

HOSPITAL REPORT 2003 FOR COMPLEX CONTINUING CARE

(Thunder Bay, ON March 17, 2004) St. Joseph's Care Group is pleased to release the Complex Continuing Care (CCC) results from the *Hospital Report 2003* to the public.

The purpose of the *Hospital Report 2003* is to identify opportunities for quality improvement in patient care and hospital management, and to provide citizens of Ontario with information about their hospital's performance. The report is produced as a joint initiative between the Ontario Hospital Association and the Ontario Ministry of Health and Long Term Care, through the Hospital Report Research Collaborative (HRRC). Each report assesses hospital performance across four quadrants representing a balanced scorecard: system integration and change, clinical utilization and outcomes, patient satisfaction, and financial performance and condition.

Tracy Buckler, Vice President & Chief Nursing Officer, stated **“As this is the first release of hospital-specific results for Complex Continuing Care, we were very pleased to see that our site (St. Joseph’s Hospital) rated favorably amongst providers across the province. This is a true testament to the quality of care and service that our staff provides everyday. We look forward to expansion of this report to other programs within the Care Group, such as Rehabilitation and Mental Health.”**

St. Joseph’s Hospital was compared with the performance of 62 other Ontario hospitals delivering similar programs within three performance categories – above average, provincial average and below average.

Carl White, President, St. Joseph's Care Group, says, **“This Report confirms that our staff are doing a good job. We are happy with this information and will use it to continue to improve our care to clients”.**

Hospital Report 2003 represents one of the largest and most comprehensive studies on hospital performance in Canada.

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