Oak Valley Health receives highest award possible from Accreditation Canada

MARKHAM, ON (November 8, 2022) - Accreditation Canada has issued a formal letter congratulating Oak Valley Health for being awarded with exemplary standing, the highest award possible from the national quality standards organization, with an even higher score than the one achieved four years ago.

"We are incredibly honoured to be placed among top-ranked hospitals in Canada achieving 100% of the required organizational practices and 99.8% compliance with over 2,300 internationally recognized standards," says Jo-anne Marr, President & CEO. "This achievement is a testament to our staff, physicians, and volunteers who are committed to providing exceptional care to our patients and families each and every day. It is even more remarkable given we achieved a stronger result than four years ago despite all the challenges we have faced in navigating the ongoing pandemic."

Accreditation is a voluntary, third-party assessment process that hospitals across Canada can choose to participate in. Every four years, Oak Valley Health invites a team of surveyors from Accreditation Canada to evaluate the organization on quality, safety, and efficiency.

Based on a four day site visit in September, surveyors were were particularly impressed with Oak Valley Health's values and philosophy, and how they are expressed and demonstrated every day. They complimented the organization on its strong, friendly, and inviting culture that exhibits teamwork and engagement.

Accreditation Canada also remarked on Oak Valley Health's commitment to patient and family-centred care. Oak Valley Health was one of the first organizations to invite a patient surveyor to participate as part of the accreditation process. Oak Valley Health is committed to continuing its journey as a patient-led organization and evolve its approach from including patient feedback and engagement to embedding patient co-design, co-production, and co-evaluation.

"This is a remarkable achievement for Oak Valley Health and a clear measure of the incredible work being done by our physicians, staff, and volunteers. There is always more to do in healthcare, but today it is a very proud day for Oak Valley Health and our people," says Marr.

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About Oak Valley Health:
Oak Valley Health is one of Ontario's leading community health care organizations. Across our two hospitals, Markham Stouffville Hospital (MSH) and Uxbridge Hospital (UXB), as well as our Reactivation Care Centre (RCC), we provide high quality, patient-centred care to more than 437,000 patients each year. We offer diagnostic and emergency services and deliver clinical programs in acute care medicine and surgery, addictions and mental health, and childbirth and children's services. We are proud to be part of the Eastern York Region North Durham Ontario Health Team (EYRND OHT). Our 551 professional staff (including physicians, midwives, and dentists) over 3,000 staff and over 790 volunteers serve patients and families with an honoured to care mindset and are focused on delivering an extraordinary patient experience to the residents of Markham, Whitchurch-Stouffville, Uxbridge, and beyond.

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