

For Immediate Release
October 6, 2005

Carleton Place & District Memorial Hospital Foundation
Carleton Place, ON

Results of *Hospital Report 2005: Acute Care* are released

Just a couple of weeks after releasing the *Hospital Report 2005: Emergency Care*, the Ontario Hospital Association and the Ministry of Health & Long-Term Care, have released a similar report on the status of Acute Care throughout the province. As with the earlier report, the *Hospital Report 2005: Acute Care* provides the hospitals and the public with an overview of the performance of Ontario's hospitals in delivering acute care during the 2003/04 fiscal year.

Acute care involves overnight stays of a relatively short time for serious health problems. Acute care hospitals provide diagnosis, medical care and surgery for serious or life-threatening conditions such as a heart attack or stroke. At a provincial level, the report confirms that Ontario hospitals are providing terrific acute care with over 94% of patients ranking their care as "good", "very good" or "excellent."

As with the Emergency results, the acute care report showed that the Carleton Place & District Memorial Hospital (CPDMH) received very positive scores in the four indicators used to measure **Patient Satisfaction**. CPDMH scores in *Overall Impression* (89.7), *Responsiveness* (87.9), and *Communication* (82.5) were higher than the averages of the province, the Local Health Integrated Network (LHIN) and other small hospitals (the hospital's peer group). CPDMH also received a higher score in *Consideration* (85) than the provincial and LHIN averages.

CPDMH's results in **Patient Satisfaction** were reflected in the trend across the province with the majority of hospitals scoring higher in the *Overall Impressions* indicator than the three other **Patient Satisfaction** indicators and scoring the lowest in the *Communication* indicator.

"I am particularly proud of our continued outstanding performance in patient satisfaction, which reflects the high quality of patient care and dedication that CPDMH staff and physicians provide to the community", stated Mike Gagne CEO of CPDMH. "Strong results in all four quadrants of the report are very important, but the scores that mean the most to the staff come from the patient satisfaction component."

Other categories measured in the acute care report include **System Integration and Change**; (how a hospital is using technology and working with other community health care providers to manage change); **Clinical Utilization and Outcomes** (quality and appropriateness of care received by patients); and **Financial Performance and Condition** (management of staff and nursing worked hours devoted to patient care).

Within **System Integration and Change**, CPDMH performance was measured as average throughout the 6 indicators measured. However, of particular note CPDMH received higher scores than all the comparison averages in two of the indicators - *Community Involvement and Coordination of Care* and *Management and Support of Human Resource*. *Community Involvement and Coordination of Care*

measures the degree of coordination, both internally and externally, with other care providers and the community and *Management and Support of Human Resource* measures the extent to which hospitals have implemented staff training programs; retention and recruitment strategies; and innovative hospital staff practices.

“By investing in our employees we know we are putting our resources in our most valuable asset”, continue Mr. Gagne. “This investment is then seen throughout all aspects of our organization allowing us to provide the best possible care to the community.”

Data from 123 hospitals were used to calculate provincial, LHIN (Local Health Integrated Network) and peer group averages, and hospital-specific data was presented for 98 of 123 eligible hospitals. This is the fifth report with hospital-specific data on acute care, and the first acute care report to identify high performing hospitals. Released on September 20, 2005, the *Hospital Report 2005: Acute Care* shows an overall reduction in the number of adverse events in acute care hospitals for both medical and surgical conditions.

CPDMH uses the information in this report and closely examines the results to determine opportunities to improve patient care. Copies of *Hospital Reports 2005: Emergency Care* and *Acute Care* can be found on the following websites: www.hospitalreport.ca; www.oha.com or www.health.gov.on.ca

-30-

Contact: Chantelle Troy, Manager/Community Relations Officer 613-257-2200 ext 856
e-mail: ctroy@carletonplacehosp.com