



NORTHUMBERLAND HILLS
HOSPITAL

Senior Management
Report to the Board
April 2017

Patients First

San'yas - Indigenous Cultural Competency Training opportunity thanks to the Central East LHIN

NHH staff members are participating this month in a unique professional development opportunity made possible through the Central East Local Health Integration Network (Central East LHIN).

San'yas: Indigenous Cultural Safety Training is a facilitated and interactive program created to deliver training to health care professionals and administrators working with Indigenous people. The 8-hour, online course is organized into modules covering a broad range of topics, including: cultural diversity of Canada's Indigenous people, colonization, stereotyping, the culture of profession and skills for enhancing cultural competency. Students do their work entirely online, but they are assigned to discussion groups with a team facilitator, thus permitting the dynamic of an in-person course. With the goal of enhancing knowledge, awareness and skills needed to improve the quality of health care services to Indigenous people, it is the first training opportunity of its kind for NHH and very much appreciated by the dozen individuals currently enrolled. NHH looks forward to future opportunities of this kind via the LHIN moving forward.

Mental Health Week

The first week of May is Mental Health Week in Canada, and NHH's Community Mental Health team has prepared a public display beside the Main Street Bistro. Stop by this week for information on NHH's community mental health services, facts about mental health and mental illness and much more.

On Wednesday, May 3rd Scott Pepin, NHH's Regional Program Director for Community Mental Health, was interviewed by local radio station MyFM on the topic of mental health awareness.

Scott spoke to services available in our community and the importance of Mental Health Week in continuing to remove the stigma too often associated with mental illness. For full details on NHH's mental health services, which include Early Psychosis Intervention; Crisis Intervention; Northumberland County Assertive Community Treatment (ACT) Team; and Community Mental Health Supportive Housing Services please see our website, nhh.ca, or call 905-377-9891 or 1-888-294-7579.

World of Mental Health training

Two mental health education days were hosted recently for staff in NHH's Community Mental Health Services office on Elgin Street. Supported by the NHH Foundation, the sessions have been designed following staff input gathered through a comprehensive **Mental Health Needs Assessment Survey** last summer. Topics covered include: the impact of stigma, strategies for working with clients with mental health issues, including goal setting, building a therapeutic relationship and communication strategies, as well as an introduction to concurrent disorders and suicide intervention.

Delivered by members of NHH's own Community Mental Health team, the sessions were extremely successful, and the participants expressed through the post-evaluations that they felt more confident and better able to implement these new strategies into their daily roles across the hospital. More sessions are being coordinated

for the coming months with an aim to spread the training to as many as possible across the NHH interdisciplinary team.

NHH ducklings (X13)

For the second time ducklings have been born in the interior Rotary Courtyard at NHH. Discovered on a routine perimeter check, the 13 ducklings arrived earlier than their expected due date of Mother's Day and surprised staff and patients alike with their quacks yesterday AM (May 3rd).

A wildlife rescue firm was summoned and, with the necessary permits in hand, the ducklings were successfully rounded up and safely relocated to the holding pond behind the hospital.

A happy reunion with the mother and father duck followed shortly after. The family is believed to be settling in to life somewhere in the beautiful Northumberland Hills.

Our Team, Our Strength

Two NHH RNs honoured by UOIT with Preceptor of Distinction Awards

Congratulations to RNs Michelle Taylor and Sarah Cowin. Both received **Preceptor of Distinction Awards** at the Nursing Graduation Tea Pinning and Preceptor Recognition Ceremony hosted by the University of Ontario Institute of Technology (UOIT) on Wednesday, April 26th.

RNs in NHH's Intensive Care Unit and Emergency Department respectively, Sarah and Michelle were nominated for the awards by their nursing students who are among the 150 graduating this season from UOIT.

The award recognizes the preceptors' personal commitment to excellence in nursing education and their important role mentoring Ontario's next generation of RNs.

Doctor Appreciation Week

NHH is extremely fortunate to have such a strong, active and growing community of physicians in west Northumberland.

Every day, more than 320,000 patients across Ontario are treated and cared for by a doctor. Whether it's in a hospital, a family practice clinic, a long-term care home, or at home, Ontario's doctors are making a positive difference in the lives of patients by providing high-quality care when it's needed most.

NHH was pleased to join west Northumberland's Community Physician Recruitment and Retention Committee (CPRRC) and the Ontario Medical Association (OMA) in recognizing the fantastic work of local physicians on **Doctors' Day, May 1st, 2017**, and through the first week of May.

Doctors' Day was officially proclaimed by the provincial government in 2011 to celebrate the province's 26,000+ physicians and to mark the birthday of Canada's first female physician, Dr. Emily Stowe.

From May 1st until May 5th, local patients and their families are being encouraged to sign one of the thank you cards provided in their doctor's office and in the hospital by the CPRRC or simply say THANK YOU to their doctor directly to let them know how much their efforts are appreciated.

The OMA is also collecting physician thank you messages via its website. The OMA's focus this year is on encouraging Ontarians to share "What my MD means to me." Visit www.ontariosdoctors.com/DoctorsDay or recognize doctors via your personal social media channels by tweeting using the hashtags #LoveMyMD or #PatientsFirst.

