COMMITMENT TO QUALITY, SAFETY AND RISK MITIGATION

Policy:

The Board is ultimately responsible for monitoring performance and ensuring quality of care, safety and the mitigation of risk across the Hospital. In its oversight role, the Board shall ensure that quality and safety are identified as strategic priorities for the Hospital, that there are strategies in place for risk mitigation and that the Hospital is compliant with all applicable legislation and regulations.

Purpose:

The purpose of this policy is to affirm the Board’s commitment to quality of care, safety and risk mitigation as strategic priorities for Northumberland Hills Hospital.

Procedure:

The CEO shall ensure that a comprehensive framework is developed, effectively implemented and updated to ensure leading practices in quality and safety are adopted by the Hospital in a timely manner.

The quality and safety framework shall include the following domains:

Quality Attributes

- Accessibility, equality, integration, patient centred care, population focus, resources, effectiveness and efficiency
- Patient satisfaction and complaints process

Safety

- Safe environment (including physical and cultural), safe practice, infection control and safe medication management.
- Critical incident reviews and process

Risk Mitigation

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Prevention, preparation and protection strategies to prevent and mitigate potential harm or loss
Planning for emergency preparedness, disasters and pandemics

Performance Monitoring
Selecting and monitoring performance measures

The Board shall:

- Ensure that the CEO has implemented a comprehensive quality and safety framework;
- Ensure that the CEO has implemented a comprehensive risk mitigation framework
- Select and monitor performance measures for quality, safety and risks on at least quarterly basis;
- Ensure that management has plans in place to address variances from performance measures, and oversee implementation of remediation plans;
- Promote openness and accountability for quality, safety and risk mitigation performance, including public reporting of key performance measures; and,
- Demonstrate and support management in creating a culture of safety throughout the Hospital.

References:


Accreditation Canada (2016), *Sustainable Governance Standards*, Qmentum Program 2016


Approved:
November 1998
March 2001
April 2002
May 2003
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September 2011
March 2014 reviewed
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