

CEO's Blog

May 20, 2022



Thunder Bay Regional
Health Sciences
Centre

Thunder Bay Regional
Health Research
Institute

Hello, Boozhou, Bonjour.

I wanted to share some good news with you regarding our accreditation process.

As you know, accreditation is a point in time assessment on our journey to excellence. It is a test and a great indication, however, of the amazing work we have been able to continue even through the challenges of the pandemic.

On May 15th, we welcomed four accreditation surveyors for the on-site survey from Accreditation Canada – a not for profit, independent organization that sets standards for quality and safety in health care and accredits health care organizations from around the world.

As part of the Accreditation process, our organization has undergone a rigorous evaluation process. Following a comprehensive self-assessment, our external peer surveyors conducted the on-site survey to assess our organization's leadership, governance, clinical programs and services against Accreditation Canada's requirements for quality and safety. The requirements included national standards of excellence, safety practices to reduce potential harm, and questionnaires to assess the work environment, patient safety culture, governance functioning and patient experience.

I am pleased to tell you that based on the preliminary survey findings reported yesterday at our all-staff debriefing, the lead surveyor reported that we hit 99.19% compliance out of the 2,870 criteria we were measured against. As well, we were successful in meeting all of the Required Organizational Practices (ROPs) that were applied to our organization.

That is an incredible improvement in comparison to 2018 when our survey resulted in 98.4% compliance where 46 criteria were unmet and we did not meet all ROPs. This survey we had to comply with more criteria and only 23 were unmet – a reduction of 50%. In addition, we were able to meet a 100% with our ROPs.

Best yet, our surveyors reported back what we already know: that our teams are an “incredibly caring family who are deeply committed and dedicated to the patients and community we serve.” They went on to say: “You truly are a regional hospital.”

Congratulations to all of you!

It was refreshing to hear the recommendations and alignment of those in keeping with our strategic plan goals and objectives. Together this will continue to lead our organizational efforts to achieve exceptional care for every patient, every time.

A full and final report with Standing is anticipated over the next several weeks. In the meantime, a huge thanks for your incredible work once again.

We look forward to formally celebrating this major milestone with the receipt of the final report anticipated next month.

Enjoy your weekend.

As always, I welcome comments on this blog or any other matter. You can reach me at: crockereir@tbh.net



Dr. Rhonda Crocker Ellacott

President & Chief Executive Officer,
Thunder Bay Regional Health Sciences Centre
Chief Executive Officer,
Thunder Bay Regional Health Research Institute