



NORTHUMBERLAND HILLS  
**HOSPITAL**

Senior Management  
Report to the Board  
October 2018

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**Quality and Safety**

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**Internal flu vaccination campaign beginning October 17<sup>th</sup>**

NHH's annual influenza vaccination campaign for staff and physicians will launch this month on Wednesday, October 17<sup>th</sup>.

NHH will work with the Health Unit to make the vaccine available for all staff/physicians at a special launch event in The Bistro area that day. Vaccinations will also be delivered through a mobile flu clinic, so staff members who cannot easily get away from their units during the campaign have the opportunity to receive the vaccination without leaving their work stations.

The annual influenza vaccination as a key step in protecting ourselves, our loved ones and the patients we care for. NHH will be highlighting the importance of the influenza vaccine and other infection prevention best practices—such as covering a cough, and cleaning hands frequently—in our communication channels through the fall and winter.

**ALC pressures continue at NHH and throughout the LHIN**

As flu season approaches, ALC pressures continue to negatively impact NHH's ability to efficiently flow patients into and through the hospital. Though the acute phase of their condition has passed, ALC patients must remain in the hospital—to no fault of their own—when they cannot safely go home and when no appropriate alternative is available.

In the latest ALC reporting available from the Ministry of Health and Long-Term Care (for August 2018) our region—the Central East LHIN—had the highest number of patients designated ALC on the waitlist in acute care among the province's 14 LHINs. Within the LHIN, NHH is the fourth highest in terms of hospitals' ALC percentage, following Ross Memorial, Campbellford Memorial Hospital and Haliburton Highlights, respectively.

While progress has been made in the past year, opportunities remain, particularly for patients with significant responsive behaviours, as capacity within facilities capable of caring for these individuals is strained.

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 government has committed to ensuring additional system capacity is introduced prior to the coming flu season and, on October 3<sup>rd</sup>, details began to emerge (see **Province Securing**, below).

While longer-term community solutions are developed, NHH is fortunate in that we have some capacity within our facility to accommodate the addition of beds. As communicated to the LHIN, 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 Hospital Improvement Plan initiatives.

Further updates will continue to be shared as more information on ALC solutions becomes available.

## Mental Illness Awareness Week activities, information displays

A series of lunch-and-learn opportunities were offered to staff this week, to mark Mental Illness Awareness Week (October 1<sup>st</sup> to 5<sup>th</sup>). The offering was a joint effort organized by NHH's Community Mental Health team and internal Human Resources department, and included a public information display with take-away materials on the main level of the hospital, adjacent to the Bistro.

**Tanya Kowalenko** from the Canadian Mental Health Association and **Janet Gallant** from the Ontario Telemedicine Network (OTN) shared information about new free mental health supports—The Big White Wall and Bounce Back—for people in Ontario experiencing mild to moderate anxiety and depression.

**Big White Wall** is an online peer support and self-management tool for adults and youth 16+ experiencing symptoms of mild to moderate depression and anxiety. The service is available through the Ontario Telemedicine Network (OTN), and is free for people living in Ontario. Users can self-refer or be referred by a care provider

**BounceBack** is an evidence-based, cognitive behavioural therapy (CBT) skill-building program for individuals aged 15+. Using educational workbooks, online videos and one-on-one telephone coaching, participants learn self-directed CBT skills to help them manage their own symptoms of mild to moderate depression and anxiety.

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## Great Place to Work and Volunteer

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### Celebrating Gerontological Excellence

The 2018 Gerontological Excellence Award winners were announced at NHH's latest Staff Forum held September 26<sup>th</sup>.

A celebration of individual contributions to the delivery of exceptional patient care to those over the age of 65, this 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.

Nominations are open to all staff and accepted throughout the month of June, which Ontario has designated as Seniors' Month. Of the 2018 nominees, four individuals stood out for the care they take to support older patients at NHH. **Lorelei Kenny, Registered Nurse**, Restorative Care; **Heather Brown**, Rehabilitation Assistant, Restorative Care; **Holly Thomas**, Occupational Therapist, ACT Team, Community Mental Health; and **Sara Gillespie**, Registered Practical Nurse, Restorative Care.

For highlights on the achievements of each recipient, the related news release and please see [nhh.ca](http://nhh.ca).

