



Woodstock Hospital Proudly Achieves Accreditation with Exemplary Standing

Woodstock, ON – Woodstock Hospital (WH) has successfully completed its Accreditation assessment through Accreditation Canada, demonstrating its commitment to providing safe, high-quality, and people-centred care.

The on-site Accreditation survey on December 2nd, 3rd, and 4th evaluated the hospital against nationally recognized standards of excellence. Over these three days, the Accreditation team, which included a patient surveyor, engaged with our staff and toured departments to assess hospital programs, policies, and processes.

On December 20, 2024, Accreditation Canada released Woodstock Hospital's accreditation decision - **ACCREDITATION WITH EXEMPLARY STANDING – the highest accreditation award issued by Accreditation Canada.**

“Achieving Accreditation with Exemplary Standing is a tremendous accomplishment for Woodstock Hospital,” said Perry Lang, President and CEO. “Staff’s enthusiasm and dedication throughout the Accreditation survey was apparent. Several surveyors commented on how passionate and excited our team was to share their knowledge and answer questions. This demonstrates our staff’s readiness and their pride in the exceptional care we provide to our patients, families, and community.”

The Accreditation surveyors recognized several key strengths at Woodstock Hospital, including:

- **Commitment to People-Centred Care:** WH’s Patient & Family Advisory Council was highlighted as an excellent example of partnership and collaboration. Patients and families actively participate in committees throughout the hospital, including having a patient advisor as a voting member on the Board of Trust.
- **Exceptional Teamwork:** The surveyors emphasized that the hospital’s greatest strength is its people. Staff demonstrated a deep sense of solidarity, always supporting one another without being asked.
- **Exemplary Use of Metrics and Data:** The surveyors praised the hospital’s strategic use of metrics to guide quality improvement initiatives.
- **Community Collaboration:** Lead Accreditation Surveyor Ron Noble noted that the community partner session was the largest group he has interviewed over his years of surveying with Accreditation Canada. This demonstrates the hospital’s strong local partnerships.

“Our staff’s commitment to one another and to our patients is what sets Woodstock Hospital apart,” added Patrice Hilderley, Chair of the Board of Trust. “As a Board, we are very much aware of the great things that are happening at Woodstock Hospital. There is something special about hearing it from the Accreditation Team, as they validate our strong feelings of pride for our community hospital.”

“We invite the community to join us in celebrating this achievement,” said Cindy Smart, Vice President of Patient Care and Chief Nursing Officer. “Several initiatives impressed the Accreditation team, and they encouraged us to submit some of them as leading practices. This recognition means Woodstock Hospital has implemented innovative, quality improvement measures that could serve as a model for other healthcare organizations across Ontario.”

One initiative recognized as a leading practice by Accreditation Canada is our Clinical Coaches Program. A clinical coach is a senior nursing staff member responsible for mentoring novice nurses to the organization and supporting seasoned nurses. This initiative has enhanced patient safety and increased staff confidence and retention.

The survey team also highlighted the hospital’s patient flow processes and commended the Information Technology team for implementing I-Drive and I-Flow. I-Drive is an Emergency Department electronic data tool that provides staff with information to drive decision-making for efficient patient flow and Diagnostic Imaging turnaround times, while I-Flow is an electronic patient census that helps staff manage bed capacity, aiding admission and discharge planning.

"Preparing for Accreditation requires a thorough review of every process across the organization, ensuring we meet or exceed national standards for patient safety and best practices. Achieving Exemplary Standing is a testament to our team’s commitment to excellence and reassurance to our patients and community of the high-quality care we provide," said Chuan Yong, Director of Staff Development Practice and Accreditation Coordinator.

Woodstock Hospital looks forward to building on this success as we continue to prioritize safe, high-quality, and people-centred care for the residents of Woodstock and Oxford County.

About Accreditation Canada

Accreditation Canada (SC) is a global, not-for-profit organization with a vision of safer care and a healthier world. Together with our affiliate, Health Standards Organization (HSO), our people-centred programs and services have been setting the bar for quality across the health ecosystem for more than 60 years, and we continue to grow in our reach and impact. HSO develops standards, assessment programs and quality improvement solutions that have been adopted in over 12,000 locations across five continents. It is the only Standards Development Organization dedicated to health and social services. To learn more, visit www.accreditation.ca

About Woodstock Hospital

Built in November 2011, Woodstock Hospital is a 178 bed, full-service community hospital, providing primary care to a population of 55,000 and specialized care to nearly 110,000 within the County of Oxford. The new facility offers a wide range of health programs including Maternal Child, Women’s Health, Specialized Surgical Services, Inpatient and Outpatient Mental Health Services, Dialysis and Rehabilitation Programs, a Systemic Therapy Program, and an MRI. Our full service facility works closely with our community partners to provide our patients with healthcare services, close to home.

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