



NEWS RELEASE – FOR IMMEDIATE RELEASE

Confirmation received – NHH awarded “Accredited” status from Accreditation Canada

NORTHUMBERLAND COUNTY, Monday, April 22nd, 2013 – 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](#).

For more information contact Jennifer Gillard (Northumberland Hills Hospital) at 905-377-7757 or jgillard@nhh.ca.

About Northumberland Hills Hospital – Located approximately 100 kilometres east of Toronto, Northumberland Hills Hospital (NHH) delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, and obstetrical care. Post-acute specialty services (PASS) include restorative care, rehabilitation and palliative care. 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 and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs approximately 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East Local Health Integration Network. For more information, please visit www.nhh.ca.