



NORTHUMBERLAND HILLS HOSPITAL

NEWS RELEASE – FOR IMMEDIATE RELEASE

NHH achieves outstanding Ontario laboratory assessment

NORTHUMBERLAND COUNTY, Monday, July 18th, 2016—The NHH Laboratory team has been recognized with an outstanding quality report from the four reviewers who scrutinized the hospital's Laboratory practices and policies in late June.

In an internal meeting with Lab staff, medical leadership and hospital managers on Friday, June 24th, the four-member Laboratory review team representing the Institute for Quality Management in Healthcare (IQMH) Centre for Accreditation concluded their visit and shared a verbal summary of their assessment that was filled with positives.

The review, which all licensed medical laboratories in Ontario are required to successfully complete every four years, verifies conformance to the IQMH Accreditation Requirements which are based on provincial and federal law, ISO (the International Organization for Standardization) and generally accepted principles of good laboratory practice.

Assessed over three days against a total of 492 requirements, the NHH Laboratory was found to have only five (5) "minor non-conformances" for an overall conformance rating of 99%.

To complete their assessment, the reviewers shadowed staff in the Lab and throughout the hospital, observing them as they drew blood, processed specimens, interacted with "clients" and used the multiple pieces of technology needed to perform their roles. Direct client (patient) input was also sought, and it too was very positive.

In announcing the news to staff, NHH President and CEO Linda Davis said: "Congratulations to everyone on the Lab team for earning such positive feedback. Not only were all the major clinical processes in hand, the reviewers all remarked about the quality, kindness, cleanliness, respect and collaborative spirit here at NHH. Thank you to all who participated in this important quality assessment. The NHH values could not have been better demonstrated!"

Specific feedback shared by the 2016 Laboratory reviewers in their summary meeting included the following:

"This was a special audit."

"Beautiful facility."

"Wonderful lab, GREAT staff."

"I thought this hospital felt like a family – so respectful, from the cleaning staff to the kitchen, just wonderful!"

"Your Lab is clean, big and bright – no clutter, well organized."

"All your Lab staff were knowledgeable, helpful and prepared."

"The Lab staff's interaction with people is really great."

Ontario hospital laboratory non-conformances are classified by IQMH as either major or minor. Of the five non-conformances identified in the NHH Lab review, all were minor, with two related to “equipment, reagents and supplies,” one related to “pre-analytical process,” one related to “analytical process” and the last related to “safety.”

“The NHH team is committed to exceptional patient care, and we are extremely pleased to see this commitment translated into such a positive accreditation report for our Lab,” said Dr. Allison Collins, Medical Director, NHH Laboratory. “We work together as a team with colleagues across the hospital. It was very nice to see this teamwork acknowledged by the review team in addition to the many technical requirements positively observed.”

NHH has 12 weeks to complete and receive approval on an acceptable action plan for the five minor non-conformances identified. This work is under way with the expectation that all work will be completed by September 22nd, 2016.

“The assessment confirmed that we have an excellent Laboratory quality management system in place. We’re very pleased with our report,” said Myonne Allan, Director of Quality and Safety for Northumberland Hills Hospital, “we welcome the continued guidance provided by this important process and we’re already planning for the next review in 2020!”

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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 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 or follow us on Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp).