



**C R E D I T • V A L L E Y**  
THE CREDIT VALLEY HOSPITAL

**Credit Valley Nurses Recognized as a Quality Practice Setting**

Friday, March 22, 2002

FOR IMMEDIATE RELEASE: (Mississauga, Ontario) The nurses at The Credit Valley Hospital were honoured today by the College of Nurses of Ontario (CNO) for their quality practice initiatives undertaken over the last three years. The initiative began as part of the nurses' Professional Excellence in Nursing (PEN) model. The initiative included a hospital-wide Quality Practice Setting survey, developed by CNO, which enabled Credit Valley's nurses to document what they do best and what they need to improve within their scope of practice at Credit Valley.

In November 1999, over 800 nurses had the opportunity to complete the CNO survey. We had a return rate of over 60%, well above the Provincial average. Hospital president, Wayne Fyffe, said, "a 60% response rate is huge. That means our nurses are truly committed to quality improvement at Credit Valley."

As a result of the survey the nurses implemented the Coordinating Nurse Resource Group to enhance unit to unit communication and the Retention and Recruitment Committee was convened to address staffing issues. As well, vice president of nursing, Marg Bachle spearheaded a program to improve the availability and delivery of supplies based on staff nurse input for the redesign of the current system. A Professional Excellence in Nursing model was also promoted to encourage the staff nurses' participation in the quality of their work-life and environment. The model focuses on quality patient care built on working in partnerships, mentoring and the empowerment of the nursing staff.

At the initiation of the project at CVH, only 25 other organizations had participated in the Quality Assurance Program. To date, according to Eric Doucette, Quality Practice Consultation Coordinator, over 95 organizations have accessed the program.

Today, Mr. Doucette honoured the Credit Valley Hospital nurses for their successful completion of the Quality Practice Setting Quality Assurance Program. He presented the nurses with a certificate designating The Credit Valley Hospital as a Quality Practice Setting. The designation will be instrumental in the hospital's efforts to recruit and retain

nurses. The information gleaned from the program will allow the nursing department to champion the on-going commitment to Professional Excellence in Nursing as it continuously monitors the workplace in order to support the nurses' professional practice to provide quality care to patients.

Nursing Vice President, Marg Bachle, upon accepting the award thanked the Quality Practice Committee and all nurses for their commitment to the program.

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