

August 18, 2014

RVH wins three Excellence in Patient Care awards

Royal Victoria Regional Health Centre (RVH) has received three Studer Group® Canada **Excellence in Patient Care** awards.

Janice Skot, RVH president and CEO, accepted the awards last week on behalf of the organization at Studer Group's® 12th annual *What's Right in Health Care*® conference.

Studer Group® is a healthcare performance improvement firm that works with healthcare organizations around the world teaching them how to achieve, sustain, and accelerate exceptional clinical, operational and financial results.

"We were honoured for our exemplary improvements in hand hygiene rates, our success with Alternative Level of Care (ALC) patients through the Home First philosophy and the reduction of hospital acquired C Difficile rates," says Janice Skot. "These achievements are powered by RVH's **MY CARE** strategy and our collective unwavering focus on improving the patient and family experience."

In the case of RVH's hand hygiene compliance rates the facility's numbers were high, at over 96 per cent as measured during the last hospital-wide audit. To boost its rates RVH began prominently posting department hand hygiene rates at the entrance to every clinical unit and in public areas throughout the health centre, placed a recorded message at every entrance reminding patients and guests to wash their hands, installed more than 1,000 alcohol-based hand rub stations throughout the facility and created **Bug Busters**, a multi-media awareness campaign. RVH's efforts to improve hand hygiene results are working and some inpatient units are now reporting 100 per cent compliance.

Through Home First, a patient-centred philosophy embraced by RVH and the North Simcoe Muskoka Community Care Access Centre (NSM CCAC), RVH has been able to discharge patients safely home, with supports if needed which has significantly reduced the number of patients who remain in hospital waiting for placement in long-term care. It is a philosophy based on the principle that once a patient's acute health needs have been met in hospital, home is the best place for them to recover.

"At RVH we take our promise to provide safe, quality patient-centred care seriously," says Skot. "These awards would not have been possible without the dedication of the staff, volunteers and physicians at this health centre. Their commitment to improving the patient experience has garnered international recognition and is an example of how they are living our vision to **Make each life better. Together.**"

Cutline: Attending the Excellence in Patient Care Award Ceremony (left to right): BG Porter, President Studer Group®; Val Smith, RVH's Chief Transformation Officer; Deb Schott, Manager Clinical Practice and Education, RVH; Kim Townes, Director Human Resources, RVH; Dan Smith, Physician Coach Studer Group®; Nancy Savage, RVH's Executive Vice President, Patient and Family Experience; Kirsten Parker, Chair, RVH Board of Directors; Janice Skot, RVH President and CEO; and Mitch Hagins, General Manager Studer Group® Canada.

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For more information:

Suzanne Legue
Chief Communications Officer
705-728-9090 ext. 41600

Donna Danyluk
Corporate Communications
705-728-9090 ext. 41610