



Senior Leadership Report to the Board – February 2023

Our Shared Purpose: People First
Our Values: Integrity, Quality, Respect, Compassion and Teamwork

Connected care close to home

Northumberland PACE talks return for 2023 on the last Thursday of the month!

The Northumberland PACE speakers' series continued virtually on Thursday, January 26 with a timely discussion titled "*Emergency Preparedness at Home*". Facilitated by Dr. Mukesh Bhargava, the January talk featured Constable Jason Salisbury from Cobourg Police Service and Keith Barrett, Deputy Chief of Operations for Northumberland Paramedics.

Following on Ontario's historic December 2022 snowstorm which saw many in the province, including Northumberland County residents, lose power and become stranded in their vehicles, the topic was top-of-mind for many. During this talk and Q&A, attendees had the opportunity to learn about best practices and resources to use at home and on the road during emergencies, with the discussion covering both medical and environmental considerations.

A collaboration between community health-care providers and local residents interested in learning more and promoting health and wellness, PACE (which stands for Personalized Assessment and Change Education) has been offering free public education sessions on a broad range of crowd-sourced topics since 2018. Lasting an hour in length, each PACE event consists of a 30-minute talk or panel discussion, a 20-minute question-and-answer period with the guest speaker(s) and a 10-minute moderator summary.

The event is free but pre-registration is required. Find the registration link and details, including recordings of previous PACE conversations, at pacetalks.com. Questions? Please reach out to the organizing partners care of Jennifer Gillard, Senior Director, Patient Experience, Public Affairs and Strategic Partnerships at 905-377-7757.

NHH and Friends team preparing for Coldest Night of the Year – Walk with us or consider sponsoring!

For the seventh year in a row, NHH physicians, staff and volunteers will be participating in our community's *Coldest Night of the Year* walk, and we need your help!

A fun, family-friendly fundraiser raising money and awareness for hungry, homeless, and hurting people across Canada, this year's event will take place this year on Saturday, February 25 and, in Northumberland, will once again support the street level outreach work of [Green Wood Coalition](http://GreenWoodCoalition.org).

Join the NHH team on February 25th and join us for a walk with community, for community. Not a walker? Consider joining us in spirit by pledging a donation toward our **NHH and Friends** team goal by visiting our team page on the event website below!

Thank you to everyone for supporting this inspiring and very successful event, and a HUGE thank you to IM Care's **Dr. Anuja Sharma**, for leading the way in our fundraising to date!

[Northumberland Hills Hospital and Friends \(e2rm.com\)](http://e2rm.com)

Ontario Health Team of Northumberland launches Strategic Plan

The Ontario Health Team of Northumberland (OHT-N) launched the region's inaugural Strategic Plan on health and well-being priorities on December 20, 2022.

Covering a four-year span inclusive of the consultative process that informed it, the OHT-N's first Strategic Plan seeks to bring together patients, caregivers, community members, health care and community service providers around a Northumberland County-first: three common, cross-sector areas of focus collectively seen as the top priorities to improve health and well-being in the county in the coming years. These areas of focus are:

- Improving access to primary and specialty care and services in our region
- Supporting older adults with complex conditions to live and age well at home
- Improving access and services for those who have mental health and addiction needs

Five supporting 'pillars' or enablers have also been identified, to ensure Northumberland is well positioned to drive this work forward. They are:

- 1) Advocating together and coordinating county-wide solutions
- 2) Helping people navigate the system to find the care and support they need
- 3) Empowering our community of health and well-being supporters
- 4) Creating safe spaces for whole-person care and support where everyone is welcome
- 5) Creating the building blocks for a robust OHT-N

Well aligned with NHH's own strategic priorities, NHH is working closely with OHT-N partners to identify the operational priorities that will move the regional priorities forward in year one. For a copy of the full plan, see the OHT-N website at: www.ohnorthumberland.ca

Accountable care

Patient and Family Advisory Council seeking patient partner for Surgical Services and Ambulatory Care Quality and Practice Committee

Do you know someone with lived experience in surgical services who has an interest in being part of hospital decision making as a Patient and Family Advisory Council (PFAC) partner?

Established at NHH in December 2016, our PFAC is now in its seventh year and it is growing! Through the volunteer Council, patient and caregiver partners are active in all core patient care areas of the hospital and a range of special project teams, working as partners with NHH staff, managers, physicians and midwives on a wide variety of hospital activities and program-focused quality and practice committees.

