



NEWS RELEASE

Eastern Health Achieves National Standards of Excellence

October 18, 2017 - St. John's, NL: Eastern Health announced today that it has achieved **Accredited with Commendation** standing from Accreditation Canada, achieving a 97 per cent compliance rate with national standards of excellence.

"The achievement of this national standard demonstrates that Eastern Health is working toward excellence throughout our organization," said David Diamond, President and CEO of Eastern Health. "The accreditation process is one of continuous improvement to provide the highest quality of care possible for the patients, clients and staff we serve 365 days per year."

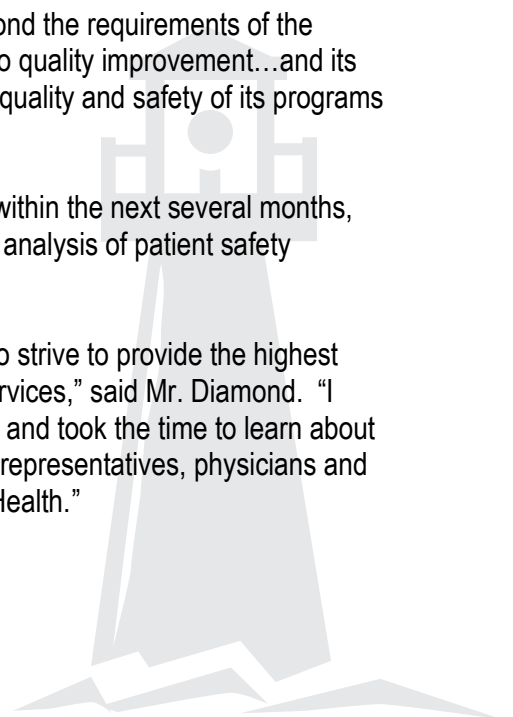
The accreditation process takes place every four years to assess a health organization's compliance with national quality and safety standards in all areas of the system, including leadership, client- and family-centered care, emergency preparedness, infection prevention and control, and most importantly, direct provision of care.

In September 2017, Accreditation Canada surveyors visited 21 sites across the Eastern Health region, including hospitals, long-term care facilities, and community-based offices. They surveyed and met with staff in 27 program areas, including Cancer Care, Children and Women's Health, Community and Supportive Services, Critical Care, Diagnostic Imaging, Emergency Department, Fertility Services, Home Care, Laboratory Services, Mental Health and Addictions, Organ Donation Program, Paramedicine, Pharmacy, Public Health, and Surgical Services.

In its report, Accreditation Canada stated: "Eastern Health has gone beyond the requirements of the Qmentum accreditation program and is commended for its commitment to quality improvement...and its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services."

Accreditation Canada also highlighted some key areas for improvement within the next several months, including policies pertaining to infusion pumps, use of abbreviations, and analysis of patient safety incidents.

"Our ongoing commitment is to implement these recommendations and to strive to provide the highest standards of care possible by continually improving our programs and services," said Mr. Diamond. "I publically want to thank the 10 surveyors who visited our sites last month and took the time to learn about our operations. I also congratulate our employees, client and community representatives, physicians and volunteers who contributed to this outstanding achievement for Eastern Health."



This year, Eastern Health embarked upon a new [Strategic Plan](#), *Lighting the Way. Navigating Together.*, which includes specific goals and measures of progress, to help Eastern Health monitor and enhance its performance over the next three years.

The Accreditation Report can be accessed by the following link:

<http://www.easternhealth.ca/publicreports.aspx>.

About Eastern Health

Eastern Health is the largest, integrated health authority in Newfoundland and Labrador employing approximately 13,000 dedicated employees, over 700 medical staff, and is supported by more than 2,000 volunteers, including members of numerous auxiliaries and fundraising foundations. With an annual budget of approximately \$1.45 billion, the authority offers the full continuum of health and community services including public health, long-term care, community services, hospital care and unique provincial programs and services. Serving a population of over 300,000, Eastern Health's geographic boundaries extend from St. John's west to Port Blandford including all communities on the Avalon, Burin and Bonavista Peninsulas.

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