



NEWS RELEASE

from Halton Healthcare Services

For Immediate Release
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Halton Healthcare Services awarded Full Accreditation

Halton Healthcare Services has been awarded an exceptional three-year full Accreditation with no conditions and is being recognized for three 'leading practices.'

"We are thrilled with the results of the survey," said Mags Shorey, Chair, HHS Board of Directors. "HHS is an exemplary organization and it is very rewarding to receive this recognition from Accreditation Canada. It speaks volumes about the quality of care that is provided at our hospital by our staff, physicians and volunteers."

"Four Accreditation Canada surveyors spent four days at HHS in May meeting with staff, physicians, volunteers, Board members, community partners and patients and their families," explained John Oliver, HHS President & CEO. "The new "tracer" methodology was used during the survey visit which ultimately provided the surveyors with real time input from those they encountered as they moved throughout our hospital and "traced" the path of our patients through our hospitals. In total we met 97% of the criteria for quality established by Accreditation Canada."

Surveyor's comments in the summary report applauded the efforts of HHS staff, physicians, volunteers and Board members. "...HHS is commended for its accomplishments. The organization has demonstrated strength in achieving their strategic priority of improving patient safety....The board and leadership are committed to quality improvement and patient safety, and expect good outcomes...The commitment of the volunteers is outstanding."

“The results of the survey are a credit to everyone at HHS,” said John Oliver, HHS President and CEO. “We have worked very hard to respond to the needs of our growing communities in a fiscally responsible manner and are proud of our accomplishments.”

The surveyors also acknowledged these accomplishments noting that ‘HHS has incredible capacity to meet goals and objectives. This is accomplished through perseverance, partnerships and staff engagement. HHS is viewed as being proactive and resilient when faced with challenges and being proactive in meeting the health care needs of the communities.’

HHS has already started addressing the areas noted as requiring further attention in the final Accreditation Report. These include space and overcrowding, medication practices and the implementation of the ethics framework.

HHS was also recognized for three leading practices that demonstrate high quality leadership and service delivery. Accreditation Canada considers these practices worthy of recognition as organizations strive for excellence in their specific field and commendable for what they contribute to health care as a whole. The HHS leading practices are Safer Elder Care, Positive Patient Identification and Caring Rounds.

Safer Elder Care

Clinical staff at Halton Healthcare Services recognized the unique needs of the elderly population and initiated an interdisciplinary ‘delirium prevention’ project in 2007 which evolved in 2009 to the ‘Safer Elder Care’ program and encompassed three other related projects – falls prevention, use of least restraints and “skin and wound care”. In May 2009, our commitment to excellence in geriatric care was recognized when HHS was awarded the (Nurses Improving Care for Healthsystem Elders) NICHE designation, becoming the first non-teaching community hospital in Ontario to do so and connecting us to over 200 other NICHE organizations across North America.

PPID - Positive Patient Identification - Lab

To reduce the potential for errors that can occur when managing specimens for testing by the Laboratory, Halton Healthcare Services turned to barcode technology. In 2007, it became the first Canadian hospital to implement an electronic system to ensure positive patient identification (PPID). This bedside barcode technology identifies the patient and prints specimen labels, ensures that specimens are collected from the right patient, at the right time, and into the right specimen container.

Caring Rounds

The 'Caring Rounds' Program started in late 2009 as a collaborative effort among patients and families, healthcare teams in the Medical Programs, and the Volunteers as a strategy to address the immediate needs of the patient, enhance patient satisfaction during hospitalization and improve readiness for discharge. Early findings demonstrate this patient centred initiative is contributing to improved patient satisfaction.

"The achievement of full accreditation and recognition of our leading practices is a testament to the dedication of all HHS staff, physicians and volunteers who are committed to providing their patients with the best care possible," concluded Mr. Oliver.

For more information on Accreditation Canada please go to www.accreditationcanada.ca. For more information on Halton Healthcare Services please go to www.haltonhealthcare.com.

For more information contact:

Zita Raponi

Public Relations

905-845-2571, ext. 6774