



NORTHUMBERLAND HILLS HOSPITAL

Senior Management Report to the Board June 2018

Quality and Safety

Pilot project now collecting real time patient experience/satisfaction feedback

NHH has introduced real-time patient experience surveys in two pilot areas of the hospital: the Emergency Department and Medical/Surgical unit (2B). The surveys have been co-designed in consultation with the Patient and Family Advisory Council and staff.

Launched June 4th, the surveys are now being tested with the aim of completing 40 surveys (20 in each area) by month's end. NHH Auxiliary volunteers, PFAC members and selected staff will be distributing the surveys in the two units selected for the pilot. Paper-based surveys are in place for now, though the aim, in the longer term, is to explore electronic options. Patients are being offered a variety of options to complete the paper survey: one-on-one survey completion, leave & pick-up or leave & drop-off at their unit's nursing station.

The goal of the trial is to identify lessons learned and opportunities to improve the survey process, if necessary. Lessons learned on both the survey mechanics and the input gathered will be reviewed and incorporated into a longer-term process in the coming year.

Long-form NRC mailed out surveys, coordinated through the third party NRC, will continue. The real-time feedback is a new and valuable opportunity to gather feedback from patients and address any concerns immediately, as required.

Great Place to Work and Volunteer

Long service, innovation and leadership recognized at annual event

NHH hosted its annual Long Service, Leadership, Innovation and Education Awards on Thursday, May 31st. It is always a wonderful evening and this year's celebration was no exception.

The Education Centre was filled to capacity this year with staff, physicians and their loved ones—spouses, parents and even grandchildren—as managers recognized the many personal accomplishments that have come together in the past year to make NHH the truly exceptional place that it is. Three physicians were also recognized for passing significant milestones in their service at NHH.

It takes many people, with a broad mix of talents and qualities, to make a strong team. This annual event is an important opportunity to show respect for the hard work and perseverance that goes into the daily delivery of care of NHH. Without a doubt, we have one of the very best teams in this province! A full listing of all those recognized will be posted this week on nhh.ca.

Rural Health Week, June 4th through 8th

NHH has welcomed five medical students this week from Queen's University and the University of Toronto, through the province's annual Rural Health Week activities.

Special thanks to this year's preceptors (Dr. Emma Smith, Dr. Mark Essak, Dr. Kaes-Al-Ali, Dr. Carson Kwok and Drs. R. Woodward/T. Cheung) and to NHH Foundation Executive Director Rhonda Cunningham for kindly hosting the NHH billets in their homes.

Throughout the week the students have been enjoying the opportunity to experience—first-hand—the working and day-to-day life of a physician in Northumberland County. Together with the Community Physician Recruitment and Retention Committee, a mix of professional and social activities have filled the students' calendar. Earlier in the week the students attended a lively debate between Drs. Mukesh Bhargava and Santosh Lakshmi on the topic of diet. The annual Docs vs Staff Beach Volleyball event is planned for Thursday, June 7, at Victoria Beach in Cobourg – another great event for students to meet people in the community, and to enjoy some of the benefits of rural living.

NEW Values Ambassadors event – first (annual?) NHH Family Picnic

Board members, staff, physicians and volunteers are asked to circle their calendars for Saturday, July 21st from 2PM to 8PM. The NHH Values Ambassadors are planning their next event on this date – our first (annual?) **NHH Family Picnic**. The family-friendly event will be held in Victoria Park, Cobourg, under the Blue Pavilion. Further details will follow in the coming weeks!

Collaborative Community Partnerships

National Indigenous Peoples Day Celebration - June 14 - NHH Rotary Courtyard

In partnership with Alderville First Nation, and the Central East Regional Cancer Program, NHH will host its first **National Indigenous Peoples Day Celebration** on Thursday, June 14th for staff, physicians and volunteers.

Beginning at 11 AM, two sessions—arranged around the themes of wellness, reconciliation and cultural awareness—are planned to accommodate as many staff, physicians and volunteers as possible. The event, which will include ceremonial drumming, smudge ceremony, presentations and an information exchange, will take place outdoors in the Rotary Courtyard. In the event of rain it will be moved inside, to the Main Street Bistro. Indigenous food samples will be served throughout, thanks to the team at Alderville.

Community Resource Fair planned for Seniors Month – Come Walk with Us!

NHH's 7th annual Seniors' Month celebration began this week, and the team is looking forward to promoting and celebrating the community partners that support seniors and caregivers to age well across health sectors by highlighting the strong partnerships established with NHH to support patients following their discharge home.

All are welcome to join NHH and many of these community partners at a new NHH event on **Thursday, June 28th from 1:00 PM to 4:00 PM** when we'll walk the NHH walking path together – to demonstrate these partnerships -- and then network in the NHH Education Centre for a drop-in **Seniors' Month Community Resource Fair**.

Community physicians, health care professionals and caregivers who work directly with seniors and their families are encouraged to attend to learn about geriatric options in the community and the referral processes. Examples of some of the community teams now confirmed for NHH's Seniors' Month Community Resource Fair are:

- Specialized Geriatric Services;

- Palliative Care Community Team;
- Northumberland Family Health Team;
- elder abuse liaison police officer;
- Northumberland County Outreach Program;
- dementia supports;
- local long-term care experts, and more.

This new networking opportunity aims to build community awareness of the many services available for seniors and caregivers in our area, increase relationships between NHH and these community partners, and increase the likelihood that seniors can connect with the services that meet their identified care or wellness needs.

NOTE: Everyone will meet in the hospital Bistro at 1:00 PM for the group walk before heading into the Education Centre for the Fair. Community partners will have their tables set up and be available for drop-in until 4pm. Special thanks to Sarah Gibbens, Geriatric Emergency Management Nurse, for her leadership on this annual event.

Operational Excellence

REMINDER - Save the date – NHH Annual General Meeting

The Hospital's Annual General Meeting will be held on Thursday, June 21st at 5PM in the NHH Education Centre. All welcome. See nhh.ca for details.

NHH Community Conversations continue this month at Port Hope and Cobourg Public Libraries

NHH President and CEO Linda Davis will be hosting another round of community conversations this month, together with Board Chair Elizabeth Selby. Following positive public feedback, the sessions will once again be held at local libraries, with day time and evening options.

Two sessions are currently planned, both for Monday, June 18th.

The first Conversation will take place in Port Hope at the Port Hope Public Library, beginning at 2PM. The second session will be hosted the same evening, at 6:30 PM, at the Cobourg Public Library.

Both sessions are FREE and open to all. Highlights of progress against key commitments set out in NHH's current Strategic Plan will be provided.

Community members are invited to bring their questions, their feedback and suggestions for new priorities recommended for consideration. For details on NHH's Strategic Plan please see nhh.ca at: <https://nhh.ca/AboutNHH/current-strategic-plan>