

For Immediate Release

October 22, 2013

Halton Healthcare Services Accredited with Exemplary Status

On October 17, 2013, Halton Healthcare Services' (HHS) received notification from Accreditation Canada that its accreditation status has been elevated to *Accredited with Exemplary Standing*, which is the highest possible status granted by Accreditation Canada.



In May 2013, HHS participated in a week-long rigorous Accreditation Survey and was granted *Accreditation with Commendation*. At the time, HHS was also recognized for two national leading practices: Call to Order Room Service food delivery system and Post Emergency Paediatric Clinic (PEPC). The final Accreditation Canada Report noted an incredible compliance rate -- of 2000 criteria that were measured during the on-site survey, HHS successfully achieved 99.3% of them.

In line with Accreditation Canada's process, HHS was given a follow-up opportunity to address any outstanding areas identified by Accreditation Canada during the process. Committed to continuous quality improvements, HHS staff, physicians and volunteers have worked diligently over the past few months to address and completely satisfy the Survey's follow-up requirements. On October 10, 2013 HHS submitted an evidence report to Accreditation Canada and was subsequently awarded with the Exemplary Standing.

"We are delighted with Accreditation Canada's decision to elevate HHS' Accreditation status," said Judy Wilson, Chair, HHS Board of Directors. "It demonstrates how Hospital staff, physicians and volunteers strive to achieve excellence and it reflects in the outstanding quality of care they provide."

"Accreditation is a continuous quality improvement journey," concluded John Oliver, HHS President and CEO. "Through this entire Accreditation process, HHS was commended for its commitment to patient safety, risk management and quality of care, its comprehensive approach to emergency preparedness, and the continued development of an ethics program. The achievement of our new Exemplary Standing is a testament to our physicians, staff and volunteers and their commitment to monitor, respond and improve our health care practices in a timely fashion."

"This achievement demonstrates your organization's determination and commitment to ongoing quality improvement. We applaud your leadership, staff, and accreditation team members for their efforts and dedication to the provision of safe, quality health services," stated Accreditation Canada in their Award letter.

HHS 's next Accreditation will take place in in 2017.

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.

Leading Practices Backgrounder

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-Trafalgar Memorial 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.

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