



# Report of the President & CEO to the Board of Directors

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**Date:** June 2012

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## Accreditation With Exemplary Standing

Accreditation Canada provides four different levels of awards; no accreditation, accreditation, accreditation with commendation, and the highest recognition - accreditation with exemplary standing. As noted by Accreditation Canada, a decision of “Accredited with Exemplary Standing” means an organization has attained the highest level of performance and quality in achieving the majority of required elements in the accreditation program.

This past week Windsor Regional Hospital was informed it has been granted the highest status – **Accreditation with Exemplary Standing**. A recognition handed out to very few organizations.

Organizations are evaluated based on their performance against many national standards of excellence and required organizational practices for quality and patient safety. Accreditation surveyors spend close to a week onsite at an organization, reviewing documentation and performance data, observing care processes, interviewing patients, families, staff, physicians, and community partners.

During our review, Accreditation Canada surveyors highlighted our culture of teamwork, care and compassion. They were impressed with how we work together to enhance patient quality and safety. They stated our teamwork and respect for each other is refreshing and a model for other organizations to aspire to.

### Some comments from the Accreditors

- The Windsor Regional Hospital (WRH) is commended on preparing for and participating in the Qmentum survey processes. Successes since its previous survey are numerous. The organization has received the Ontario Hospital Association (OHA) International Health Achieve Leading Practice Award for: "Polarizing MRI Wait Times". The People's Choice Award was presented at the OHA's Annual Summit and Ministry of Health and Long Term Care Innovations Expo for: "A Problem With Parts Was Part Of Our Problem: A Specimen Safety Initiative". Another success is realizing surpluses for the past three years. Development of the 2008 to 2012 Strategic Plan resulted in fourteen (14) core indicators being identified. Development of the plan included

engagement of staff, physicians and board members. The WRH's falls performance for 2009/10 rate was 0.7/1000 patient days and for 2110/11 the rate was 0.25. The organization presented its work and success on reducing falls at the Mayo Clinic in 2010. The Hospital Standardized Mortality Ratios (HSMR) for 2009/10 was at 101 and for 2010/11 it is at 81. The WRH has a highly motivated and quality focused Board of Directors, which provides feedback to individual members via the Board Chair, verbally as required.

- The organization functions in a transparent manner and when required, proactively contacts the media. The community is of the opinion that the quality of care provided by the staff and physicians is of high quality. The organization enjoys having a strong donor community. Conversely, WRH's strong reputation results in an increase of patients coming to the ED and other services provided, and this puts pressure on staff and budgets.
- The leadership comprises a passionate team that has helped shape a healthy organizational culture.
- Transparency in the budgeting process is demonstrated by inviting the Local Health Integrated Network (LHIN) to be a participant in the organization's budgeting process in the early stages.
- The WRH's overall patient satisfaction scores have improved. There is a strong culture of safety, as well as a no blame culture across the organization. The follow the dot program assists in identifying patients requiring infection control precautions. New peer to peer auditing and feedback processes are being piloted for hand hygiene.
- In summary, there is a strong communication network for dissemination of information to and from all levels in the organization. The management team, staff and physicians are tremendous advocates for their patients, clients and families. Physician leaders are engaged and participate in the development and implementation of quality initiatives. The organization is focused on quality, patient safety and risk management which is strongly supported and encouraged by the Board of Directors.

Enhancing patient quality and safety is a continuous journey in our quest for *Outstanding Care – No Exceptions !* We cannot rest on our laurels. We all know healthcare is evolving and therefore we have to continually enhance our services to keep ahead of the changes.

While we continue on our journey it is always nice to be recognized and take a few moments to congratulate each other. So take a few moments to thank your fellow team member and appreciate you are members of an organization that shares a distinction that few others in Canada enjoy - **Accreditation with Exemplary Standing.**