

The NHH Quality and Safety Framework

The Northumberland Hills Hospital's Quality and Patient Safety Framework ensures that providers are supported to work collaboratively to ensure that every patient receives safe, appropriate and effective care.

The Cornerstones of Quality Patient Care

Quality Attributes

NHH achieves quality by ensuring high performance in the following areas: accessibility, effectiveness, safety, patient-centeredness, equitable, efficiency, appropriately resourced, integration and focus on population health.

Safety

NHH provides a safe environment and ensures safe practices for all..

Risk Management

NHH is proactive in prevention, planning and protection to minimize the effects of risk to operations, plant, human resources, patients and the community.

Performance Monitoring

NHH assesses performance, identifies opportunities and strategically makes changes that will result in improvements. Cascading indicators are linked to the strategic plan and to attributes of quality.



The Enablers of Quality Patient Care

Culture

NHH creates and maintains a culture of quality and safety by working together to ensure high standards of quality and safety in all that we do and continuously seeking opportunities for improvement.

Leadership

NHH's leadership is committed to quality and safety. Staff are supported and encouraged to develop and be innovative. Infrastructure exists to inform and manage quality improvement. Clear expectations and accountabilities are in place.

Collaboration

NHH uses collaboration to achieve quality patient care – both internally within inter-professional teams and externally with other care providers and stakeholders. The patient is recognized as an integral part of the healthcare team.

Sustainability

NHH is prepared to sustain efforts and changes that result in high quality healthcare. Quality and Safety is our way of doing things and is not a project or initiative.



For more information, contact:

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