

Preserving

Believing

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***Campbellford Memorial Hospital Focused on Service Excellence for Patients  
Hospital Launches New Quality Improvement Plan for the Year***

**News:**

Campbellford Memorial Hospital's Board of Directors approved a new Quality Improvement Plan (QIP) for the hospital at its meeting March 6, 2014. As part of the Ministry of Health and Long-Term Care's Excellent Care for All Act, 2010, all Ontario hospitals are required to have quality improvement plans.

"We are always looking at how we operate and work together to improve our performance. This year's Quality Improvement Plan was developed using a more consultative approach involving our staff, physicians and leadership team," explains Brad Hilker, CMH President and CEO, adding: "Our QIP is a way for us to make sure that our team shares an understanding of our priorities for the year and enables us to measure our performance against our peers, while being aligned with Central East Local Health Integration Network strategic aims, our hospital's strategic plan and other health care organizations focused on quality care."

For fiscal 2014/15, CMH aims to focus on the following areas as part of its Quality Improvement Plan:

- **Access:** To reduce CMH's wait time in the Emergency Department for admitted patients. CMH anticipates that it will continue to see improvements in ED wait times with the hiring of a second Nurse Practitioner, allowing for increased coverage.
- **Effectiveness:** To continue to improve the hospital's financial health and to maintain a balanced budget including finding new revenue sources and continuing to focus on fostering and supporting a healthy workplace for its staff.
- **Integration and Continuity of Care:** To link with other area health care providers to improve the patient discharge process and reduce unnecessary hospital readmission. This includes continued focus on successful programs such as its Restorative Care program for frail older adults and providing opportunities for patients to participate in its Integrated Chronic Disease Management Program.
- **Patient-Centred:** Initiatives to improve patient satisfaction in particular around the patient discharge process including providing clear, written discharge instructions for patients upon discharge and providing post-discharge follow-up (48 hours) to ensure patients are satisfied with their experience and to determine if patients would recommend the hospital to friends and family based on this experience.

# Preserving

- **Safety:** The hospital will continue its focus on reducing hospital acquired infections. The hospital will ensure it has 100% compliance to its Antibiotic Stewardship Program which reduces the chances of patients getting hospital acquired Clostridium Difficile (c-Diff) diseases. Introduced in 2008, CMH's Antibiotic Stewardship Program is about having medical personnel at the hospital find reasonable alternatives to antibiotics and to discourage the use of those antibiotics most typically associated with the presence of c-Diff most likely prescribed to treat pneumonia.

## QUICK FACTS:

CMH's Board of Directors approves a Quality Improvement Plan (QIP) for the hospital each fiscal year and measures its progress against specific measures and targets each quarter. More information on the hospital's quality performance and reporting can be found at [www.cmh.ca](http://www.cmh.ca).

QIPs are an opportunity for organizations to focus on how and what to improve, in the name of better patient-focused care. Overall, a QIP should be seen as a tool, providing a structured format and common language that focuses an organization on continuous improvement. The QIP drives change by formalizing a plan and facilitating shared dialogue to support continuous quality improvement processes.

QIPs are legislative requirements. The *Excellent Care for All Act* fosters a culture of continuous improvement in health care, where the needs of patients come first. The *Excellent Care for All Act* requires that every year, health care organizations develop QIP for the following fiscal year and make that plan available to the public.

-30-

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