



## GRAND ROUNDS

### RVH earns top marks for quality care

The quality care delivered by staff and physicians at RVH was awarded with the highest rating possible, Exemplary Standing, after a December 2017 Accreditation Canada Survey.

The Accreditation process is a comprehensive external review of all areas of the hospital, from clinical to management to the Board.

Accreditation Canada Surveyor Team Leader Marianne Walker announced that RVH met 100% of the Required Organizational Practices (ROPS) in priority areas such as patient safety, client- and family-centred care, ethics, risk management, and quality improvement.

RVH also achieved an outstanding 99.3% compliance the quality standards.

Stephen Lyons, a former patient at RVH and a current member of the hospital's Patient and Family Advisory Council was not surprised by RVH's accreditation success.

"RVH really deserves this recognition. The staff have always gone above and beyond for myself and family. They are truly committed to providing the highest quality of care for their patients," says Lyons.

A focus on patient and family engagement and the importance of patient- and family-centred care has resulted in numerous changes to improve care, shares Chris Ferguson, RVH VP of Patient Care Services.

"Everyone from the board to the bedside contributed to our success during the survey," says Ferguson.

Jim Lemenchick, RVH Foundation Chair, offered his congratulations to everyone involved in the outstanding achievement.

"On behalf of the Foundation, we offer hearty congratulations to the management,

staff and physicians of RVH in achieving the highest accreditation rating possible. The rating provides tangible evidence of the commitment to providing quality health care to the residents of Renfrew and area. We are pleased to provide support for the ongoing capital needs of the hospital."



From left are Randy Penney, Renfrew Victoria Hospital (RVH) CEO, Michelle-Anne Trask and Janice Schneider, Accreditation Canada surveyors, Marianne Walker, Accreditation Canada survey team lead, Chris Ferguson, RVH VP patient care services and Erin Rennick, RVH nursing administration.

For more information, contact the Foundation at 613-432-4851 ext. 263