



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)**

Friday, June 2, 2006

FOR IMMEDIATE RELEASE (Mississauga, Ontario) The Credit Valley Hospital is proud to announce it has been awarded full accreditation by the Canadian College of Health Services Accreditation. This means Credit Valley has met, or exceeded, all national standards set for hospitals.

This is the sixth full term accreditation award for Credit Valley. Hospital president and CEO, Wayne Fyffe credits the consistency of the award to “the high standards set by our Board of Governors and executed by our professional and support staff.” The surveyors recognized Credit Valley for two leading practices defined as “notable for what they could contribute to the field”. The *Our People Care* program helps staff, volunteers and physicians live our values in their day to day patient care activities. Our school-based asthma education program has been evaluated and published in a leading medical journal.

The three surveyors from CCHSA praised Credit Valley for achieving a balanced budget despite the many pressures for tight resources and for completing the first phase of the hospital’s expansion which included the regional cancer centre and ambulatory care centre, on time and almost \$10 million under budget. The hospital’s commitment to monitoring patient outcomes within the multidisciplinary teams and reporting to the Board of Governors Performance Monitoring Committee was also considered noteworthy.

The surveyors also took special note of the hospital’s commitment to employee and patient wellness through its “Gym Downunder” and lunch and learn programs, and patient education and information programming provided free of charge to all patients, visitors and staff through it’s internal television program, *Credit Valley Current*.

The award was announced last evening by board chair, Norm Loberg at the hospital’s regular board meeting. “This is an outstanding achievement for this hospital, our staff, volunteers and physicians. Achieving this award shows the level of competence, commitment and teamwork that makes Credit Valley a truly great hospital.”

To officially mark the CCHSA award, Credit Valley plans to unfurl a 10 x 3 foot banner at its annual general meeting, Thursday, June 8th. The banner will remain in place for the next three years until it undertakes the next accreditation process.

Accreditation is a detailed comparison of an organization's services and method of operation against a set of national standards. The national standards against which all health services organizations are measured are developed through consultation with health professionals across the country. 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, frontline staff, 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 areas to improve. Recommendations are made to help the organization identify areas to improve.

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