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## Collaborative Community Partnerships

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### 15th Anniversary to be celebrated with an open house and behind-the-scenes tour, October 18th

In celebration of NHH's upcoming anniversary, staff, physicians and volunteers are inviting the public to an afternoon and evening of special behind-the-scenes tours.

Join members of the hospital team on **Thursday, October 18<sup>th</sup> from 4PM to 7PM** as we thank the community for the continued support, demonstrate the health care services available today at NHH and highlight services and supports expected to grow in the coming years as demand for patient care continues.

Hosted by hospital staff, physicians and Foundation and Auxiliary volunteers, the guided tours, beginning at 4PM, will depart at 15-minute intervals from the Main Street Bistro on the main floor of the hospital, just inside the front entrance. The tours—each lasting approximately an hour in length—will visit as many areas of the hospital as possible, including:

- Cancer and Supportive Care;
- Diagnostic Imaging (including opportunities to see first-hand the Magnetic Resonance Imaging, Computed Tomography, Mammography and Fluoroscopy units);
- Surgical Suites; and
- Birthing Suites.

Before or after the tour, visitors will be encouraged to visit with NHH staff, physicians and volunteers in the Bistro while enjoying music, light refreshments and photo displays highlighting today's hospital services, particularly those that cannot be toured due to patient care priorities.

Tour space is limited. Those interested in attending are asked to RSVP by October 16<sup>th</sup> to [aburns@nhh.ca](mailto:aburns@nhh.ca) or at 905-372-6811, ext. 3068.

## **Northumberland PACE – 2018/19 season of health and wellness talks launches with expanded partnership**

Championed by NHH Chief of Staff Mukesh Bhargava, a group of area health-care providers and patients have come together to offer **Northumberland PACE 2018/19**.

An acronym for **Personalized Assessment and Change Education**, PACE was launched three years ago by Dr. Bhargava, when he realized that a growing number of patients in his internal medicine practice were approaching him for more information on integrative medicine (the integrated use of healing practices from both conventional, or 'Western' medicine, and other complementary healing practices) and health-related changes they could make to get or stay healthy. The questions were typically around topics not covered in treatment, such as inquiries about the benefits of yoga or mindfulness.

"My patients knew *what* they needed to do," said Dr. Bhargava in a joint news release issued last week. "They knew they wanted to lose weight, eat better or get more exercise, but they often didn't know where to go to get the specific information they needed on *how* to move in the right direction, and the supports or local services available to assist."

Websites and handouts only worked for some, he realized. Face-to-face conversations were much more effective change agents, and so the PACE speakers' series was born.

Free, public education sessions on hot topics, the Northumberland PACE talks have been promoted by Bhargava to a growing circle of past attendees. Topic ideas were simply "crowdsourced" by patients and others who approached him for information on health and wellness subjects.

In 2018, seeing the rising interest, Dr. Bhargava broadened his local planning for the series to include others with an interest in education and knowledge building around health and wellness.

Northumberland Hills Hospital (NHH), the Northumberland Family Health Team (NFHT), the Community Health Centres of Northumberland (CHCN) and Loyalist College have since joined Dr. Bhargava at an informal planning table to build and expand PACE, together with patient/caregiver representation from NHH's Patient and Family Advisory Council (PFAC).

"Our team will continue to collect topic and speaker ideas from session attendees and the community at large," said Dr. Bhargava, "and we will continue to observe the founding principles of PACE, namely:

- the speaker or speakers must speak for free (no honorarium);
- sponsorships will not be accepted (to avoid bias);
- there will be no solicitation at the events; and,
- our talks are offered as conversation starters, not individualized medical advice."

In the past, one attendee has taken notes and these have been shared, verbatim, with attendees. Moving forward, with support from students and faculty in Loyalist College's Interactive Media Development – Film and Television Production program, the team is also hoping to film the speakers, and make their remarks available online via live feed or podcast.

The 2018/19 PACE season kicked-off at NHH on Wednesday, September 19<sup>th</sup>, with an introduction of the new partners and a discussion, led by Dr. Bhargava, on the topic of *Integrative Wellness and the Use of Technology (Apps, Phones, Monitors) for Better Health*. Next up, on Wednesday, October 17<sup>th</sup>, is an interactive talk by Registered Dietitian Adam Hudson, titled *What to Consider When Preparing Food for Those Dealing With An Illness*. The October talk will take place in Port Hope, at the Community Health Centres of Northumberland, 99 Toronto Road.

