

Quality Management

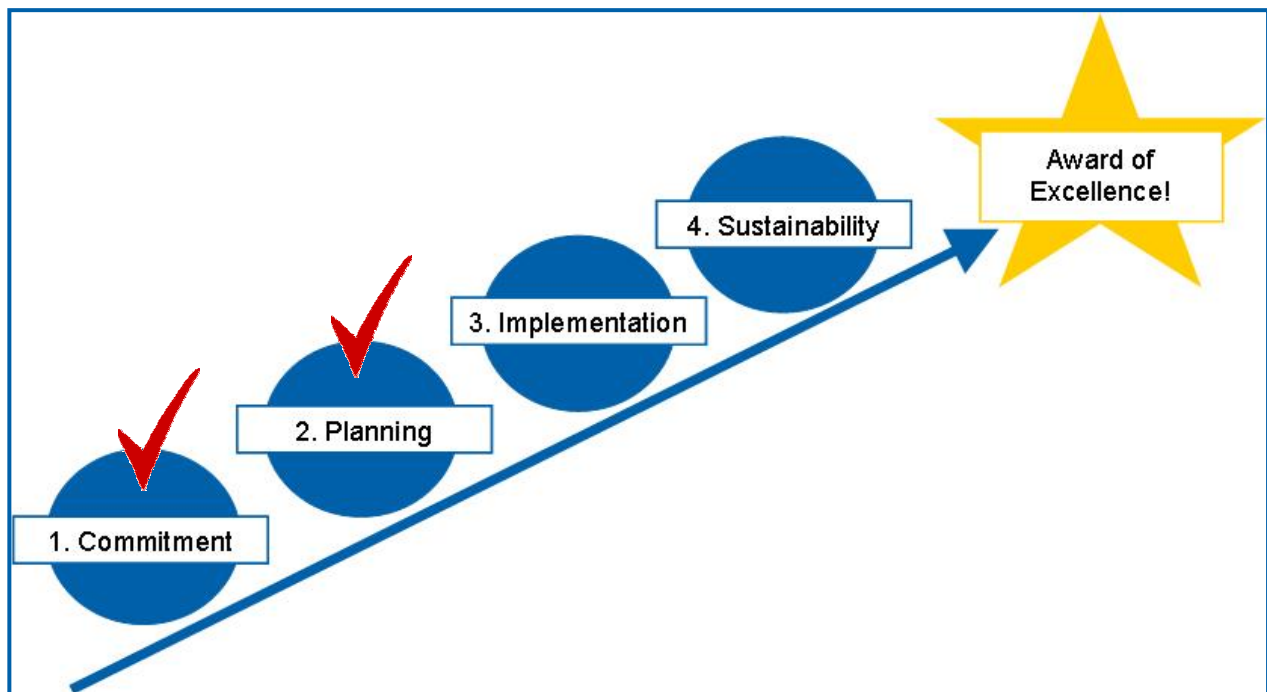


NATIONAL QUALITY INSTITUTE PROGRESSIVE EXCELLENCE PROGRAM

The National Quality Institute (NQI) is an independent, not-for-profit organization with a vision of "Inspiring Excellence in Canada" and a mission "to assist Canadian organizations improve performance" through the adoption of quality principles and practices in all sectors of the economy. NQI acts as the Canadian body for ISO 9000 series Quality Management System Auditor Certification.

Certification by NQI recognizes an organization's achievement in implementing and sustaining a strategic management system focused on excellence. NQI certification for the Organizational Quality and Wellness Program (Healthcare) demonstrates to members, employers, clients and other stakeholders an organization's commitment to meeting and exceeding customer expectations in all the products and services it offers.

HHS' Road to Excellence



NATIONAL QUALITY INSTITUTE PROGRESSIVE EXCELLENCE PROGRAM

Level 1 Certification

Level 1 certification of the Progressive Excellence Program (PEP) recognizes that an organization has put into place the basic building blocks required to fulfill increasingly demanding quality issues. In earning Level 1 certification, an organization must have demonstrated that it has a defined and relevant mission, vision and values statement, and that processes have been established for their continuous renewal. It also recognizes strong leadership, at the volunteer and staff level, participation of senior management in implementing quality processes, a structured program to engage, educate and involve staff in quality initiatives, and a sound knowledge of the organization's markets and customers.

To achieve this, HHS had to prove that we had: strong leadership; a vision, mission and values that acknowledged the wellbeing of staff; and a method in place to measure patient satisfaction in order to gain information for improvement.

HHS received Level 1 certification in June 2005.

Level 2 Certification

Building on Level 1, the second level of certification deals mainly with planning and stability issues and making sure that plans for improvements are developed (with employee input and engagement). Level 2 certification recognizes an organization's widened understanding of its approach to organizational excellence, including implementation of a range of strategic initiatives. In qualifying for Level 2 certification, Halton Healthcare Services addressed a broad range of criteria in the key areas of leadership, planning, customer focus, people focus, process management, and supplier/partner focus.

In August of 2007, HHS received Level 2 PEP Certification. Halton Healthcare Services intends to continue building upon our experience and will be seeking Level 3 certification in the next year.

For more information about the National Quality Institute, please visit www.nqi.ca

