

WEST HALDIMAND GENERAL HOSPITAL

FROM BIRTH TO ACCREDITATION

- By C. C. PAYLOR, Administrator -

IN FEBRUARY 1964, the West Haldimand General Hospital was in the final stages of its building program and the building contractors were making strenuous efforts to achieve completion for the opening date of March 1st. The hospital telephone lines were extremely busy in a coordinated attempt to tie the myriad number of loose ends into a cohesive pattern. Within the hospital were concentrated some two hundred people including plumbers, electricians, mechanical engineers, painters, floor finishers, carpenters, masons, and all the other tradesmen connected with a major building contractor. Among them also were the embryonic hospital staff, which were soon to be, a coordinated organization capable of caring for the sick.

On August 16th, 1965, only seventeen months later, the hospital was surveyed by Dr. Genesove of the Canadian Council on Hospital Accreditation and shortly thereafter received the welcome news that provisional accreditation had been granted. On October 20th, 1966, the hospital was again surveyed and received the accreditation certificate.

The seventeen months between birth and accreditation were the most challenging and interesting months I have spent in the hospital field. The opportunity of taking a part in the planning, construction and organizing of an entirely new hospital is a rare occurrence and although the assignment is a tremendously difficult one, it presents an opportunity to receive enormous amounts of personal satisfaction.

From the very beginning, two years prior to the hospital opening when all we had were plans, ideas and a deserted snow covered field, in every decision that was made, whether by the Board, or the Medical Staff, we considered the effect upon the care and comfort of the patient in the hospital. This atmosphere prevailed throughout many long meetings and often became the clinching point when a particularly difficult decision had to be made.

As the hospital took form and became the building we now know, we looked forward to the time when it was occupied by patients so that our standards, which we were then formulating could be put into practice.

As opening day drew nearer our attempts to attract suitable staff to the hospital were intensified. We were extremely fortunate in obtaining quite a number of replies from professional people interested in working in our new hospital and consequently took great care to select applicants who were not only qualified professionally, but also had that extra "je ne se quois", which would be receptive to our planned programme for good patient care.

Following the engagement of department heads, commenced the many meetings of this group. Throughout every meeting there was instilled into every discussion, the important phrases, "Is it good for patient care?", "We must have a high standard from the beginning and shoot higher", "We must place the patient before our aspirations and above everything else". Once this feeling became dominant at meetings it permeated throughout the hospital as many more employees were engaged.

Our opening day came on March 1st, 1964, the first patients arrived and the first acid test of the organization commenced. The procedures formulated stood up very well to their first test and continuous meetings of all the committees strengthened them.

When the hospital organization had settled down to a smooth running unit we formed our Joint Consultative committee composed of one elected member of each department plus two elected members from nursing. This committee met with the Administrator to discuss ways and means of maintaining harmonious relationships among staff below the professional level. It was also a means of disseminating Board policy into the lower paid employees, and enabling them to participate with top management in the operation of the hospital. This committee became very actively interested in the quality of patient care and provided a variety of excellent suggestions.

In July 1965, I suggested at meetings of the Board, Medical Staff, Department Heads and Joint Consultative committees that the demonstrated quality of patient care already being practised was so consistently high, that with their recommendations, we could apply for an accreditation survey.

This announcement was received with enthusiasm and heartily endorsed by everyone concerned. We applied to the Canadian Council on Hospital Accreditation and we were granted a survey on August 16, 1965. Everyone was so enthusiastic that all we did was announce the date of the survey knowing that each of the 100 staff would be considering their particular part in showing the surveyor we were

worthy of accreditation.

A last minute check was made prior to A day and everything was functioning smoothly. At 9 A.M. precisely, Dr. Genesove our first surveyor arrived, we were very proud and pleased to welcome him and demonstrate our abilities and organization to an independent, impartial hospital surveyor and everyone thoroughly enjoyed Dr. Genesove's visit. Our luncheon with the Board and Medical Staff proved to be a happy occasion as we all found him to be most knowledgeable, and very, very, thorough.

