

**THE CREDIT VALLEY HOSPITAL
RECEIVES THREE YEAR ACCREDITATION AWARD**

Monday, August 21, 2000

FOR IMMEDIATE RELEASE (Mississauga, Ontario): The Credit Valley Hospital has received the top achievement award by the Canadian Council on Health Services Accreditation. The award is a three year accreditation. The hospital met and/or exceeded all national standards for patient care, support services, human resources development, environment, management and governance.

The CCHSA often makes recommendations for improvement as they announce a hospital's standing. In the case of The Credit Valley Hospital, no recommendations were given.

The surveyors commended The Credit Valley Hospital "for thoroughly addressing (with character) so many important issues that have an impact on its care and service."

The surveyors, from three other health care jurisdictions, praised the Board of Governors for providing "strong and committed stewardship for the hospital on behalf of the community." They said the Board has "very clearly set the course for the hospital to follow. The commitment to maintaining and in fact enhancing its community roots while growing and evolving to provide regional programs is very clear. There is also a strong commitment by the management team to live the values of the organization and to lead by example."

They noted the "integration of the hospital with its community is broad and extensive, inclusive of program community liaison committees, focus groups and strategic alliances/partnerships."

Accreditation is voluntary. However most hospitals in Canada ask the CCHSA to scrutinize their hospital operations and measure their performance against national standards.

A copy of the accreditation summary is attached for your information.

FOR MORE INFORMATION CONTACT:

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Summary

This organization is commended for thoroughly addressing (with character) so many important issues that have an impact on its care and service. No recommendations have been made in this report. In addition, much progress has also been achieved since the last survey. In particular, the emergency, surgical and maternal care teams are congratulated for their many successes.

Integration of the hospital with its community is broad and extensive, inclusive of program community liaison committees, focus groups and strategic alliances/partnerships. The efforts of the board to ensure diversity of its representation, the clarity of expectations and the openness of the recruitment process are commendable.

The client feedback was uniformly positive. They support the directions of the hospital and appreciate the many conversations they have with members of the teams. They view the staff as caring and compassionate and they appreciate the staff's sense of humour.

The staff feels that the organizational culture has become more open and interactive and the majority of their needs are met. Identified opportunities for improvement include: increased training and development, as well as interactions between hospital staff and contract management personnel in environmental services.

The leadership of this hospital is dedicated and competent. The governing board members provide strong and committed stewardship for the hospital on behalf of the community and have very clearly set the course for the hospital to follow. The commitment to maintaining and, in fact enhancing, its community roots while growing and evolving to provide regional programs is very clear. There is also a strong commitment by the management team to live the values of the organization and to lead by example.

The principles of quality improvement have been adopted and are practised by all teams. Relevant and measurable indicators are used to make improvements and risks are managed very effectively.