



NEWS RELEASE

Providence Care makes public commitment to quality improvement in health care

March 31, 2011 - Providence Care is joining health care providers across Ontario this week in a public commitment to quality improvement. New information about patient safety, care and satisfaction is now accessible on the organization's website, and Providence Care's senior leadership team has tied a portion of their annual salaries to meeting key indicators.

"Over the past few years we have renewed our efforts to engage in open, accountable communication with the people we serve, our staff and the public," says Dale Kenney, President & CEO. "We are focused on creating a positive experience for our patients, clients and residents, and delivering high quality, safe, compassionate care and services. We believe that is demonstrated by the information we are making available today, and by the fact that our senior leadership team has made this personal commitment to quality."

The provincial government's *Excellent Care for All Act, 2010*, required Ontario hospitals to develop and post a Quality Improvement Plan (QIP) by April 1, 2011.

Providence Care's plan includes a list of targeted areas for improvement or "quality indicators," such as hand hygiene compliance and patient satisfaction scores. Six of the fifteen indicators in the Providence Care plan have been deemed "core" indicators by the province, while the remaining nine were voluntarily selected by the organization.

The new legislation requires that hospitals tie a portion of the compensation of its executives to successful performance on the Quality Improvement Plan each year. If the six core indicators are not met, members of the Providence Care senior leadership team will lose up to three per cent (3%) of their salaries.

New on www.providencecare.ca

New today on Providence Care's website, www.providencecare.ca, is a section called Public Reporting. Under this section, Providence Care has posted:

- The Providence Care Quality Improvement Plan 2011-2012, which includes fifteen key quality, safety, financial and patient satisfaction indicators
- Providence Care's public sector salary disclosure and other financial reporting
- Providence Care's accountability agreements with the South East LHIN
- Providence Care's mandatory reporting for long-term care homes

Providence Care is southeastern Ontario's leading provider of specialized mental health care, physical medicine and rehabilitation, specialized geriatric services, complex continuing care, palliative care, long-term care and community support services. Affiliated with [Queen's University](http://www.queensu.ca) in Kingston, and as a member of the [Council of Academic Hospitals of Ontario](http://www.cah.on.ca), Providence Care is a major centre for health education and research. Providence Care is sponsored by the [Catholic Health Corporation of Ontario](http://www.chco.on.ca). In 2011, Providence Care is celebrating its 150th anniversary – over 150 years of "enhancing the quality of life" of those we serve.

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