



NORTHUMBERLAND HILLS  
**HOSPITAL**

Senior Management  
Report to the Board  
October 2017

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**Quality and Safety**

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**NHH to host “Beyond Breast Cancer” – Community Information Event**

October is Breast Cancer Awareness Month and NHH is very pleased to be hosting—together with a number of community partners—a free public information event on Wednesday, October 25.

Similar to a public information event on cancer screening held at NHH in 2015, members of our team will join forces with local and provincial health and social care experts for an evening of informative presentations, interactive discussion and information displays.

Speakers at the event (which will offer free parking and door prizes) will include [Dr. Ralph George](#) (Medical Director of the CIBC Breast Centre at St. Michael’s Hospital), and a local breast cancer survivor who will share her story ‘Beyond Breast Cancer’. NHH General Surgeon Dr. Kaes Al-Ali, a driving force behind the event, will provide opening remarks.

Participating partners include: NHH Foundation, Canadian Cancer Society, Central East Regional Cancer Program, Haliburton, Kawartha, Port Hope Northumberland Community Health Centre, Pine Ridge District Health Unit, Northumberland Family Health Team, Hearth Place Cancer Support Centre (Oshawa), Survivor Thrivers Cobourg, My Left Breast (Peterborough) and Kathy MacLeod Beaver (Central East LHIN Aboriginal Health Navigator).

The event will take place in the evening, from 6:30 PM to 8:30 PM, in the NHH Education Centre (2nd floor). Formal remarks from our guest speakers will begin at 7 PM.

No registration is required but we do ask that people plan to arrive promptly for 6:30 PM as space may be limited. Watch for further details in a related media advisory and In Touch community newsletter article next week.

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**Great Place to Work and Volunteer**

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**Registered Nurses, Physiotherapist and Ward Clerk recognized with 2017 Gerontological Excellence Awards at NHH**

NHH recognizes staff members throughout the year for both personal and team accomplishments. At the latest CEO/Staff forum held Wednesday, October 4<sup>th</sup>, President and CEO Linda Davis announced the winners of the hospital’s fifth annual Gerontological Excellence Awards.

A celebration of individual contributions to the delivery of exceptional patient care for those over the age of 65, the Award underscores the fact that gerontology is not a department or a unit at NHH, it is a specialty that involves every member of the hospital team.

As such, nominations for the Gerontological Excellence Award are open to all staff members. Again this year, nominations were accepted throughout the month June, which Ontario has designated as Seniors’ Month. Of the 2017 nominees, four stood out for the care they take to support NHH’s older patients in their care.

Recognized with 2017 Gerontological Excellence Awards are: **Marie-Rose Meunier-Wescott**, Registered Nurse, Restorative Care; **Cathy Rylott**, Physiotherapist, Inpatient Rehabilitation; **Danielle Kohlman**, Registered Nurse, Emergency Department; and, **Cindy Roffey**, Ward Clerk, Restorative Care.

For further information on the individual achievements of each please see the related news release on [nhh.ca](http://nhh.ca).

### **Spiritual and Religious Care Awareness Week to be recognized at NHH October 16-22**

NHH will be recognizing **Spiritual and Religious Care Awareness Week** this month with a number of activities and awareness initiatives.

Sponsored by the Canadian Multifaith Federation, the theme for the national week in 2017, “**Forgiveness in an Unforgiving World**,” serves to re-enforce NHH’s commitment to support and value the services offered by spiritual and religious providers at the hospital and in the community at large.

Recognizing the role spiritual care can play in the total health and wellbeing of patients, NHH’s **Spiritual Care Committee** and on-call Spiritual Care Program work in collaboration with local faith communities to support interfaith care for patients, families and team members at NHH.

The individuals involved in NHH spiritual care are all volunteers. They include ministers, priests and lay people trained in counselling, social work, or other related fields. Rather than representing their respective faith groups, they work as a team on behalf of NHH. Their role is to provide a safe space for patients as well as hospital personnel to communicate their feelings and hopes and to receive the spiritual and emotional support they need.

Spiritual Care Providers are assigned to various units in the hospital and visit patients on a regular basis. They are also available, as needed, on an on-call basis. Patients, or their loved ones, may speak to any member of their care team to request spiritual care at any time.

