



# NORTHUMBERLAND HILLS HOSPITAL

## Senior Management Report to the Board October 2019

---

### Quality and Safety

---

#### **NHH welcomes three new Patient and Family Advisors**

Northumberland Hills Hospital's Patient and Family Advisory Council (PFAC) is growing. Following the latest open call for interest, three individuals accepted program opportunities aligned with their experience and interest and begin their involvement with the Council this month.

Joining the Council are:

- [Lisa van der Vinne \(Cobourg\)](#) – Surgical Services;
- [Barry McMahon \(Port Hope\)](#) – Intensive Care Unit; and
- [Alexis Smith \(Colborne\)](#) – Baby Friendly Initiative/Maternal and Child Care.

Formed at NHH in December 2016, the Council has expanded steadily. Patient and Family Advisors are now active at NHH in three ways: as equal partners on all NHH's core program Quality and Practice Committees; on departmental assignments; and on special projects that are both corporate and PFAC-driven.

Guided in their work by a co-designed vision and purpose, NHH PFAC volunteers are now a key part of decision making throughout the hospital, working with front-line staff, managers, physicians and the Board to continuously improve the experience of individuals who receive care at NHH, and their families.

With recent NHH experience ranging from surgical services to maternal/child care and caregiver support, the three newest PFAC volunteers are all looking forward to becoming more directly involved with staff, physicians and other patients and caregivers to continuously enhance the patient and family experience at NHH.

Asked what motivated him to apply for the Council, Barry McMahon stated simply: "I believe in volunteering." Having recently given birth at NHH, Alexis Smith wants to lend her experience to further enhance breastfeeding supports and services for new moms like herself, while Lisa van der Vinne hopes to use her surgical services experience to give back to the program and professionals who supported her and, by extension, the community.

For more information on the Council please see the Terms of Reference and Role Description located on the Patient and Family Advisory Council Page under the Patients tab of the hospital website here: <https://nhh.ca/AboutNHH/Accountability/patient-and-family-advisory-council>. Calls for interest are issued when opportunities arise, but expressions of interest may be submitted at any time. The Expression of Interest form will be found on the page linked above, together with biographies of all the Council volunteers.

#### **New patient/family education brochure for Inpatient Rehabilitation and Restorative Care services**

NHH has recently produced an updated patient/family education brochure to enhance communication with patients and their families during their stay in the Inpatient Rehabilitation and Restorative Care units. Developed by the Post-Acute Specialty Services Quality and Practice Committee, the material reflects input provided by NHH Patient and Family Advisor [David Harnden](#), an inaugural member of the PFAC and a former patient of the Rehabilitation unit.

---

## Great Place to Work and Volunteer

---

### Professional Practice Model Design Team Update

An interprofessional design team is well underway in the development of a refreshed Professional Practice model for NHH with a shared vision of “*Inspiring Care That Matters*”.

Professional Practice Models have been demonstrated to improve quality of care, professional autonomy and shared decision making, patient satisfaction and staff job enjoyment. Additional outcomes from this work include enhancing interprofessional collaboration, optimizing scopes of practice, developing empowered point of care leaders, and creating more opportunities for career laddering.

Next steps for this team involve broader stakeholder engagement to raise awareness and validate that the proposed model resonates as meaningful and reflects their values and beliefs about health service delivery within NHH’s unique context of care. The team will then begin the work of building the structures, processes and measures of success that support successful implementation and sustainability of this model in daily practice. The team remains excited and engaged in anticipating the positive change this work will bring to patients, the clinical care team, and the organization as a whole.

### Save the date – 3<sup>rd</sup> Annual NHH Holiday Dinner/Dance for staff, physicians and volunteers

Please circle your calendar and dig out your dancing shoes! The NHH Values Ambassadors are planning another awesome evening for you (and your significant other or special guest) on **Friday, December 13<sup>th</sup>** at the **Cobourg Lions Community Centre** on Elgin Street.

Tickets for the NHH holiday Dinner and Dance will go on sale next month and will be available on a first come, first served basis. Last year over 200 staff, physicians and volunteers attended this very fun event, and the Ambassadors are looking forward to an even bigger crowd this year!

---

## Collaborative Community Partnerships

---

### Northumberland PACE talks resume – 2019/20 season offers a range of health and wellness topics for everyone

Now entering its fifth year, Northumberland’s PACE speakers’ series launch its 2019/20 season of health and wellness talks on **Wednesday, September 18<sup>th</sup>**.

Inspired by the popular TED Talks, PACE (an acronym for Personalized Assessment and Change Education) aims to share information and spark discussion around a broad range of health and wellness topics that are top of mind with local audiences.

Initiated in 2015 by Dr. Mukesh Bhargava, the series was expanded in the fall of 2018 to involve a larger planning group of local health-care partners and patients with an interest in education and knowledge building around health and wellness. NHH, the NHH Foundation, the Northumberland Family Health Team (NFHT) and the Community Health Centres of Northumberland (CHCN) joined Dr. Bhargava at the PACE planning table last year to build and expand the series, together with patient/caregiver representation from NHH’s Patient and Family Advisory Council (PFAC). Access to the talks was also expanded through a unique collaboration with students at Loyalist College, who record most sessions for viewing via the speakers’ series website, [www.pacetalks.com](http://www.pacetalks.com). In September, 2019 Richards Printing joined the planning table, to support printing costs.

