



# NEWS RELEASE

from Halton Healthcare Services

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**For Immediate Release**  
**June 7, 2013**

## **Halton Healthcare Services Accredited with Commendation**

Halton Healthcare Services (HHS) has been Accredited with Commendation and is being recognized for two national leading practices.

“We are delighted with the results of the survey,” said John Fleming, Chair, HHS Board of Directors.

“HHS is an outstanding 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 hospitals 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. “They visited all three of our hospitals and learned about the many off-site programs that we also operate. The “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 99.3% of the criteria for quality established by Accreditation Canada.”

The formal Accreditation report identified effective governance and committed leadership that enable the organization to effect its vision and mission as areas of strength for the organization. Surveyor’s comments in the report applauded the efforts of HHS staff, physicians, volunteers and Board members. Comments included “HHS has a passionate and dedicated board of directors ...There is a solid commitment to patient safety, risk management and quality of care ... communication with community partners is effective ... the organization has teams of dedicated and caring staff.” HHS was also

applauded for the implementation of a comprehensive ethics framework since the time of the last accreditation survey in 2010.

“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.”

Accreditation Canada commended HHS for two exceptional organizational practices that demonstrate high quality leadership and service delivery. These include the introduction of the Post Emergency Paediatric Clinic and the Call to Order Room Service food delivery program. Leading practices are noteworthy examples of innovative solutions and programs worthy of recognition as organizations strive for excellence.

The ***Post Emergency Paediatric Clinic*** was introduced at HHS in October 2010. The Clinic provides same day or next day paediatric consultation for children who are referred from the three Emergency Departments at Halton Healthcare Services. The Clinic operates out of the Oakville Hospital and allows children who are seen in the Oakville, Milton or Georgetown Emergency Departments to be discharged home in a timely manner because the preliminary diagnostic work up is completed and a follow-up appointment is scheduled with a paediatrician within 18 hours of the visit. The Clinic has been well received by patients, staff and physicians.

The ***Call to Order Room Service*** food delivery system was first introduced at OTMH in 2011. Like its name implies, this patient driven system allows patients to choose what and when they eat. Patients order food by telephone from their hospital room and can expect to receive their meals at their bedside within 45 minutes after they place their order. In addition to being recognized as a National Leading Practice by Accreditation Canada, this innovative system was recently recognized by Computrition’s Foodservices Software Solutions’ Prodigy Awards.

“The achievement of being Accredited with Commendation and recognition of the Post Emergency Paediatric Clinic and the Call to Order Room Service system 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. HHS will be accredited next in 2017.

For more information on Accreditation Canada please go to [www.accreditationcanada.ca](http://www.accreditationcanada.ca). For more information on Halton Healthcare Services please go to [www.haltonhealthcare.com](http://www.haltonhealthcare.com).

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