

For Immediate Release

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Carleton Place & District Memorial Hospital
Carleton Place, ON

Carleton Place Hospital Receives High Praise in 2007 Hospital Report

The Carleton Place & District Memorial Hospital (CPDMH) is pleased to report that the results of the *2007 Hospital Report Acute Care and Emergency Department Care* have been released and CPDMH has been recognized as 'high performing' in three areas - *Patient Satisfaction* and *Financial Performance and Condition* in Emergency Department Care and *System Integration and Change* within Acute Care. The report measures data from 2005/2006 and evaluates indicators across four areas of performance: *System Integration and Change*; *Patient Satisfaction*; *Financial Performance and Condition*; and *Clinical Utilization and Outcomes*.

"This is a report worth celebrating and I am very proud of our results," stated David Somppi, Chair of the CPDMH Board of Trustees. "Our hospital has always performed well in the Hospital Report, however, this year we have received a rating of 'high performing' across multiple areas."

CPDMH was identified among 13 other provincial hospitals as having a 'high-performing' Emergency Department in the area of *Patient Satisfaction* and rated 9th overall out of the 90 hospitals that participated in the survey. In addition, CPDMH's Emergency Department was ranked as 'high performing' in *Financial Performance and Condition*, a distinction CPDMH also achieved in the 2005 report. *Financial Performance and Condition* measures the efficiency and productivity related to human resources within the department.

"I am particularly proud of our performance in patient satisfaction, which reflects the dedication of CPDMH's staff and physicians to provide high quality care to the community," stated Mike Gagne, CEO of CPDMH. "Our focus has always been providing the best healthcare possible in a financially sound manner and I am very pleased that our efforts have been recognized."

CPDMH was one of 4 hospitals in the province that received the 'high performing' ratings for *System Integration and Change* in the Acute Care report. Specifically, the hospital scored high in the promotion of a patient safety culture, the number of professional development opportunities offered to staff, and the quality and productivity of the teams working on the ambulatory care unit and medical floor. These ratings also confirmed the hospital's inpatient/outpatient care team works well with external partners to coordinate patient care.

"We believe that if working with another organization helps improve the care we provide to our community, then it's a step in the right direction," continued Mr. Gagne. "The results of the 2007 Hospital Report show that we are doing things right. As we move forward we will evaluate areas for improvement including additional partnerships that will improve the overall health care available to our area."

The *Hospital Report 2007* is an ongoing project to assess hospital performance in Ontario and is a joint initiative of the Ontario Hospital Association and the Ministry of Health and Long-Term Care. The Hospital Report highlights ‘high performing’ hospitals as a means of sharing useful ideas and best practices within specific areas. The report also helps identify opportunities for quality improvement in patient care and hospital management, and provides citizens with information about their hospital’s performance. Copies of *Hospital Reports 2007* can be found on the www.hospitalreport.ca or www.oha.com.

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