

Providence Care receives national recognition for quality care

Kingston – December 22, 2009 – Providence Care has been awarded three-year Accreditation certification by Accreditation Canada, based on the results of a comprehensive survey process and an on-site inspection in November 2009.

Dale Kenney, President and CEO for Providence Care was advised of this national recognition and was congratulated for the “organization’s leadership, staff commitment, and organization-wide quest for improvement” and for the “commitment to providing quality care and service.”

“To obtain our continued Accreditation status, we go through rigorous quality control checks and measures,” says Kenney. “This achievement is a reflection of the commitment of our staff, physicians, board and volunteers to providing quality care and exceptional service in our community.”

The Accreditation process involves months of self-assessment by staff, client and corporate service teams. Then, Accreditation Canada Surveyors came on-site for four days to review documentation, conduct interviews and focus group meetings with various stakeholders and tour the facilities. ‘Tracers’ are a new feature of the site survey and that process has surveyors, accompanied by a staff person, following or “tracing” the path of a patient or client, or an administrative process, to see first hand how an organization operates and to evaluate the quality and safety of the services we provide. It often includes discussions with staff and patients.

“Overall, we scored an impressive 97% across the Quality Dimensions that Accreditation Canada measures, including safety, efficiency, accessibility and client-centered services,” says Beth Simons-Chambers, Accreditation Coordinator for Providence Care. “It’s the hard work and consistent attention to quality and safety from staff that account for these results. While we are very pleased with this acknowledgement, Accreditation is about continuous improvement and we will continue to look for opportunities to improve in the future.”

“The organization has a long and rich history of mission and value based care which is embedded in the organization’s ‘DNA’”

Accreditation Canada Surveyors, November 2009

Accreditation Canada is a not-for-profit, independent organization that provides health organizations with an external peer review to assess the quality of their services based on standards of excellence. Accreditation Canada is accredited by the International Society for Quality in Health Care and has been fostering quality in health services across Canada and internationally since 1958.

Providence Care is southeastern Ontario’s leading provider of adult mental health treatment and rehabilitation, complex continuing care, forensic psychiatry, geriatric psychiatry, palliative care, specialized geriatric medicine, long-term care and rehabilitation programs. One of Kingston’s university hospitals, Providence Care has three main sites in Kingston: Mental Health Services, St. Mary’s of the Lake Hospital and Providence Manor, as well as 18 community locations. Affiliated with Queen’s University, Providence Care is a major centre for teaching and research.

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