

South East initiatives make 2014 Minister's Medal Honour Roll

Kingston General Hospital and Dr. Karen Hall Barber recognized at Health Quality Transformation Conference

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NEWS

Two initiatives in the South East Local Health Integration Network (LHIN) demonstrated “*Quality and Value by Design*” – this year Minister’s Medal’s theme — alongside with 13 other healthcare initiatives from all over Ontario, to make the Minister’s Medal Honour Roll.

Kingston General Hospital’s (KGH) Patient- and Family-Centred Care program and Dr. Karen Hall Barber, who has led the Queen’s Family Health Team were both recognized at the Health Quality Transformation Conference in Toronto today.

KGH’s Patient-and Family-Centred Care program, has worked to engage patients and families to improve the patient experience at the hospital. Today, the internationally known program has over 60 Patient Experience Advisors working with health care providers across the hospital to ensure that the patient voice is at the centre of everything they do. Recently the program was also recognized for its role in improving patient safety as KGH was named winner of the 2014 Patient Safety Champion Award by The Canadian Patient Safety Institute (CPSI) and Accreditation Canada during Canadian Patient Safety Week.

Dr. Karen Hall Barber was listed as an Individual Champion recognizing her work in developing an integrated, patient-centred, inter-professional medical home for the patients of the Queen’s Family Health Team (FHT). Over the last three years the Queen’s FHT has won five awards for patient-focused initiatives, including the Bright Lights awards last month.

The Minister’s Medal Honouring Excellence in Health Quality and Safety is an annual program designed to recognize the excellent work done by health care providers across the province. As a competitive annual program, it provides an opportunity to recognize system champions who place the patient at the centre of the circle of care and have demonstrated exceptional work in collaboration and achieved sustainable results, while promoting system value and quality in the health care system.

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QUOTES

“As a resident and representative of Kingston and the Islands, I take great pride in the diverse array and quality of health services available in our community. This highly competitive award gives recognition to the health service providers at both KGH Patient and Family Centred Care program and Queen’s Family Health Team’s initiative for their outstanding work and commitment to putting the patient first and delivering comprehensive, high-quality care.”

- **Sophie Kiwala, MPP Kingston and the Islands**

“The recognition of KGH’s Patient and Family Centred Care program and Dr. Karen Hall Barber demonstrates the determination of our health care providers in the South East region to improve quality of care and enhance the value for the patient. By transforming the way they work and by increasing collaboration between and across health system partners, providers are promoting the approach to patient-centered care. ”

- **Paul Huras, CEO South East LHIN**

“We are very pleased to be recognized for our commitment in partnering with patients and families on every decision that materially impacts the patient- and family experience. This partnership has fundamentally changed the conversations within our hospital and beyond. By calling on patients and their families, we have moved away from the concept of ‘doing for the patient’ or ‘doing to the patient’ and towards the idea of working ‘with the patient’. This collaboration has become the KGH way, as we continue to strive towards our ongoing aim of providing Outstanding Care, Always for every patient, every day.”

- **Leslee Thompson, President and CEO, Kingston General Hospital**

“It is very humbling to receive this honour, especially having been nominated by my peers whom I hold in such high regard. Working with this terrific team – comprising incredibly dedicated, creative and indefatigable individuals utterly committed to fostering a health care learning environment that delivers collaborative, high-calibre and patient-centred primary care – is such an inspirational journey.”

- **Dr. Karen Hall Barber, Queens Family health Team**

For more information contact:

Caitlin den Boer

Communications Lead

South East LHIN

613-967-0196 ext. 2240 or

613.242.7655 – Cell

Caitlin.denBoer@lhins.on.ca