Lasting approximately one hour in length, the format for the free PACE events continues to be very simple: a monthly 30-minute talk, a 20-minute question-and-answer period with the guest speaker and a 10-minute moderator summary. Tickets are FREE, but must be reserved in advance in order to manage room occupancy. Sessions rotate monthly between the community education rooms at the Community Health Centres of

Northumberland (99 Toronto Road, in Port Hope) and Northumberland Hills Hospital (1000 DePalma Drive, Cobourg).

“Our team will continue to collect topic and speaker ideas from session attendees and the community at large,” said Dr. Bhargava in a recent community news release, “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.”

The 2019/20 PACE season kicked off earlier this month in the Port Hope location (99 Toronto Road) with NHH Nurse Practitioner **Karen Truter** exploring the topic: **“Understanding memory loss, prevention and treatment.”** Next up, on Wednesday, October 16<sup>th</sup>, is a talk titled *“Music therapy – the science and benefits.”*

Seats fill up quickly. To register for this week’s talk, and see a listing of all the talks planned for the 2019/20 season, please visit the PACE website at [www.pacetalks.com](http://www.pacetalks.com). Note: registration for future sessions opens approximately 3 weeks prior to the event.

### **Northumberland Hills Hospital Opens Doors to Local Residents for a Behind-the-Scenes Tour**

Staff, physicians, and volunteers are inviting the public to an afternoon of exclusive tours on **Thursday, October 17, 2019 from 4:00p.m.-6:00p.m.**

This open house serves as a chance to not only thank the community for their continued support, but also to showcase the health care services currently available at NHH, and share insights into the services and supports expected to grow in the coming years. Both new and long-standing residents are encouraged to attend this event for a behind-the-scenes look at NHH.

Co-hosted this year by hospital staff, physicians and the NHH Foundation’s Caring for Generations volunteers, guided tours will depart at 15-minute intervals from the Main Street Bistro on the main floor of the hospital, just inside the front entrance.

Tours are expected to last approximately an hour in length, and will provide the opportunity for attendees to take a first-hand look at the advanced technology and design that supports hospital operations and often works out of sight to ensure the hospital can continue to offer exceptional patient care. Spaces on the tour include the newly renovated, state-of-the-art operating suite, and the mechanical space, where all heat, ventilation and air-conditioning are maintained. The IT infrastructure that is vital for keeping the hospital connected will also be highlighted.

“Our 15<sup>th</sup> anniversary open house and tours received very positive feedback last fall,” said Linda Davis, President and CEO, “and we are looking forward to offering this behind-the-scenes opportunity again in 2019. The support shown to NHH from the community served is just outstanding. It is a true pleasure for us to be able to demonstrate the services available today as a result of this generosity, highlight some of the rarely seen (but very essential) support services, and answer any questions local residents may have about NHH and the care available in our community today—and planned for the future.”

Before and after the tours, visitors will have an opportunity to chat with NHH staff, physicians and volunteers in the Bistro while enjoying music and refreshments. Free parking will be offered throughout the event.

**Tour space is limited, so kindly RSVP by October 16<sup>th</sup> to [aburns@nhh.ca](mailto:aburns@nhh.ca) or at 905-372-6811, ext. 3068.**

---

## Operational Excellence

---

### **Combined heat-and-power process advancing energy conservation at NHH**

Energy conservation and demand management is a key component of NHH's commitment to operational excellence. In the past year NHH has made significant progress against a long-standing goal: reducing energy consumption (and related costs).

In 2017, management explored the possibility of two options: rooftop solar (photovoltaic), and combined heat and power (co-generation or CHP). Input was gathered, including the advice of external consultants, and the business case was established for the co-generation option.

Co-generation is the production of electricity and useful thermal energy from a single fuel source. By making use of the waste thermal energy produced by electricity, gains in energy efficiency are realized compared to the independent production of both products.

NHH has invested in a natural-gas driven CHP system and construction for the roof-top installation—and necessary structural supports—will begin mid-October, 2019. With anticipated completion late in 2019, the new system will be able to generate approximately 600 Kw or 60 per cent of what the hospital is currently drawing down from the provincial electricity grid while harnessing waste heat generated through the process to enhance plant operations. An overall energy efficiency enhancement of 80 to 85% is anticipated. The CHP unit would be owned and operated by NHH, and will work in parallel with the electricity grid with no impact on current NHH operations. Indirectly, the effort is also anticipated to have a reduction on the hospital plant's environmental impact but reducing net reliance on the provincial electricity supply.

### **Opioid addiction – NHH to participate in local round table discussion**

NHH has been invited to participate in the Town of Cobourg Opioid Round Table discussion this month (October 1<sup>st</sup>). Initiated by Councillor Adam Bureau, and endorsed by Town Council, the discussion—which will include local health-care providers, social care agencies, police, and individuals with lived experience of opioid addiction—is expected to explore the key facts related to illicit opioid use in the community, local/regional/provincial efforts to respond to opioid-related events and harms, and gaps and actions needed.