviews compliance against Required Organization Practices related to high-risk areas across the entire organization, not simply one or two programs. The Board looks forward to learning how NHH is doing in 2022 in comparison to these evolving practices, and sharing this with our community. It’s an assessment that is arguably all the more important in light of the exceptional strain of recent years.”

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**About Northumberland Hills Hospital** – Located approximately 100 kilometres east of Toronto, NHH delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, obstetrical care and palliative care. Post-acute specialty services (PASS) include restorative care and rehabilitation. Mental health care, chemotherapy, dialysis and 16 other ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography. 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, Alderville First Nation and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs more than 700 people and relies on the additional support provided by physicians, midwives and volunteers. NHH is an active member of Ontario Health (East)—formerly the Central East Local Health Integration Network—and the Ontario Health Team of Northumberland. For more information, please visit [nhh.ca](http://nhh.ca) or follow us on Facebook [@northumberlandhillshosp](https://www.facebook.com/northumberlandhillshosp) or Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp).



## ACCREDITATION AGRÉMENT CANADA

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### Profile

Gayle Campbell is currently the After Hours Administrator at Soldiers Memorial Hospital Orillia Ontario. She has held a variety of management and Administrative positions in several acute care hospitals in Central Ontario.

Throughout her career, she has held a multiple positions in long term care including Administrator, Director of Nursing and Staff Development in both publicly and privately operated facilities within Ontario.

She has worked in Community agencies both private and non for profit during her career and has held a variety of positions from staff nurse to Risk and Quality management, Policy Advisor.

Gayle is President and owner of a consulting firm that provides consulting services in the areas of management, policy development, education, and quality improvement. The services are provided to a variety of organizations in long term care, emergency services, pharmacies, community nursing, and acute care organizations.

Gayle maintains part-time faculty position with Laurentian University in Sudbury in the post diploma RN Degree program and has taught in College system as well as the Universities.

Gayle is a Registered Nurse with undergraduate degrees in Nursing, Administration, Business, and a graduate degree in Business Administration and a PhD in Administration, also has a certificate in Addictions Counselling.

Gayle's professional affiliations include the College of Nurses of Ontario, the Registered Nurses' Association of Ontario, Gerontological Nursing Association of Ontario, the Nursing Administrator Network of Ontario, as well as multiple local professional associations.

Gayle's community activities include past director of Skate Canada Eastern Ontario, a board member of a federal and provincial political party, and fundraising initiatives for sports and charitable organizations.



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### Profile

Andrew Williams is the President and Chief Executive Officer of the Huron Perth Healthcare Alliance.

Throughout his career, Andrew has held a number of senior positions, including Interim Chief Executive Officer both at Stratford General Hospital and Seaforth Community Hospital, as well as Assistant Executive Director of Planning and Hospital Services, and Assistant Executive Director, Diagnostic and Support Services, both at Stratford General Hospital.

Andrew started his healthcare leadership career in Ottawa where he spent 5 years at the Ottawa Civic Hospital.

Andrew holds an Honours Bachelor of Science in Biology and a Master of Health Services Administration, both from Dalhousie University. He is a certified member of the Canadian College of Health Leaders and a member of the American College of Health Service Executives.

Andrew sits on the Ontario Hospital Association's Small, Rural, and Northern Leadership Council, is a member of the Southwest Local Health Integration Network's (LHIN) Health System's Leadership Council, Co-Chairs the LHINs Hip Fracture, and, Emergency Department/Mental Health Access and Flow Steering Committees, sits as a member of the South Western Academic Health Network Steering Committee and is a member of the Huron Perth Provider's Council.



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### Profile



Donnalene Tuer-Hodes has held the position of Chief Nursing Executive and Program Director of Surgery, Maternal Child and Medical Device Reprocessing Department. She has also been the Program Director of the Emergency Department. Prior to moving into administrative roles, Donnalene had worked over twenty years as a front line staff. She has hands on experience in ICU, Telemetry, Inpatient Surgery, Operating Room, Recovery Room, Day Surgery, Endoscopy, Dialysis and Ambulatory Care. Since 2017, Donnalene has been working in contract and consulting positions.

Donnalene received her nurses training from Perth Huron Regional School of Nursing and went on to graduated from The University of Western Ontario with a Bachelors of Science in Nursing, a Masters of Science in Nursing and an Advanced Nurse Practitioner Diploma. She is certified as a Legal Nurse Consultant and is consulted as an expert advisor for surgical cases across Canada. Donnalene taught for the Post RN Degree Program for Ryerson University for ten years and was a research consultant in rural health for McMaster University. She was a committee member of the Human Resource Strategic committee for the Ontario Hospital Association for five years.

Donnalene has been a surveyor for Accreditation Canada for 12 years. She was appointed as a member of the Surveyor Advisory Council in 2015- 2017 and is currently a member of the Accreditation Decision Committee. Donnalene has had the opportunity to survey Independent Surgical Facilities and Fertility Clinics across Canada. Donnalene provides surveyor and organizational education and training on a National and International level and does National and International Accreditation Surveys. Donnalene enjoys travelling, meeting and working with people around the world.

Donnalene is currently a member of Board of Directors for the Alzheimer Society of Perth County and a

committee member of the Federation Quality Committee with Alzheimer Society of Ontario. She is also a member of the Board of Directors for One Care and a member of the City of Stratford's World Tour Committee. Donnalene is a co-founder of the organization "100 Women Who Care Stratford".

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