



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

**Credit Valley Receives Highest Accreditation Award
From the Canadian College Health Services Accreditation (CCHSA)**

Thursday, May 8, 2003

FOR IMMEDIATE RELEASE (Mississauga, Ontario) The Credit Valley Hospital, for an unprecedented fifth time in a row, has been awarded full accreditation by the Canadian College of Health Services Accreditation with no recommendations for action prior to the next survey. This means Credit Valley has met, or exceeded, all national standards set for hospitals.

“We are ecstatic,” said Wayne Fyffe, president and CEO. “A hospital is a community unto itself, made up of a wide variety of medical specialties departments and individuals. From a CEO’s perspective, you hope that you are able to develop your team into a cohesive and harmonious group that positively influences the lives of the patients and families we serve. This report is validation that Credit Valley has consistently reached and gone beyond the benchmark for Canadian hospitals. This is further evidence of why Credit Valley is a world class facility – right here in Mississauga.”

The three surveyors from across the country praised Credit Valley for being “progressive and proactive.” Patient and family focus groups told the surveyors that they felt cared for and comfortable. They said the staff is “competent, caring and professional and happy to work at Credit Valley.” It recognized the hospital “as a leader in applying a quality improvement system across the organization.”

The surveyors said the organization has “a clear understanding of the population served and has developed programs and services around those needs.” The surveyors noted with concern, as did the organization in its self-assessment, that Credit Valley is operating at 98% occupancy and physical space is severely limited.

Board chair, Gord Stovel said “this report comes at a time when Credit Valley and all hospitals are stretched to the limit. The difference Credit Valley makes in the day to day lives of our patients has been duly noted by the CCHSA. To be able to continue to provide excellent patient care despite our physical and financial limitations is due solely to the ongoing commitment of our healthcare professionals and support staff. I have always been proud to be a part of this organization as a volunteer member of the Board

of Governors. On behalf of my fellow volunteer board members, I salute our staff, physicians, volunteers and healthcare partners for helping us to achieve, once again, this significant milestone in the history of Credit Valley.”

Accreditation is a detailed comparison of an organization's services and method of operation against a set of national standards. The Canadian Council on Health Services Accreditation has a two-part accreditation process. The first part involves self-assessment; the organization seeking accreditation measures its own compliance against our national standards. Key areas that are examined during the accreditation process include client/patient care and the delivery of service, information management practices, human resources development and management, the organization's governance and the management of the environment.

Surveyors from outside the organization then undertake the accreditation survey and use the same national standards to independently measure the organization through an on-site survey. This survey offers clients the opportunity to have their performance measured by external, objective reviewers. During the on-site visit, these reviewers, known as surveyors, meet with a broad spectrum of individuals from the organization's markets. Board members and administrative staff, physicians, caregivers, human resources people, information management specialists, patients/clients and family members all speak with the survey team to discuss their experiences, perceptions and expectations.

The findings from the survey are summarized in a written report and focus on the organization's strengths and weaknesses. Recommendations are made to help the organization develop plans to improve areas which are weak and maintain areas which are strong. The CCHSA did not make any recommendations for improvement at Credit Valley.

The national standards which all health services organizations are measured against are developed through consultation with health professionals across the country.

For More Information Contact:

Wendy Johnson ABC APR

Director, Community Relations and Communications

905-813-2617

wjohnson@cvh.on.ca