

Preserving

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***Campbellford Memorial Hospital Employees Highly Committed to Providing Safe and Compassionate Care – They're Proud of their Hospital
As Shown by Latest Employee Survey Results***

Campbellford Memorial Hospital (CMH) has a special culture, proven by the results of its latest employee experience survey. The hospital's 2012 survey results suggest that it continues to be one of the leading Ontario hospitals in terms of overall employee engagement. Seventy-three percent of CMH survey respondents are deemed to be engaged, which is significantly higher than the Ontario Hospital Association average of 57%. Eight-five percent of respondents are proud to tell others they are part of CMH and over 90% rated the hospital positively as a place to work.

"I think our employee survey results continue to show that Campbellford Memorial Hospital has a unique culture, combining a level of warmth that you don't find in most hospitals with a spirit of innovation that allows us to deliver excellent care. Because of our unique culture and commitment to innovation, people choose Campbellford Memorial Hospital. They choose to work with us and they look to us during some of the most challenging times of their lives to take good care of them or their loved ones," says **Brad Hilker, President and CEO, Campbellford Memorial Hospital.**

The hospital's commitment to staff and patient safety shone throughout the survey results:

- 100% of respondents said that CMH promotes staff hand washing and 90% said the hospital promotes patient/visitor hand washing.
- 87% of respondents said that hospital staff are actively doing things to improve patient safety, an increase of 13.7% from the last survey completed by hospital staff in 2010 and much higher than the OHA rate of 68.1%.

The survey also provides hospital leaders with information about where they should focus improvement efforts. Participating employees suggest the hospital has an opportunity to improve communication and recognition.

"Events like CMH's recent Mission Week are an opportunity to recognize and acknowledge the great team we have at our hospital. Our mission is dedicated to the relief of illness, pain and suffering, and to the promotion of health for the communities we serve. I'm proud of our team and the work they do every day to exceed the needs and expectations of our patients," adds Hilker.



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QUICK FACTS:

CMH, as part of its commitment to quality of work life, does the Employee Experience survey every two years. The survey is administered by a third party, NRC Picker Canada, to ensure complete anonymity for employees. The survey provides an opportunity for hospital staff to provide feedback on many areas of work life, including work environment, health and safety, quality of work life, patient care and patient safety. Just over 60% of hospital staff completed the 2012 survey. This is much higher than the average 48% for other hospitals in Ontario.

For more information or to arrange for an interview with Brad Hilker please contact:

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