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<b>SUBJECT:</b>	<b>QUALITY OF CARE AND SAFETY</b>		

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The Board of Directors (Board) of Health Sciences North (HSN) recognizes the importance of monitoring, evaluating and continuously improving the quality of patient care and services as prescribed in the *Excellent Care for All Act, 2010*; the safe delivery of health care; and reducing or preventing the potential for injury or loss to patients, families, employees, physicians, students, volunteers, and visitors or damage to Hospital assets.

The Hospital is committed to addressing quality issues and identifying and acting upon opportunities to continuously improve patient care and service delivery.

The Board is responsible for the oversight at the governance levels of both quality of care and safety across the organization. The Board will monitor the Hospital's performance related to quality of patient care and services and patient and staff safety directly and through the Quality Committee to ensure the organization is meeting its quality, patient safety and risk management requirements.

The Board defines and views the quality of care provided by the organization through the following dimensions: accessible (timely), reliable, effective, efficient, equitable and safe. It is the Board of Director's goal to ensure that the Hospital will meet or exceed established and evolving standards of quality and patient safety.

The Board with the assistance of the Quality Committee will annually establish performance targets and indicators related to quality and patient and staff safety for monitoring by the Quality Committee and the Board.

At least quarterly, the Quality Committee will monitor the Hospital's quality of patient care, patient and staff safety against the defined indicators, using a balanced scorecard approach and report to the Board.

The Board will discuss issues related to quality of care and safety as the first item on the Board agenda at every meeting.

The Board will ensure that mechanisms are in place to report to the public on the performance of HSN in quality of care and safety as permitted by governing legislation.

### **References and Related Documents**

*Excellent Care for All Act, 2010*