

For Immediate Release

Trillium Health Partners Achieves Exemplary Standing from Accreditation Canada
Outstanding final score of 99.7% reflects the high quality care provided by the hospital

August 17, 2023 (Mississauga, ON) – Trillium Health Partners (THP) has been Accredited with Exemplary Standing by [Accreditation Canada](#), the highest level of performance achievable in meeting the requirements of the accreditation program. THP is among the first hospitals to be assessed by the most current standards (Qmentum Global) set by Accreditation Canada, which will become best practice for all health care organizations to follow in the future.

Throughout the week of June 12-16, 2023, THP welcomed seven surveyors from Accreditation Canada. The surveyors visited units and departments across the hospital and met with teams to assess the quality, safety, and efficiency of the hospital's operations, which ensure that THP is providing our patients and community with the best possible care.

Following the survey, THP received its final score of 99.7% and has been Accredited with Exemplary Standing under the Qmentum Global Accreditation Program. This was achieved by meeting 2,000 of Accreditation Canada's 2,007 applicable standards.

THP was acknowledged for its significant progress and excellence across many areas of the hospital, including:

- Our focus on excellence in delivering the highest quality of care, which is evident across all programs.
- A strong commitment to living our values of compassion, excellence and courage, which fosters a can-do attitude and culture of being better together.
- Partnering closely with patients, families, and community providers to improve health care.
- The investment in time, energy and funding to support over-all change that is essential to becoming an equitable and anti-racist organization.
- How we make decisions from the bedside to the boardroom that keep people at the centre.

In October 2022, THP launched a multi-year initiative called *Foundations of Clinical Excellence* that is anchored in our [strategic plan](#) and informed by lessons learned throughout the COVID-19 pandemic. The aim of this initiative is to empower teams across THP to deliver the highest quality of care for every person, every visit; by focusing on standardizing and sustaining best practices, while also remaining dedicated to learning and improving wherever possible. Incorporating the 2023 Accreditation Canada results and feedback, THP will continue to advance the *Foundations of Clinical Excellence* in order to achieve our mission to create a new kind of health care for a healthier community.

Accreditation is a voluntary process that hospitals and health care organizations across Canada can choose to participate in. The survey process provides a third-party assessment of the quality and safety standards found throughout the organization, following a predetermined list of standards and best practices.

To read the full Accreditation Canada report, [please click here](#).

QUOTES:

“The accreditation process provides us, as an organization, with an opportunity to receive invaluable feedback on standards of care. At THP, we strive to deliver high quality care and exceptional patient experiences and we are proud that our accreditation status mirrors this mission. An exemplary status is a reflection of the compassion, excellence and courage our teams bring to work every day and as an

organization we will continue to advance the quality of care we provide to our community.”
Karli Farrow, Trillium Health Partners, President and CEO

“The strength of this organization is its people. There is a caring, compassionate, and engaged team of staff & physicians who work collaboratively to provide care and advance the organization. THP is commended for their continued focus on seeing how to incorporate the lived experiences and voices of their patients and families. Quality is a journey, not a destination, and THP is living that journey every day.”

Richard Bedard, Lead Surveyor, Accreditation Canada

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Trillium Health Partners

Trillium Health Partners (THP) is one of the largest community-based hospital systems in Canada. Comprised of Credit Valley Hospital, the Mississauga Hospital and the Queensway Health Centre, THP serves the growing and diverse populations of Mississauga, West Toronto and surrounding communities. THP is a teaching hospital affiliated with the University of Toronto, is an associate member of the Toronto Academic Health Science Network, and a proud member of the Mississauga Ontario Health Team. THP is committed to reducing inequities and improving health in the community. Visit www.trilliumhealthpartners.ca.

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For more information, please contact:

Keeley Rogers

Manager, Media Services

Trillium Health Partners

keeley.rogers@thp.ca