

For immediate release

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Providence Care scores top marks in provincial rehabilitation and complex continuing care reports

Kingston ON – Patients and their families of Providence Care’s St. Mary’s of the Lake give the hospital top marks when it comes to the rehabilitation and complex continuing care services it provides.

This morning, the Ministry of Health and Long-Term Care and the Ontario Hospital Association released the *Hospital Report 2007: Rehabilitation* and the *Hospital Report 2007: Complex Continuing Care*. As a provider of both rehab and CCC services, Providence Care’s St. Mary’s of the Lake Hospital participated in both surveys.

Providence Care is listed as one of the five “high performance” hospitals across the province in the “Client Perspectives” category in the *Rehabilitation* report, and in the CCC report families ranked St. Mary’s of the Lake number one in overall quality of care (92.0%).

“We’re proud to have met or exceeded the provincial average in many of the categories in both of the reports,” said Marcy Saxe-Braithwaite, Providence Care’s Vice-President of Programs and Chief Nursing Officer. “These annual hospital reports are an important part of the effort to increase accountability to the community.”

Highlights of the *Rehabilitation* report include earning above average marks in all nine categories under System Integration and Change, and in all eight categories under Client Perspectives.

In the CCC Report Providence Care is rated highest or second highest in six of seven categories under System Integration and Change, and number one in Care and Services under Patient and Family Satisfaction. The report also notes Providence Care spends less than the provincial average on corporate services – 11.% (provincial average 12.4%).

The reports use a “balanced scorecard” methodology, looking at four broad areas of hospital performance: System Integration and Change, Client Perspectives/Patient and Family Satisfaction, Clinical Utilization and Outcomes and Financial Performance and Condition.

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Hospital Report 2007: Rehabilitation HIGHLIGHTS:

INDICATOR	PROVINCIAL AVERAGE	PROVIDENCE CARE
Interdisciplinary integration of care	73.1%	95.3%
Evidence of organizational client centredness	68.6%	95.9%
Client participation in decision-making and goal setting	77.3%	81.8%
Client-centred education	74.2%	78.2%
Emotional support	79.0%	85.3%
Continuity and transition	70.4%	75.9%

Hospital Report 2007: Complex Continuing Care HIGHLIGHTS:

INDICATOR	PROVINCIAL AVERAGE	PROVIDENCE CARE
Evidence-based practice	59.1%	94.2%
Client-centred care	63.8%	90.5%
Integration of care	44.8%	88.5%
Use of skill/competency descriptions	54.1%	98.9%
Healthy work environment	68.9%	96.6%
Family rating of global quality of care	84.4%	92.0%
Patient rating of medical care and treatment	81.7%	85.1%

The full hospital reports are available at www.hospitalreport.ca.

Providence Care's St. Mary's of the Lake Hospital in Kingston provides non-acute health care for people living in Southeastern Ontario. A teaching hospital affiliated with Queen's University, St. Mary's specializes in rehabilitation, specialized geriatric services, complex continuing care and palliative care. Services extend across the full continuum of care - inpatient, outpatient and community.

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