## About the On-site Survey

• On-site survey dates: October 20, 2019 to October 25, 2019 • Locations

The following locations were assessed during the on-site survey. All sites and services offered by the organization are deemed accredited.

1. Alzheimer Society of Huron County
2. Alzheimer Society of Perth County
3. Clinton Family Health Team
4. Clinton Public Hospital
5. Knollcrest Lodge
6. North Perth Family Health Team
7. Ritz Lutheran Villa / Mitchell Nursing Home
8. Seaforth Community Hospital
9. St. Marys Memorial Hospital
10. Stratford General Hospital

• Standards

The following sets of standards were used to assess the organization's programs and services during the on-site survey.

System-Wide Standards

1. Governance
2. Infection Prevention and Control Standards
3. Leadership
4. Medication Management Standards

Service Excellence Standards

5. Biomedical Laboratory Services - Service Excellence Standards
6. Community Health Services - Service Excellence Standards
7. Critical Care Services - Service Excellence Standards
8. Diagnostic Imaging Services - Service Excellence Standards
9. Emergency Department - Service Excellence Standards
10. Inpatient Services - Service Excellence Standards
11. Long-Term Care Services - Service Excellence Standards
12. Mental Health Services - Service Excellence Standards
13. Obstetrics Services - Service Excellence Standards
14. Perioperative Services and Invasive Procedures - Service Excellence Standards
15. Point-of-Care Testing - Service Excellence Standards
16. Primary Care Services - Service Excellence Standards
17. Rehabilitation Services - Service Excellence Standards
18. Reprocessing of Reusable Medical Devices - Service Excellence Standards
19. Transfusion Services - Service Excellence Standards

• Instruments

The organization administered:

1. Worklife Pulse
2. Canadian Patient Safety Culture Survey Tool: Community Based Version
3. Governance Functioning Tool (2016)
4. Physician Worklife Pulse Tool
5. Client Experience Tool