

CEO Update October 2016

TADH is committed to continually improving our services. That's why we voluntarily participated in accreditation with Accreditation Canada - to learn what we do well and where we can improve. As most of you know, we recently went through the accreditation process and had a team of four surveyors on site September 19-22.

I, along with the senior leadership team and the Board of Directors are very proud to report that we have been accredited with Commendation until September 2020 under the Qmentum accreditation program! This is something to be very proud of as we met 99% of the 2,300 requirements. That is quite a feat and something to be celebrated.

Accreditation Canada has commended TADH for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services. They also commended the Hospital for going beyond the requirements of the Qmentum accreditation program and praised us for our commitment to quality improvement.

The Qmentum program helps organizations strengthen their quality improvements efforts by identifying what they are doing well and where improvements are needed. During the on-site survey the surveyor team undertook a number of activities to determine how we've met the accreditation program requirements. They observed the care that was provided; talked to staff, clients, families and others; reviewed documents and files; sat in on meetings and recorded the results. They noted our overall strengths as well as opportunities for improvement in our executive summary report.

I hope the survey gives the public the reassurance that we take quality and patient safety seriously as part of what we do on a daily basis. I want to thank you all for your commitment and passion to providing excellent care to patients each and every day.

Sincerely,

Blaise MacNeil
President & CEO