

# Service Excellence

The Service Excellence standard promotes regular quality improvement activities and relationships with clients and families as true partners in service delivery.



Services are built on the fundamental values of client and family centered care, values of dignity and respect, partnership, participation, information sharing, and collaboration.

## Examples of Service Excellence Initiatives

**1.1 Services are designed collaboratively to meet the needs of clients and the community.**  
→ Members of our Regional Wellness Councils provide advice and support for the delivery of programs and services by listening to residents in their communities and bringing forward ideas, suggestions and concerns to the NTHSSA Leadership Council and senior leadership.

**3.2 Team members are qualified and have relevant competencies.**  
→ We have Professional Staff Bylaws in place that govern health care professional policy, practice, and performance.

**3.8 ROP Infusion Pump Safety, including training, evaluation of competence, and a process to report problems with infusion pumps is implemented.**  
→ Our policy: <https://ournthssa.ca/wp-content/uploads/2019/06/10-05-V1-Policy-Infusion-Pump-Safety.pdf>

**4.4 Standardized communication tools are used to share information about a client's care within and between teams.**  
→ Our policy: <https://ournthssa.ca/wp-content/uploads/2019/06/19-08-V1-Program-SOP-Event-File-Transfer-Procedure.pdf>

**6.3 Policies and procedures to securely collect, document access, and use client information are followed.**  
→ See the NTHSSA Health Information Act Overview, Participant Handbook and policies at: [https://ournthssa.ca/wp-content/uploads/2019/05/HIA-Overview-Handout\\_February-2017.pdf](https://ournthssa.ca/wp-content/uploads/2019/05/HIA-Overview-Handout_February-2017.pdf)

**9.5 Patient safety incidents are reported according to the organization's policy and documented in the client and the organization record as applicable.**  
→ NTHSSA uses the RL6 Risk and Incident Management platform to report and record patient safety incidents. Our guide: <https://ournthssa.ca/wp-content/uploads/2019/03/RL6-Quick-Reference-Guide-June-6-2019.pdf>

**Investing in Quality Services**

**Building a Prepared and Competent Team**

**Maintaining Accessible and Efficient Information Systems**

**Monitoring Quality and Achieving Positive Outcomes**