



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes

Ross Memorial Hospital's report to the community *It's Your Hospital*

Earning our Accreditation

The Ross Family is celebrating an exceptional report card.

Every four years, the hospital undergoes rigorous testing to ensure the quality, safety and efficiency of our processes. On September 24th, staff members crowded into the hospital's cafeteria to hear the survey team's preliminary findings: **RMH meets 99.58% of the industry's international standards of excellence.**

Accreditation is a voluntary process, through which hospitals can be certified as meeting all official requirements. It involves the thorough investigation of the hospital's processes and policies, and culminates with a 3-day visit by Accreditation Canada surveyors, who are healthcare officials from hospitals across the country.

The surveyors assess the quality and safety of patient care processes, financial health and the worklife culture, and check the hospital's performance against a list of 2188 criteria. The surveyors speak to frontline staff and physicians, patients and their families, managers and members of the Board of Governors, and the hospital's community partners.

Accreditation Surveyor Jim Hornell complimented the team's focus on quality patient care, saying "it's very clear you have a quality culture and safety is embedded in it".

"This is a very patient focused organization, and also very community focused," said Hornell. "It's clear that you have respect for your community, and the community has respect for you."

The Ross Memorial will receive the final report from Accreditation Canada later this month.



Our Plan for the Future

Each day at the Ross Memorial abounds with patients, procedures and programs. As we focus on immediate needs and challenges, it can be difficult to see big picture impacts of our actions. That's why it's important to have a clear plan in place, to keep our team members moving in the same direction.

Ross Memorial has completed a new strategic plan to guide the hospital's decision-making from 2015-2021. It will be an exceptional journey.

Our new **mission** summarizes our purpose. **An Exceptional Community Hospital Valued by our Patients and Partners**

We provide quality acute and continuing care, inspired by our patients and families, within a team that is committed to:

- Improving health by anticipating and responding to the health needs of the community;
- Collaborating with our health service partners, both in our community and beyond; and,
- Promoting a progressive and healthy work environment.

Our **vision** highlights the future state to which we aspire, focusing our talents and our resources. It emphasizes our intention to champion partnerships to enhance health service delivery. It embraces the work we've done, and the potential that lies ahead. Vision 2021: **Exceptional Care - Together.**

Our **values** guide us in our actions every day, in every encounter. They set the standard by which we hold ourselves, our peers and our care partners accountable: compassion, respect, excellence and integrity.

Our **strategic directions** provide a framework to focus expertise, address priorities, cultivate excellence, champion collaboration, and enhance our service delivery. In order to achieve exceptional care as valued by our patients and partners, RMH will engage in the following strategic directions:

- Patient and Family-Inspired Care**
Achieving Patient Goals
- Consistent, Reliable Quality**
Every Patient - Every Day
- Enhancing Teamwork and Care Models**
Improving Outcomes
- Championing Partnerships**
Working Together
- Safeguarding Financial Health**
Strengthening Resilience

We invite you to read our Strategic Plan 2015-2021 on our website, www.rmh.org.

Thanks to everyone who provided input through surveys, letters and meetings. Your involvement is helping to shape the future of the Ross Memorial Hospital.

We've relaxed Visiting Hours to increase Family Presence

If you've ever been hospitalized, you know what it means to have a loved one at the bedside to help you through your ordeal. Their presence makes us feel better.

It's also nice to have visitors to provide support in a time of need.

Thanks to helpful input from the community, Ross Memorial Hospital has changed its visiting hours policy. Instead of having a set schedule for all visitors, we're relaxing the rules and providing guidelines for two types of visitors: support people and guests.

Support people are chosen by the patients to be involved in their care. They help the patient and participate as a member of the care team. If the patient wishes, support people may stay

at the hospital overnight. These visits are pre-arranged with the nurse and with other patients in the room.

Guests, who are usually extended family or friends, may now visit between the hours of 9am and 9pm.

All visitors are asked to clean their hands before and after visiting a patient, and be respectful of other patients' privacy and need for rest. They are also asked to excuse themselves when asked by the hospital team, in order to provide care for the patient or to clean the room. Visitors play an important role in our patients' healing and recovery. **RMH encourages your involvement.**



Learn more at www.rmh.org



Exceptional People Committed to Providing Exceptional Care