



Heartland Health Region

Healthy People, Healthy Communities, and Service Excellence in an Enduring Health System



FOR IMMEDIATE RELEASE

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HEARTLAND HEALTH REGION RECEIVES RESULTS OF ACCREDITATION CANADA SURVEY

Heartland Health Region has just received the results of their Accreditation Canada survey and has met the requirements of the QMentum accreditation program. Every four years, Accreditation Canada surveyors visit the organization and conduct an on-site survey. After the survey, an accreditation decision is issued and the on-going cycle of assessment and improvement continues. The region will be accredited until June 2021 provided program requirements continue to be met. Accreditation is an ongoing process of evaluating and recognizing a program or service as meeting established standards. It is a powerful tool for Quality Improvement (QI) and Heartland Health Region has shown a commitment to QI over the past number of years.

The Accreditation Canada survey was held the week of June 19th-23rd. A group of eight surveyors from health care organizations across Canada visited ten different locations across the region during this time. They observed the care that was provided; talked to staff, clients, families and others; reviewed documents and files; and recorded the results. This provides a clear picture of how service is delivered at any given point in the process. There were 20 sets of standards and over 2800 criteria reviewed in the assessment. The surveyors assessed the performance of the health region against the standards and provided feedback on areas of strengths as well as areas where improvements could be made. All levels of care and service were surveyed.

The final report identified the Region's strengths as having an extremely engaged Board of Directors who serve the region well; a strong leadership team; a good working relationship with community partners; an excellent focus on client and staff safety; great client satisfaction; and a tremendous emphasis on the inclusion of patients and families in care provision. Staff, physicians and volunteers are a great resource to the region and they stated they feel respected and appreciated.

In terms of improvements, the report identified a need for the region to formalize quality improvement initiatives, especially in the area of evaluation. It was acknowledged that while several quality initiatives were underway, most evaluation was done informally. It was also identified that the region should continue to explore alternative medical service delivery models for providing services to hard-to-serve areas. Recruitment of various professionals can be difficult in some areas of the region so the region is encouraged to consider alternative levels of service for those areas.

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The on-site survey in June was just one step in the ongoing process of evaluating and improving on the programs and services we provide in Heartland. The region is committed to working on the improvements as suggested by Accreditation Canada over the next few months. Our focus is on quality health services and the safety of our patients, residents and clients.

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Media: To arrange interviews contact LeAnne Paproski, Communications Coordinator,
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