Spiritual and Religious Care Awareness Week offers an opportunity to recognize the value of spiritual and religious care and to honour those who provide that care. 2017 marks the first time it has been formally recognized at NHH. For more details please see the related news release on [nhh.ca](http://nhh.ca) or stop by the NHH Spiritual Care Committee’s information display outside the Bistro October 16 to 22.

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## **Collaborative Community Partnerships**

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### **Hospital-to-hospital partnership opportunities within the Northumberland Sub-region**

Campbellford Memorial Hospital (CMH) and Northumberland Hills Hospital (NHH) share a long and mutually beneficial history of collaboration.

We have many examples of successful partnerships between our two organizations, including:

- shared picture archiving and communication system (PACS) for Diagnostic Imaging;
- shared voice recognition/dictation systems;
- shared Chief Information Officer;
- shared Health Records manager and Clinical Information Officer; and
- joint community fundraising initiatives between our two Foundations (Bike Up Northumberland).

In recent months, in response to some urgent organizational requirements at CMH, new opportunities in terms of back-office efficiencies emerged. We now have in place, on an interim basis:

- shared payroll clerk (since July 2017);
- shared Senior HR Advisor (since August 2017);
- shared Chief Human Resources Officer (since August 2017); and
- shared Materials Manager (since September 2017).

These experiences, together with the LHIN's establishment of Northumberland as a distinct geographic "Sub-region" within the Central East, have led to discussions exploring broader opportunities. Joint updates will be provided from both hospitals as this work continues.

### **Welcome tour to new residents with NHH Foundation**

NHH staff members were pleased to provide a behind-the-scenes tour to a group of new residents from the surrounding catchment area last evening (October 4<sup>th</sup>). Coordinated by the NHH Foundation's Caring for Generations Committee in conjunction with a number of area realtors, the tour introduced the newcomers to our community to some of the services and supports available to them at NHH. Special thanks to the Foundation for setting up the tour and staff in Dialysis, Cancer and Diagnostic Imaging for supporting the tour with very informative presentations on their teams and the equipment available at NHH to support high quality patient care.

Among the questions posed by the newcomers was: 'How do I get a local family doctor?' Northumberland is very fortunate to have capacity among its family physicians. In addition to the provincial Health Care Connect service, a centralized service for connecting patients with family doctors who are currently accepting patients (call 1-800-445-1822 or visit [www.Ontario.ca/healthcareconnect](http://www.Ontario.ca/healthcareconnect) to register) area residents are also encouraged to directly pursue local opportunities by contacting local primary care providers through the Northumberland Family Health Team ([www.nfht.ca](http://www.nfht.ca)) or the Northumberland Port Hope Community Health Centre ([www.porthopechc.ca](http://www.porthopechc.ca)). Another good source for up-to-date information on new family physicians accepting patients is the website of the Community Physician Recruitment and Retention Committee, [www.northumberlanddocs.com](http://www.northumberlanddocs.com).

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## **Operational Excellence**

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### **ALC pressures affecting bottom line**

NHH delivered the latest quarterly report on its multi-year Hospital Improvement Plan (HIP) to the Central East LHIN Board of Directors and Senior Team on Wednesday, September 27<sup>th</sup>.

As shared in our update, total HIP savings of \$1.6M are projected for the current (2017/18) fiscal year and 2016/17 and 2017/18 HIP recommendations are now implemented, where possible.

Thanks in part to these savings, as well as the additional base funding provided to hospitals in the 2017 provincial budget, NHH had been projecting a surplus position, however, ALC pressures are currently having an impact on the hospital bottom line. Though the acute phase of their condition has passed, ALC patients remain in the hospital—to no fault of their own—when no appropriate alternative is available. Because of ALC volumes, the percentage of unfunded beds in operation at NHH has rising steadily. Other hospitals in the province are in a similar situation. Should this situation continue, the hospital may have difficulty balancing the budget by year-end.

Discussions with the Ministry, our LHIN, our local MPP and the Ontario Hospital Association on the issue of ALC continue to be very encouraging. The province is committed to ensuring additional system capacity is introduced prior to the coming flu season.

NHH is fortunate in that we have some capacity in our facility to accommodate the addition of beds. As communicated to the LHIN at our recent update, what is required is the operating funding to proactively initiate and sustain these beds without going into a deficit position that would erode the dollar savings gained through implementation of our HIP initiatives.

Further updates will be shared as more information becomes available.