Lasting an hour in length, each PACE event consists of a 30-minute talk, a 20-minute question-and-answer period and a 10-minute moderator summary. PACE talks occur the third Wednesday of each month, from September through June. For a listing of the current 2018/19 speaker and topic line-up, please visit the PACE website at [www.pacetalks.com](http://www.pacetalks.com). Registration for the October 2018 session is now open.

## **NHH Participating in Hello My Name Is Wellness Lunch and Learn Series, Cobourg Seniors' Activity Centre**

Staff members from a range of professional disciplines have been invited by the Town of Cobourg's Seniors' Activity Centre to deliver remarks at a new lunch and learn series on health and wellness.

Running Fridays at noon from October through March, the one-hour lunch and learns are being provided free of charge to area seniors (55+) and cover a broad range of topics from healthy eating to mental health over the holidays, exercise and more.

Launched last month at the Cobourg Community Centre, the next lunch in the series will feature NHH Registered Dietitians **Christine McCleary** and **Nicole Osinga** who will speak to the group and answer questions about "Healthy Eating on a Budget" (November 16). Staff from NHH's Community Mental Health program and Inpatient Rehabilitation program will support future talks.

For more details on the series, and to register, call the Seniors' Activity Centre directly at 905-372-7371.

## **NHH and Central East LHIN Patient and Family Advisory Councils meet**

Members of the Central East Local Health Integration Network's Patient and Family Advisory Council (PFAC) accepted an invitation from NHH's PFAC and presented an interesting education session at our PFAC's Quarterly meeting on September 26<sup>th</sup>.

Anne-Marie Yaraskavitch, volunteer co-chair, and Art Seymour, a new Northumberland member of the Central East LHIN PFAC, attended, together with Katie Cronin-Wood, Director, Strategic Communications and Stakeholder Relations for the Central East LHIN.

With the Central East LHIN PFAC since its creation in March, 2017, Yaraskavitch spoke to the provincial expectations of LHIN PFACs to "improve the patient experience by partnering with patients in health care planning and by delivering care that reflects the patient voice and is response to patients' needs, values and preferences," as outlined in the 2018/19 mandate letters from the Ministry of Health and Long-Term Care.

Yaraskavitch and Seymour provided an overview of the LHIN PFAC model, and explained the relationships now evolving with provincial counterparts (such as Minister's and Ministry Patient and Family Advisors), other LHIN PFACs (14 in total) and – within the Central East LHIN – sub-region planning and engagement tables.

Since September, 2017, Yaraskavitch and her co-chair Randy Filinski have supported the development of the Central East LHIN Sub-Region Planning Table through the Steering Committee, participating in the recruitment of members and reviewing expressions of interest.

Opportunities to further expand linkages between NHH's PFAC and the LHIN PFAC were discussed. These will be explored in the future, with an emphasis on sub-region opportunities, likely across multiple tables.

## Local Workshop for Caregivers of Seniors

NHH has been asked to support the promotion of an upcoming workshop for caregivers of area seniors. The [Regional Geriatric Programs of Ontario](#) will be conducting a series of workshops in our region, in an effort to better understand unique the needs of individuals caring for a family member or friend over the age of 65 with difficulties in one or more of the following areas:

- Walking
- Remembering
- Managing medications
- Managing meals
- Staying socially active

**WHEN:** A workshop is planned for Cobourg on Wednesday, October 17<sup>th</sup>, 11:00 AM to 2:00 PM.

**WHERE:** Cobourg Community Centre (HTM Room), 750 D'Arcy Street, Cobourg.

If you know someone who would be interested, please encourage them to call 905-376-8201 for info. before October 16<sup>th</sup>, or email [sgibbens@rgpo.ca](mailto:sgibbens@rgpo.ca) This is a great opportunity to share your story, meet other caregivers and help the RGPs develop new tools for caregiving in Ontario. Light lunch will be provided, and transportation and other supports may be available on request.

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## Operational Excellence

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### Latest Update on NHH Hospital Improvement Plan delivered to Central East LHIN Board

NHH President and CEO Linda Davis delivered her latest quarterly report on progress against NHH's multi-year Hospital Improvement Plan to the Central East LHIN Board on Wednesday, September 26<sup>th</sup>. See a link to the report posted online [here](#), on the LHIN's website.