While expressions of interest are welcome at any time, the PFAC has an immediate opportunity that requires dedicated support participating in our Surgical Services and Ambulatory Care Quality and Practice Committee. The Committee meets early (7AM), once a month. The meetings are approximately one hour in length and are currently conducted in person.

For more information on the NHH PFAC, including a link to the Expression of Interest form and a Frequently Asked Questions document, please see the PFAC page of the hospital website at: [Patient and Family Advisory Council \(nhh.ca\)](#). Questions? Contact Jennifer Gillard at 905-377-7757.

Responsive and healthy work environment

Equity, Diversity and Inclusion Committee Updates

NHH's Equity, Diversity and Inclusion Committee has continued this month to spotlight significant dates for awareness and education. In January, information was shared on internal and external channels regarding World Braille Day (January 4), Lunar New Year (January 22) and Holocaust Remembrance Day (January 27)

February's focus will be on Black History Month, with a number of activities planned including internal information aimed at increasing awareness about the many contributions made by black people to the field of modern medicine, a lunch and learn event and – a first for NHH and, we believe, many organizations in the area – flying of the Black Lives Matter flag. NHH was pleased to join area partners on a recent Zoom call with the Town of Cobourg to share information regarding 2023 Black History Month planning and opportunities to work together on this and future Equity, Diversity and Inclusion initiatives.

The growing diversity of the communities we serve, our own team and the patients and families who receive care at NHH is something we are firmly committed to celebrating as we work, one step at a time, to build mutual understanding and respect for all.

Exceptional care, every time, for every person

COVID-19 outbreak temporarily pausing visiting on Post-Acute Care

A COVID-19 outbreak has been declared on both Inpatient Rehabilitation (1A) and Restorative Care (1B). As of January 27, eight patients had been confirmed positive for COVID-19 on 1A and 1B combined.

Signage is posted at both entry ways of the units and a number of actions have been taken, in step with outbreak protocol, to stop the spread, including the pausing of communal dining and, unfortunately, a temporary pause to visiting for all but those at imminent end-of-life.

NHH's universal mask policy remains in place and all who visit the hospital in any area are reminded to please refrain from bringing food or beverages into inpatient rooms during visits. The sharing or eating of food while visiting requires the removal of masks and this has been largely responsible for past and current outbreaks across the hospital and further increases the risk of infection.

Thank you to everyone for the continued vigilance as we work to put COVID and this very challenging pandemic behind us.

IV pump upgrade rolling out this month

NHH is excited to be welcoming a new generation of intravenous infusion (IV) pumps this month.

IV pumps administer fluids and medications into a patient's circulation in a controlled manner.

The new fleet of 'smart' IV pumps were purchased with hospital funds following a fulsome Request for Proposal process, vendor selection and training.

The new pumps, which are on schedule to roll out hospital-wide on February 7, have a built-in drug library with pre-set concentrations and dosages to alert users to any abnormalities. Other quality improvements anticipated with the new smart pump system included capacity for patient-controlled medication and epidural delivery.

When completed, the upgrade will make it easier and safer for NHH clinicians to administer fluids and medications and improve the overall quality of patient care throughout NHH. Special thanks go to the project team responsible for the implementation during a very busy time in the hospital system.

Patient Experience Measurement Survey update

As promised in our December 2022 report, NHH has implemented a new NHH Patient Experience Measurement Survey throughout the hospital and our Community Mental Health offices.

Launched December 22, the new Survey tool, which consists of nine questions, was co-designed by a working group comprised of staff and Patient and Family Advisory Council partners and is available to patients and caregivers alike.

Names are not requested on the survey. Individual answers are confidential and will only be shared in combination with the answers of others to identify trends or key areas for further examination.

After only one month of distribution, interest in the survey has been strong. Over 90 completed surveys have been received to date, 25% of which have come from caregivers.

All input will be summarized and made available to teams through quality reporting channels including program-specific Quality and Practice Committees to support continuous quality improvement.

Recognizing that patients and caregivers receive information in many ways, promotion of the new Survey is being supported through a mix of digital, print and in-person options. Patients and families now have the opportunity to complete the survey in electronic form at the bedside, through the hospital website or in key waiting areas using QR codes. For those without access to the Survey through hospital bedside or own technology, iPads will be available this month to encourage participation and hard-copy surveys will be provided in key waiting areas.

We thank all who take the time to share their feedback. There is no limit to the number of times a survey may be completed. For a link to the survey see the Compliments and Concerns page of our website here: [Compliments and Concerns \(nhh.ca\)](https://nhh.ca)