

TO: All staff, physicians and volunteers
RE: RVH wins Gold at Quality Healthcare Workplace Awards
CC: RVH Board of Directors and Foundation Board
Date: November 4, 2014

Please post in your department and share information with colleagues

Good Morning;

RVH won GOLD!

Today – for the second year in a row -- the Ontario Hospital Association (OHA) awarded RVH a Gold level Quality Healthcare Workplace Award at the annual Health Achieve conference. The awards program recognizes an organization's efforts to improve workplaces in ways that contribute to quality of work life and the quality of care delivered.

Our lengthy submission addressed nearly every aspect of how we are striving to improve RVH as a place to work, practice and volunteer including:

- Our Values in Action peer-to-peer recognition program
- The introduction of our Safety Learning System
- The Education Trust Fund program
- Monthly rounding, manager rounding on patients, senior leader rounding on patients
- Our extensive health and wellness program
- Hand hygiene compliance rates

Winning the Quality Healthcare Workplace Award at the Gold level (twice!) is a remarkable achievement, and we are committed to further improving your work environment and the exceptional care we provide our patients and their families.

While many people provided input, I would like to recognize and thank Iris Laycock, Health and Wellness Coordinator who coordinated RVH's submission.

Congratulations to all involved. We want to make RVH truly the best place to work, practice, volunteer and receive care and recognition such as this award shows us that we are definitely on the right track and that we continue to Make each life better. Together.

Respectfully,

Janice