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NEWS RELEASE

VON RECOGNIZED AS A LEADER IN QUALITY AND SAFETY BY NATIONAL ACCREDITATION BODY

FOR IMMEDIATE RELEASE

January 11, 2008 (Ottawa, ON) — VON Canada (Victorian Order of Nurses) has received an outstanding accreditation review from the Canadian Council on Health Services Accreditation (CCHSA), recognizing VON’s focus on quality, safety, standardization and structural changes that will further improve the organization’s ability to deliver high quality care to its clients.

According to the CCHSA report, VON’s “accomplishments over the past three years are exceptional and impressive. Best Practice is their way of doing business. The best is sought and attained from business practice to clinical practice. This organization ‘walks the talk’.”

“This tells us formally what we already know. VON is one of Canada’s leading home and community care organizations. We are pleased with the results and we remain committed to continuous quality improvement, using innovative ways to deliver high quality care,” says Dr. Judith Shamian, President and CEO of VON Canada. “The report speaks for itself when it says a culture of quality and safety is evident in all the work currently underway.”

Leading practices that impressed the surveyors included VON's focus on safety, and education, our information management strategy, and VON's Adult Day Care best practices team that developed policies and procedures using a peer mentorship model.

Accreditation involves several intense steps beginning with self-assessment, followed by an on-site survey visit which consists of documentation review, team interviews, facility tours and focus group meetings with stakeholders. The process allows VON and the CCHSA to evaluate the quality of the organization's services by comparing them to nationally accepted standards in health care. What this means is that VON rates extremely high when compared to other national home and community care organizations.

The on-site visits were held at 13 sites throughout Nova Scotia, New Brunswick and Newfoundland the week of October 22, 2007 and lasted one week. A total of 58 sites took part in the survey.

"The report further drives home the point that with our primary and community health care services and programs, provided within a population health framework, VON is more than merely a home care agency – we are an integral component of the health care of Canadians, something we have been adamant about and live via our Care and Service Model each and every day," says Sharon Goodwin, VP, Quality Care & Service and CIO (Chief Information Officer).

VON is dedicated to being a leader in the delivery of innovative comprehensive health and social services and to influencing the development of health and social policy in Canada. We are a national health organization and registered charity offering a wide range of community health care solutions that meet the needs of Canadians from coast to coast. VON is committed to continuous quality improvement and is accredited by the Canadian Council of Health Services Accreditation.

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