NHH has now reviewed and implemented all possible Hospital Improvement Plan recommendations. Monitoring of a number of ongoing quality and efficiency indicators continues, with the expectation that NHH will continue to advise the LHIN at least semi-annually on material activities.

### Province securing more than 1,100 beds and creating 6,000 new long-term care beds

On Wednesday, October 3<sup>rd</sup>, Ontario announced the following actions, "to expand access to long-term care, reduce the strain on the health care system in advance of the upcoming flu season and work with front line health care professionals and other experts to transform the province's health care system." For a copy of the full news release and related links, [click here](#). Excerpts are shared below.

*Today, Premier Doug Ford and Christine Elliott, Deputy Premier and Minister of Health and Long-Term Care, announced that Ontario is moving forward with building 6,000 new long-term care beds across Ontario.*

*These 6,000 new long-term care beds represent the first wave of more than 15,000 new long-term care beds that the government has committed to build over the next 5 years.*

*As an immediate measure, Ford and Elliott also announced that Ontario will create over 640 new beds and*

*spaces and continue funding beds and spaces already operating in the hospital and community sectors across Ontario to help communities prepare for the surge that accompanies the upcoming flu season.*

*Taken together, these actions will ease pressure on hospitals, help doctors and nurses work more efficiently, and provide better, faster health care for patients and their families.*

*"One patient treated in a hallway is one patient too many. It's unacceptable that people are still waiting hours before seeing a doctor, or are forced to lie on stretchers in hospital hallways when they do finally get care," said Ford. "Patients are frustrated, families are frustrated, and doctors and nurses are frustrated. We told the people of Ontario we'd make our hospitals run better and more efficiently, and we'd get them the care they deserve. Today, we're keeping that promise."*

*"Hallway health care is a multi-faceted problem that will require real and innovative solutions," said Elliott. "Our government will continue to listen to the people who work on the front lines of our health care system as we develop a long-term, transformational strategy to address hallway health care."*

*Ford and Elliott made their announcement at the inaugural meeting of the Premier's Council on Improving Healthcare and Ending Hallway Medicine. Under the leadership of Dr. Rueben Devlin, the Council will recommend strategic priorities and actions to improve Ontario's health outcomes and improve patient satisfaction, while making Ontario's health care system more efficient.*

*"To address the problem of overcrowded hospitals, we must have a long-term vision, planning and stable funding," said Dr. Devlin. "I look forward to working with Premier Ford, Minister Elliott and this exceptional group of leaders to bring more integration, innovation, and better use of technology to transform our health care system for the people of Ontario."*

## **QUICK FACTS**

*The additional \$90 million investment to address hallway medicine will create over 640 new beds and spaces and continue funding beds and spaces already operating in the hospital and community sectors, including:*

- Sinai Health System - Bridgepoint*
- North Bay Regional Health Centre*
- Thunder Bay Regional Health Sciences Centre and Hogarth Riverview Manor*
- Pine Villa*
- Bayshore*
- Cooksville Care Centre*
- Humber River Hospital - Church Street site*

*Some facilities will receive additional funding immediately to address current capacity pressures and the remaining will receive funding in the fall/winter for flu season.*

*The following individuals will sit on the Premier's Council on Improving Healthcare and Ending Hallway Medicine:*

- *Dr. Rueben Devlin, Special Advisor and Chair*
- *Dr. Adalsteinn Brown, Professor and Dean, Dalla Lana School of Public Health at the University of Toronto*
- *Connie Clerici, CEO, Closing the Gap Healthcare*
- *Barb Collins, President and CEO, Humber River Hospital*
- *Michael Decter, President and CEO, LDIC Inc.*
- *Peter Harris, Barrister and Solicitor*
- *Dr. Jack Kitts, President and CEO, The Ottawa Hospital*
- *Kimberly Moran, CEO, Children's Mental Health Ontario*
- *David Murray, Executive Director, Northwest Health Alliance*
- *Dr. Richard Reznick, Dean, Faculty of Health Sciences at Queens University*
- *Shirlee Sharkey, President and CEO, Saint Elizabeth Health*