

Preserving

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October 27 – 31 Is Canadian Patient Safety Week -- Campbellford Memorial Hospital Board of Directors' Focus on Quality Makes Patient Safety an Everyday Priority

CAMPBELLFORD, ON – Long-time Trent Hills resident and businessman Tim Chennette is proud of the team at Campbellford Memorial Hospital. As the newly appointed Hospital Board Chair, Tim Chennette knows that having a solid quality improvement plan is a key step in ensuring a positive and safe patient experience. Hospital patients have benefitted from Tim Chennette's leadership and business experience for almost 8 years as he's served on the hospital's Board of Directors and was the founding Chair of its Quality Committee. Tim and his wife Diane own and operate The Trent Hills Group of Companies which includes Trent Hills Concrete, Trent Hills Aggregate and a Consulting Engineering business.

"Our voluntary Board of Directors governs the hospital on behalf of the community. Bringing a wide range of skills and experience to their leadership role, our Board is responsible for the overall governance of the hospital affairs. This accountability includes adopting the hospital's mission, vision and values as well as the development of its strategic plan. Our Board is also responsible for making sure the hospital meets the health care needs of the community, effectively using the resources that are available to provide services," explains Brad Hilker, President and CEO of Campbellford Memorial Hospital, adding: "We're very fortunate to have individuals like Tim bringing their experience and expertise to this important role."

As Chair of the Board, Tim serves as the organization's "chief volunteer", providing leadership to the Board of Directors and its CEO, chairing their meetings, discussing issues and opportunities confronting the hospital, and encouraging the Board's role in strategic planning.

"The Board is mandated to approve a Quality Improvement Plan (QIP) for the hospital each fiscal year and measures its progress against specific measures and targets each quarter. Our Quality Improvement Plan identifies those areas that we need to focus on and improve, including safety, in the name of better patient-focused care," Chennette explains, adding: "We're fleshing out those areas that we can measure and monitor, while comparing our performance against other hospitals our size and the provincial standards."

"We know that Campbellford Memorial Hospital's team is doing the right things because their high standards of care are reflected in positive patients' stories and outcomes shared at Board meetings. The compassion of the staff and nurses at this hospital is outstanding. I've heard many positive stories from people who have been admitted to the hospital or from families who have a loved one receiving palliative care," Chennette says.

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“This team is also showing its innovative nature by adding services, and in particular those services that cater to the older adult population, such as the recent addition of orthopaedic surgeons. We are doing more with less and the team should be commended for the revenue generating initiatives introduced that are benefitting the hospital and our patients,” he adds.

For fiscal 2014/15, CMH is focused 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.
- **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.

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