



MEMORANDUM

TO: Committee of the Whole

FROM: Dr. Karim Kurji, Medical Officer of Health

DATE: September 4, 2014

RE: **Child and Family Health Receives Award from Excellence Canada**

I am pleased to advise that York Region's Child and Family Health Division of the Public Health Branch, Community and Health Services Department was recently awarded the Bronze Level Award for Excellence, Wellness and Innovation from Excellence Canada. The award is handed out to those organizations that meet the Excellence, Innovation and Wellness Program Standard, which is a nationally-recognized strategic framework for those wishing to improve their organizational performance.

This award recognizes that excellence, innovation and wellness principles have been embedded into management practices and decision making at all levels of the division. The requirements for certification were met through the following drivers:

- Leadership and governance
- Strategy and planning
- Customer experience
- Process and project management
- Partners and suppliers

Excellence Canada noted the division's ten best practices included an extraordinary focus on customer service, a culture of quality and accountability well beyond the bronze level, and extraordinary collaboration across the entire division.

With support from the management team and the Quality Assurance/Continuous Quality Improvement Committee, the entire Child and Family Health division was involved throughout the process of self-assessment, naming their journey "W.I.S.E." (Wellness Innovation, Success and Excellence). A thorough submission was developed based on the requirements of the

Excellence, Innovation and Wellness Standard. Following an 18-month accreditation process, the verification team from Excellence Canada spent the day with staff which included a focus group of eighteen volunteers from across the division who verified the information in the submission through a question and answer session.

Outcomes resulting from the accreditation process included:

- recognition of the importance of embedding excellence, innovation and wellness principles in decision making at all levels, from front-line programs to management; and
- a commitment to continuous improvement, and using internal and external assessment to assist in establishing priorities for improvement.

The division is proud to be recognized for this fine achievement. Through Excellence Canada's EIW Program; the Division has implemented a long-term strategic focus on excellence, innovation and wellness principles and is committed to ensuring these principals are embedded in practices and decision making at all levels and in all aspects of their work.

Dr. Karim Kurji

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