

NiagaraHealth

NOW



Route NH Accreditation 2019

Our continuing quality and safety journey

Quality, safe patient care is a top priority for Niagara Health, and our teams are always looking for ways to enhance the services we provide. All members of our team are currently participating in a voluntary healthcare accreditation program as part of this ongoing commitment to quality improvement. Accreditation Canada measures our programs and services against national quality and safety standards.

Niagara Health will welcome accreditation surveyors across our sites from Nov. 18 to 22. We look forward to sharing our accomplishments and how we're providing high-quality, safe patient care.

Some important quality and safety milestones over the past four years include:

- Receiving **17 Leading Practices** from the Health Standards Organization, recognizing our commitment to providing high-quality, safe care. We are proud to share our learnings with hospitals around the world.
- **Growing and strengthening our research and academic mandate** to transform healthcare in Niagara and beyond and enhance patient experiences and outcomes.

- Creating the **Niagara Health Engagement Network** to bring the perspectives of the people we serve into decision-making in meaningful and authentic ways.
- Capturing more than 2,000 voices while creating **a new Patient and Family Declaration of Values and Integrated Quality and Safety Framework**.
- Integrating the perspectives of more than 600 patients, families, staff and physicians into our **new Patient Safety Plan**.

If you are at one of our sites during accreditation, you may come in contact with an Accreditation Canada surveyor, and you are encouraged to share your safety journey at NH if you feel comfortable doing so. Please ask a member of your healthcare team if you have any questions.



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www.NiagaraHealth.on.ca

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A message to our patients and families

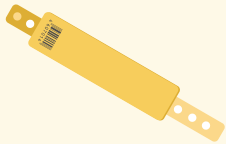
To keep you safe:



We wash our hands



We help to prevent falls and pressure injuries



We Check ID. Every Patient. Two times. Every time.



We follow Safe Medication Practices



We involve you and your family in your care

we Round

to provide extraordinary care for our patients.

we Handover

As your care providers change, we share information about you.

we TOC (Transfer of Care)

As you move through the hospital, we TALK about your care.

There are many other steps that we take to keep you safe. Please speak with a member of your care team for details or if you have any questions or concerns.