
DECISION SUPPORT DOCUMENT FOR

- Board of Directors Board Committee – Quality Senior Leadership Team
 Other (please specify):

Date Prepared: May 1, 2024 Meeting Date Prepared for: May 8, 2024

Subject: Accreditation Standard Feature

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- DECISION SOUGHT* FOR DISCUSSION/INPUT FOR INFORMATION ONLY

PURPOSE

- As part of the hospital’s efforts to embrace the new continuous model for Accreditation and embed it into our daily work, committees will feature 1-2 criteria from an Accreditation standard that applies to their committee’s work at each meeting.
- These features will provide an opportunity for the committee to discuss the standard and how HGMH achieves compliance, identifies opportunities for improvement, while ensuring the committee is well-equipped to make informed decisions and recommendations related to quality.

STANDARD / CRITERIA FEATURED

Include the standard name, number(s), statement(s), guideline text, and other information if applicable

3.4 The governing body oversees organizational health and safety.

- **Priority:** High Priority **Quality Dimension:** Safety
- **3.4.5The governing body ensures that the organization has an effective policy and procedure for people to bring forward complaints or concerns without negative consequences.**
- **Guidelines**
 - The governing body ensures that the organization has a policy (which may be referred to as a whistleblower policy) that explicitly protects those who come forward to provide information, raise concerns, or participate in an investigation about unsafe or inappropriate activities in the organization, including activities that are physically, psychologically, or culturally unsafe, or that are illegal or unethical. The policy protects those who come forward from negative consequences and contributes to an organizational culture of open discussion and the ability to raise issues without fear. The policy also protects their confidentiality while ensuring fair and just procedures are followed for everyone involved. The governing body ensures that the organization informs its workforce, volunteers, clients, and families about the procedures they should follow to safely and confidentially file a complaint or raise a concern about unsafe or inappropriate activities that are related to the organization’s delivery of services, their experience with the organization, or a violation of their rights.

DISCUSSION QUESTIONS

- How would you respond to a surveyor asking you a question about this standard?
- What does the hospital already do to meet this standard?
- What new things can the hospital implement to meet this standard?