

MEDIA RELEASE:

For Immediate Release

April 18, 2016

Accredited with Exemplary Standing



Tom Tomson: NGH VP Finance, Gail Johnson: VP NGH Patient Care, Accreditation Canada Surveyors: Allan Bradly, Constantine Bubela, Jessica Jaiven & Susan Gillam, Kelly Isfan: NGH CEO accepts the report.

Kelly Isfan, Norfolk General Hospital CEO is thrilled to report that NGH has been awarded Accreditation with Exemplary Standing from Accreditation Canada. This is the highest level of accreditation. Exemplary Standing is given to organizations that go beyond the requirements of Accreditation Canada and demonstrate excellence in quality improvement. “NGH met 99.8% of the standards; a phenomenal accomplishment considering there are 2067 criteria” stated Isfan.

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Accreditation Canada is an independent, not-for-profit organization that sets standards for quality and safety in health care organizations in Canada and around the world. As part of the Qmentum accreditation program, NGH underwent a rigorous and comprehensive self-evaluation process. On-site peer surveyors then assessed the hospital against Accreditation Canada's requirements for quality and safety. The executive summary had this to say:

The organization's commitment to quality improvement and patient safety is noteworthy. The board, leaders, staff and physicians used the standards developed by Accreditation Canada to address quality improvement and patient safety. Using the current standards and the recommendations, suggestions and encouragement noticed in the 2012 Accreditation Canada report, the organization has implemented many activities. These are designed to ensure that users of the hospital's services are receiving quality services in a safe environment.

Isfan praised those contributing to the hospital's prestigious accomplishment saying "I want to personally thank each and every person on our NGH staff, our volunteers, physicians, and everyone in the NGH family who bring your best efforts to our organization every day. Together we can achieve amazing things, and Exemplary Status for accreditation is something to be really proud of."



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NGH has chosen to participate in the accreditation process since 1951. The complete Accreditation Report is available on the NGH website www.ngh.on.ca



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“Our mission is to relieve illness and suffering, and help people live healthier lives.”