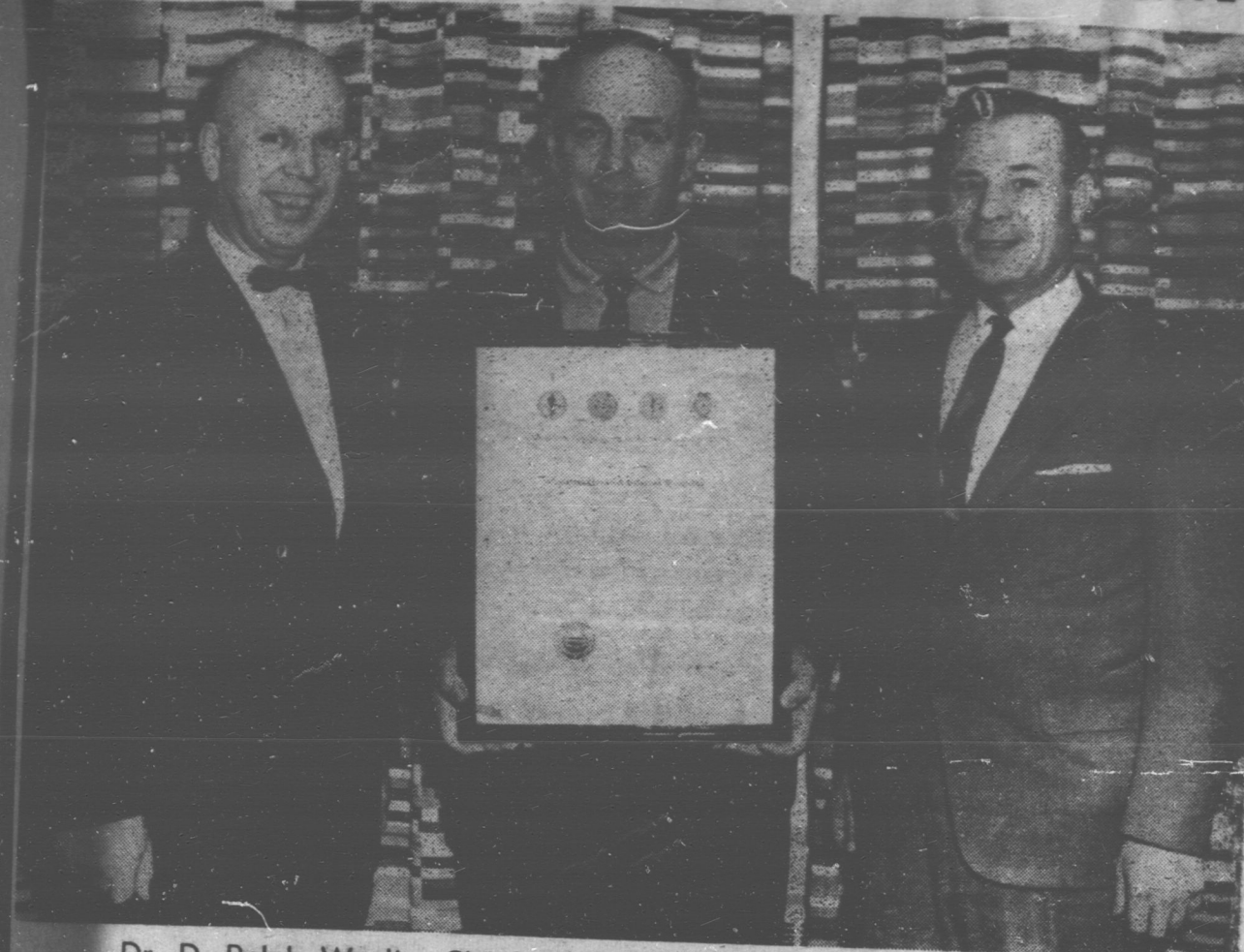
Seven weeks later we received our congratulatory letter from Dr. Taylor, including a listed recommendation for action to be initiated. We were all extremely proud to have this honour bestowed upon us following our first survey.

Every member of the team enjoyed the bid for accreditation, it is a wonderful challenge which I would recommend to the staff of any unaccredited hospital.

At present we are concentrating on raising our standard of care still higher so that this ultra modern hospital, built by donations large and small, will provide the finest treatment available to the people we serve.

Shooting for accreditation is a highly commendable experience and one all hospitals should try. They will receive new vitality and a fresh worthwhile approach to this hospital business.

HOSPITAL RECEIVES ACCREDITATION CERTIFICATE



Dr. D. Ralph Weylie, Chief of the Medical Staff, Mr. Ted Montague, Chairman of the Board of Directors, and Mr. C. C. Paylor, Administrator, of the West Haldimand General Hospital, Hagersville, are pictured with the Certificate of Accreditation which was recently awarded to the Hospital by the Canadian Council on Hospital Accreditation. The fact that this honour was bestowed upon our Hospital after only 27 months of operation (the Accreditation survey being made in October, 1966) is evidence that the people in the West Haldimand area are being served with the best possible hospital care. The appreciation of the entire community is conveyed to all those responsible for the institution of and the successful and efficient operation of the West Haldimand General Hospital, and they are to be congratulated upon reaching the important level of becoming Accredited.

