

TO: All staff, physicians and volunteers
RE: RVH wins national leadership award
CC: RVH Board of Directors and Foundation Board
Date: February 6, 2015

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Good Morning;

Yesterday was a big day for Royal Victoria Regional Health Centre! Last night, following our stellar Accreditation Canada report, RVH was recognized with a prestigious national leadership award for our **MY CARE** strategy.

The Institute of Public Administration of Canada (IPAC) recognized RVH with a silver award, as one of the top 2 health or education organizations in Canada for our submission "*Driving Quality by Transforming Culture*" based on our **MY CARE** strategy. The leadership award recognizes "organizations that have demonstrated outstanding leadership by taking bold steps to improve Canada, through advancements in public policy and management".

Four years ago RVH embarked on a very determined journey of safety, quality and patient-focused excellence. It's a strategy which aligns the entire organization, with clearly defined goals, mandatory actions, ongoing measurement and holding people – particularly leaders – accountable.

We also introduced a number of "must-do" clinical tactics, including a standardized introduction used by all staff, bedside shift handovers that involve the patients and their families, detailed whiteboards in all patient rooms, purposeful rounding on patients by nurses and leaders – including senior executives -- and post-care calls.

The institute was extremely impressed with the tremendous results of our measured, conscious commitment to excellence.

- Hand hygiene compliance rates have increased from 60 to 93 per cent
- Wait times have dropped considerably. For instance hip surgery wait times have decreased from nearly 250 days to 100 days
- Paid sick time was cut from a high of 6.2 per cent to 3.9 per cent
- Lost Time Injuries dropped by almost 70 per cent
- Patient satisfaction has increased
- Employee engagement went from 47 per cent in 2011 to 59 per cent in 2013, while physician engagement jumped from 39 to 64 per cent.

Royal Victoria Regional Health Centre has had many achievements over the past several years and to be recognized nationally for our strategy and its results is extremely rewarding. But what I am most proud of is the difference we are making in the lives of our patients and families. I read it in letters patients send me, I hear it when I round on patients, and I see it in the care we provide every day.

The video that accompanied our winning submission can be found on the intranet ([here](#)) or on our website **XXX**

Respectfully,

Janice