



MEDIA RELEASE

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CPDMH RECEIVES ACCREDITATION WITH EXEMPLARY STANDING FROM ACCREDITATION CANADA



The Carleton Place & District Memorial Hospital (CPDMH) has received Accreditation with Exemplary Standing from Accreditation Canada. The on-site survey took place from June 12 to 16, 2016.

“This is a testament to staff and physician attention and commitment to quality, safety and patient experience. Well done everyone! You make me so proud to be a part of this organization,” notes Toni Surko, CEO.

Board Chair Terry Cairns agrees. “This is the highest level of accreditation that organizations can achieve and we are proud of everyone associated with CPDMH.”

Hospital accreditation through Accreditation Canada is a voluntary exercise that reviews a health care organization’s care and services. It includes an intensive self-assessment, a survey visit with a team of health care professionals and a comprehensive survey report. The process also involves interviews with staff, physicians, volunteers, patients and families, Board and community members as part of the process.

In its report, the survey team noted that CPDMH “has gone beyond the requirements and demonstrates excellence in quality improvement. Organizations that become accredited with Accreditation Canada do so as a mark of pride and as a way to create a strong and sustainable culture of quality and safety. Accreditation Canada commends CPDMH for its ongoing work to improve the quality and safety of its programs and services.”

During the on-site survey, the team observed the care that was provided and talked to staff, patients, families and others. This process, known as a tracer, helped the surveyors follow a client’s path through the organization.

Here are just a few of the comments found in the report:

- Significant progress has been made in the achievement of strategic directions including adoption of the Ontario Hospital Association governance best practices, successful physician recruitment, progress towards patient and family centred care, pharmacy automation and expanded clinics.
- The Board is a high-functioning board that is committed to providing access to the best care possible. The board has embraced change and seeks opportunities to improve care through partnerships. The board is a skill-based board that is committed to best governance practices, to allow it to govern effectively given the complexity of health care.
- The Board and leadership are committed to ensuring that patient and family voices are heard. The hospital created a Patient and Family Advisory committee to provide advice on key issues. Changes have already been made in response to the committee's feedback.
- Thinking about patient's first, the Board innovatively embraced change and determined that a partnership with Almonte General Hospital would improve local services.
- Staff are committed to the hospital, the patients and the families. Staff commented that the culture at the hospital is one of caring and family. They feel it is a privilege to come to work and contribute to changing lives.
- Physicians are highly engaged as part of the care team. They are dedicated to improving quality care.
- Patients and families indicated that staff are caring and compassionate and they involve them in the plan of care. They commented that they are very pleased with the care, including the excellent food.
- The hospital foundation and community are very supportive and contribute annually to purchase much needed equipment for patient care.
- Volunteers provide an amazing service and they are greatly appreciated.
- Community partners comment that the hospital is a collaborative partner. The hospital is seen as a leader in building partnerships and focusing on the health care needs of the community and the patients.

"The heavy lifting to prepare for Accreditation falls on the shoulders of Chief Nursing Executive Rachel de Kemp. She provided excellent leadership throughout the process," notes Toni Surko.

She adds: "While we are very proud of these results, we want to do even more. The next step is to review the report's recommendations for improvement and develop plans to address them. This is a continuous process to ensure safe and quality care for our patients and families."

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