

February 6, 2015

## RVH receives national recognition

Royal Victoria Regional Health Centre (RVH) has been recognized with a silver award, as one of the top 2 health or education organizations in Canada by the Institute of Public Administration of Canada (IPAC). RVH was recognized for its submission “*Driving Quality by Transforming Culture*” based on the health centre’s patient-centred **MY CARE** strategy.

“We are incredibly honoured – and proud – to receive this recognition,” says Janice Skot, RVH president and CEO. “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. This recognition is validation of the significant impact this strategy has had.”

The leadership award recognizes “organizations that have demonstrated outstanding leadership by taking bold steps to improve Canada, through advancements in public policy and management”.

RVH’s transformation included 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, hourly checks on patients by nurses, visits by health centre leaders - including senior executives - and post-care calls.

The institute was extremely impressed with the tremendous results of RVH’s 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.

“RVH has had many achievements over the past several years and to be recognized nationally for our strategy and its results is extremely rewarding,” says Skot. “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 visit with patients, and I see it in the care we provide every day.”

To view the video that accompanied RVH’s submission, visit the RVH website at [www.rvh.on.ca](http://www.rvh.on.ca)

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For more information:

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

**Jane Cocking**  
Corporate Communications  
705-728-9090 ext. 41611

About RVH:

RVH is a regional health centre in Barrie, Ontario, located 80 kilometres north of Toronto. As the largest hospital in the region of Simcoe Muskoka, RVH’s team of over 350 physicians, 2,500 employees and 850 volunteers provides exceptional care and specialty services to almost half a million residents, including cancer care, stroke services, orthopedics, intensive care, mental health and interventional radiology. RVH is focused on delivering safe, high quality care that puts patients and their families first. For more information visit [www.rvh.on.ca](http://www.rvh.on.ca)