

TO: All staff, physicians and volunteers
RE: RVH achieves Exemplary Standing from Accreditation Canada
CC: RVH Board of Directors and Foundation Board
Date: April 22, 2015

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Good Afternoon,

I have some exciting news to share with you.

RVH has been awarded Exemplary Standing from Accreditation Canada! This level of distinction is reserved for organizations that go beyond the requirements of Accreditation Canada and demonstrate excellence in quality improvement.

As you know, surveyors from Accreditation Canada were here in February and assessed more than 2,600 standards and at that point, gave RVH a compliance score of 98.24 per cent. Upon further review, it was determined that we met all the standards and Required Organizational Practices, resulting in Exemplary Standing.

This is the highest level of accreditation possible – something only achieved by 20 per cent of healthcare organizations across the country. What is even more significant is this comes on the heels of RVH's Laboratory achieving the top accreditation status possible and more recently, RVH achieving Stroke Distinction. To have one healthcare organization achieve all three is very rare and speaks volumes about RVH's focus on safe, quality care.

This is a remarkable achievement that the entire health centre should celebrate. As our Board Chair Kirsten Parker commented, "Everyone in our organization worked so hard to make this happen and the results speaks to the skill, commitment and compassion of Team RVH. RVH's patients can be confident knowing the care received at their regional health centre meets the highest standards of safety and quality. "

This is an especially proud moment for our organization and one that is truly deserving of much celebration.

Respectfully,

Janice