FIRST CENTENNIAL YEAR BABY AT WEST HALDIMAND GENERAL HOSPITAL



Mr. E. A. Montague, Chairman of the West Haldimand Hospital Board is shown greeting the first New Centennial Year baby at the West Haldimand Hospital. The baby is the son of Mr. and Mrs. Kenneth Hekley of Hagersville.

HALDIMAND COUNTY 4-H HOMEMAKING CLUBS

This spring the 4-H Homemaking Clubs in Haldimand County will be taking the Centennial project "A World of Food in Canada". The Local Leaders Training School will be held on January 24th and 25th for Haldimand West and January 30th and 31st for Haldimand East at the Rural Youth Centre, Kohler from 10 A. M. to 4 P. M.

The objectives of this project are to help celebrate Canada's Centennial by studying the development of food customs in Canada and to appreciate how our food habits are influenced by Canadians of many different backgrounds.

The clubs and leaders that are planning to participate in this project are:

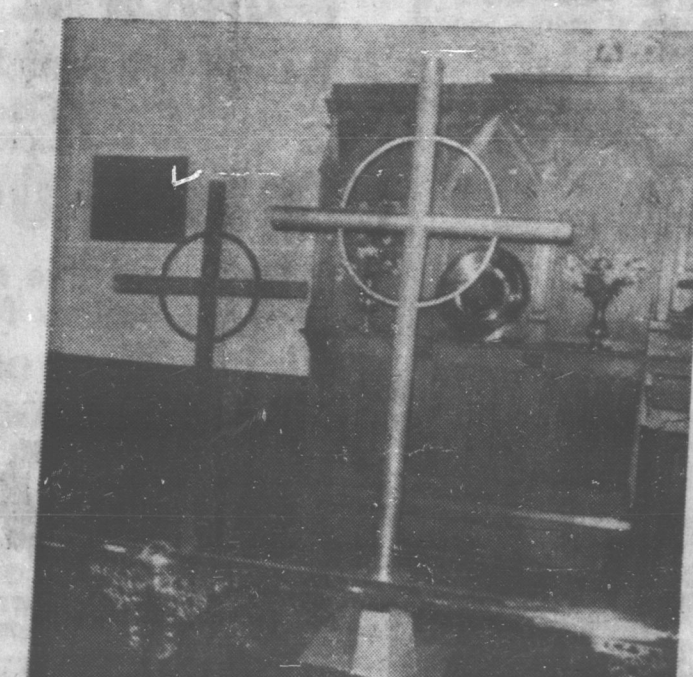
Canfield—Mrs. Murray Cowardale and Mrs. William Webster; Rainham Centre—Mrs. Albert Cook and Mrs. Terry Kin- dy; Nelles Corners—Mrs. Jim

Mehnebacher and Mrs. Ken Hayes; East Seneca—Mrs. K Downie and Mrs. A. Elder Jarvis—Mrs. John Stone and Mrs. Susan Stone; Jarvis—Mrs. Carl Jaques and Mrs. Klaas Druyff; NOBER—Mrs. Milford Dredge and Mrs. Fred Olds; Sims Locks—Mrs. Gerry Elliott and Mrs. Angus Bain; Hagersville—Mrs. William Mitchell and Mrs. John Donato; Hagersville—Mrs. Sherman Beck; Hagersville—Mrs. Harold Smith and Mrs. Don Smith; Lamb's Corners—Mrs. Albert Sheppard; Mount Healy—Mrs. Ward Young and Miss Joann Olson; Clanbrassil 1—Mrs. Frank Peart and Mrs. Lorne James; Holmes—Mrs. Ross Gee and Mrs. Bill Clark.

Miss Betty Balden, Home Economist for Norfolk and Haldimand Counties will be conducting the Training School assisted by Mrs. Louise Gatenby of Brantford.

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NEW CROSS IN PLACE ON THE STEEPLE OF ST. PAUL'S CHURCH



Last Saturday the new cross made by George Everley was erected on the steeple by Ralph Fess who is one of the Churchwardens of St. Paul's. Ralph did this job, which few men would feel competent to do, all by himself, erecting and bringing down the ladders alone. By an inspiration he turned the cross to face east and west so that it can be seen along the length of No 3 Highway. Thus it now faces the same way as the Church—and gleams in the sun. On Sunday morning a doxology was sung at the Service for this tricky, difficult and dangerous piece of work safely and efficiently accomplished. (intended for last issue)