

Smithville Medical Centre

Family Health Team

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Dear Patient

We, your Physicians, Midwives and Nurse Practitioners would like to assure you that we are providing you with the safest, highest quality of care while you are being cared for at the West Lincoln Memorial Hospital (WLMH) site of Hamilton Health Sciences (HHS):

- Accreditation Canada, an independent body which assesses health and social service organizations, including hospitals like ours, against a wide range of standards of excellence, reviewed HHS/WLMH in 2015 and gave us the highest 'mark' possible, 'Accredited with Exemplary Standing'.
- To prepare for the next accreditation in 2019, HHS has strived to meet new updated standards at the Hamilton General Hospital and Juravinski sites, and now it is our turn.
- The Physicians and Midwives are part of a working group that is planning how to meet the newest standards for 2019, both with a new hospital, and with renovations to our current building.

During the planning process, we will continue to deliver high-quality care with a steadfast commitment to patient safety. We will continue to carefully monitor our safety of care within the Operating room, and Obstetrical department, using stringent infection control procedures and best practice tools. We are performing well as seen on the HHS website:
<http://hamiltonhealthsciences.ca/body.cfm?id=1543> .

- Our Maternal Child program (Obstetrics) has been ranked among the highest in patient satisfaction in Ontario and we are always striving to continue to meet that expectation.
- We are a teaching site of the McMaster DeGroot School of Medicine, which requires us to provide care to the highest standard. We are so successful in training physicians, midwives and nurses, that they often work here once they graduate.

If you have any questions or concerns, we are happy to discuss them further with you!

Sincerely

Your care provider at the West Lincoln Memorial Site
of Hamilton Health Sciences