National Nursing Week coming up May 8-13

NHH Nursing Week activities will run Monday, May 8th through Saturday, May 13th. A long list of activities has been coordinated by our Nursing Week committee, including: a Nursing Week Reception (sponsored by the NHH Foundation) at the staff entrance on Monday and Friday; an ice cream social on May 8th; and lunch-and-learn opportunities through the week. All staff members are invited to participate as we collectively celebrate nurses and nursing at NHH.

NHH volunteers recognized

On Wednesday, April 26th, hospital volunteers were invited to the NHH Education Centre for a celebration of volunteers and volunteering at NHH. While we're grateful for our volunteers' contributions every day, we look forward to National Volunteer Week each spring to formally express our thanks.

From fund-raising to governance, way-finding to quality improvement, spiritual care to a heart-warming hello, volunteers of all ages play a central role in making NHH the compassionate and high quality hospital it is today.

For full details on our 2017 celebration, which included the presentation of our traditional Volunteer Week flowers, Gerbera daisies, a huge cake, and stories direct from volunteers on why they choose to support NHH and the satisfaction they find in helping others, please see the related news release on nhh.ca

Operational Excellence

2017/18 Quality Improvement Plan priorities established

As in past years, our Plan is published in two parts. The QIP **Workplan** states, at a high level, specific quality and safety improvement priorities set for fiscal year 2017/18. A separate but related **Narrative** document provides local and provincial context.

A public set of commitments aligned with system and provincial priorities, the QIP is an important tool used by hospitals across Ontario to continually improve the quality and safety of patient care through focused targets and actions. Every hospital in the province is required by the Ministry of Health and Long-Term Care to submit a QIP to Health Quality Ontario (HQP), the provincial advisor on health care quality.

NHH's 2017/18 QIP includes nine priority indicators for care in five "quality dimensions":

- effective;
- efficient;
- patient-centred;
- safe; and
- timely.

Informed by patient/caregiver input, NHH identified these nine indicators as key to our ability to advance quality patient care.

The QIP is one part of NHH's continuous quality and safety improvement processes.

For a copy of the 2017/18 QIP documents and further information on quality and safety activities and measures at NHH, please see nhh.ca. The 2017/18 QIP will be found under About NHH>Accountability>Quality and Safety.

Collaborative Networks

Update on Basic Income Pilot - Ontario

As confirmed in a recent announcement from Premier Kathleen Wynne, Ontario is launching a pilot project to assess whether a basic income can better support vulnerable workers, improve health and education outcomes for people on low incomes, and help ensure that everyone shares in Ontario's economic growth. The three-year study will test how a basic income might expand opportunities and job prospects of those living on low incomes, while providing greater security for them and their families. NHH was pleased to participate in a local consultation to inform planning earlier this year.

In a news release earlier this month, Ontario has confirmed the selection of three locations for the province's pilot:

- Hamilton, Brantford, Brant County
- Thunder Bay and the surrounding area
- Lindsay.

Participants will receive:

- Up to \$16,989 per year for a single person, less 50 per cent of any earned income
- Up to \$24,027 per year for a couple, less 50 per cent of any earned income
- Up to an additional \$6,000 per year for a person with a disability.

A basic income supports people to begin or continue working, or to further their education. Participants in the pilot will be able to increase their total income by combining a basic income with income they earn through work. The basic income amount will decrease by \$0.50 for every dollar an individual earns through work.

Ontario is also in the early stages of planning a separate, parallel First Nations Basic Income Pilot, co-created and designed with First Nations partners.

Thank you again for your participation. Your input contributed to the design of the pilot, and we value your opinion as we continue to work to improve the income security system in Ontario.

For more information on the pilot, please visit ontario.ca/basicincome.

Sustainable Future

NHH recognized with Green Health Care Award



NHH has been recognized once again with a Green Health Care Award (silver level).

The 2016 Ontario Green Health Care Awards were announced Tuesday April 25th at a virtual awards presentation held by the Canadian Coalition for Green Health Care.

The Green Health Care Awards are predicated upon the Green Hospital Scorecard (GHS), a comprehensive 'Made in Canada' health care benchmarking tool that measures energy and water conservation, waste management and recycling, corporate commitment and pollution prevention for Ontario hospitals. Participating facilities report on their environmental and sustainability initiatives through an online questionnaire. Every participating hospital receives an individualized Scorecard which summarizes their environmental performance from year to year and relative to their peers.

Ninety-one Ontario hospital sites completed the 2016 GHS survey, which reports on data from the 2015 calendar year. The wide range of facility sizes and types provided award hosts with new insights into how health care facilities operate, and where opportunities for improvement to environmental stewardship lie.

The awards program honoured the top performing hospitals in Energy, Water, and Waste categories, and recognized runners-up in each division.

NHH ranks among the top 5 overall scorers for this year's program. As well, NHH also received one of the top five scores in both the Water and Waste categories.

More information on the GHS program can be found at <http://greenhealthcare.ca/ghs> and <http://greenhealthcare.ca/ghs-faq>.