

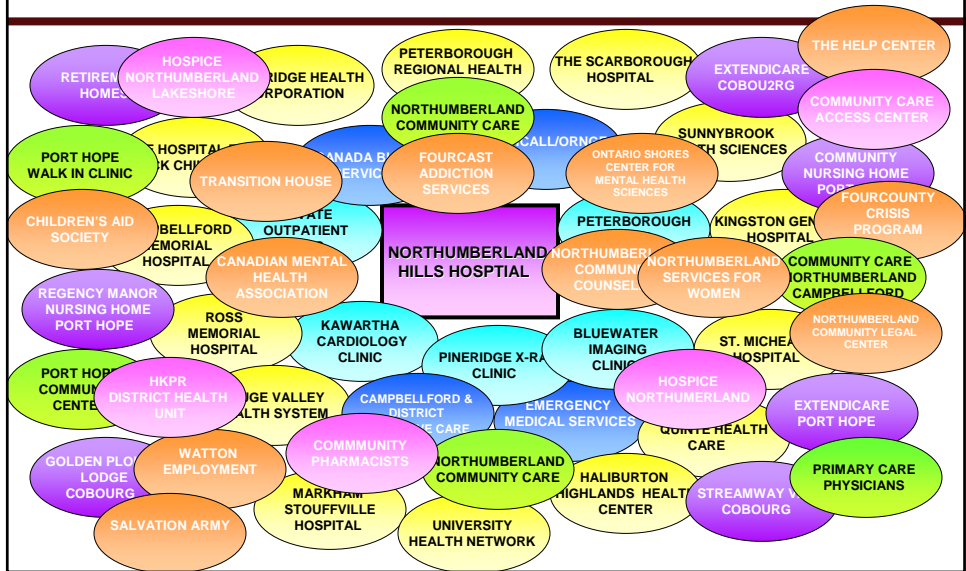


SCOPE OF CLINICAL SERVICES

Citizens' Advisory Panel
November 7, 2009



THE HEALTH DELIVERY SYSTEM

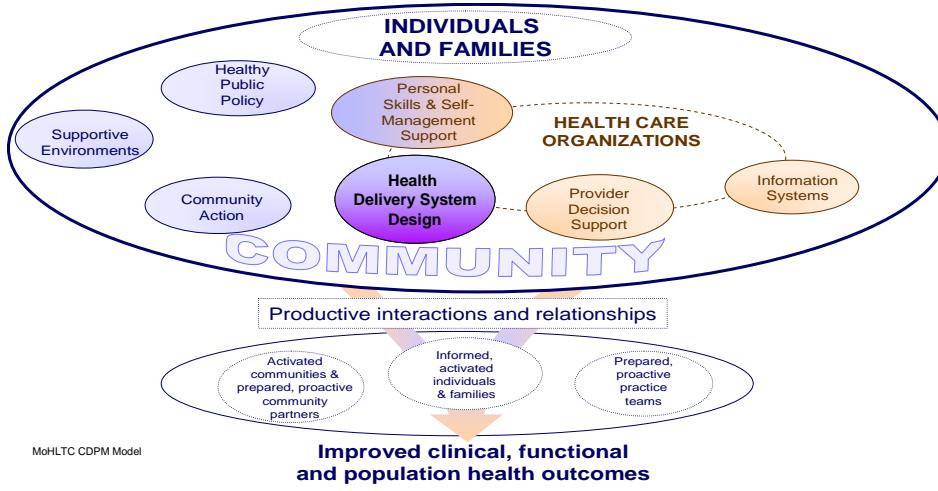


UNIQUENESS OF THE HEALTH SECTOR

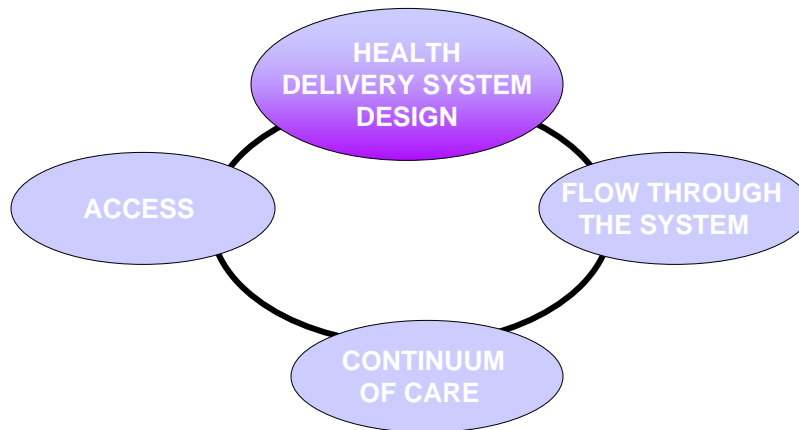
UNIQUENESS OF HEALTH SECTOR

- Relationship with patient must be based on trust, be personal and intimate yet professional and objective
- Decision making about patient care is complex
- New technology – benefits are not always proven
- Consequences of errors in decision making are serious and may result in injury/death
- Autonomous professional workforce is challenging to manage
- External environment is complex and uncertain
- Shifting expectations

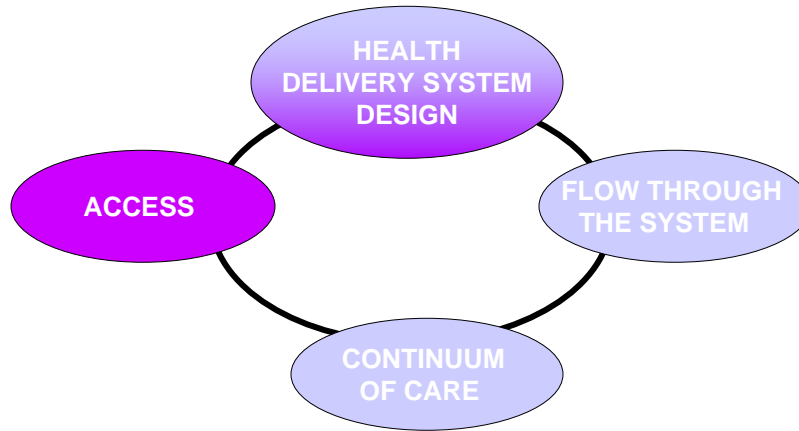
Source: Leatt, Peggy, et al. Where Are The Healthcare Leaders? The Need for Investment in Leadership Development. Healthcare Papers Vol. 4 No. 1.



HEALTH DELIVERY SYSTEM DESIGN



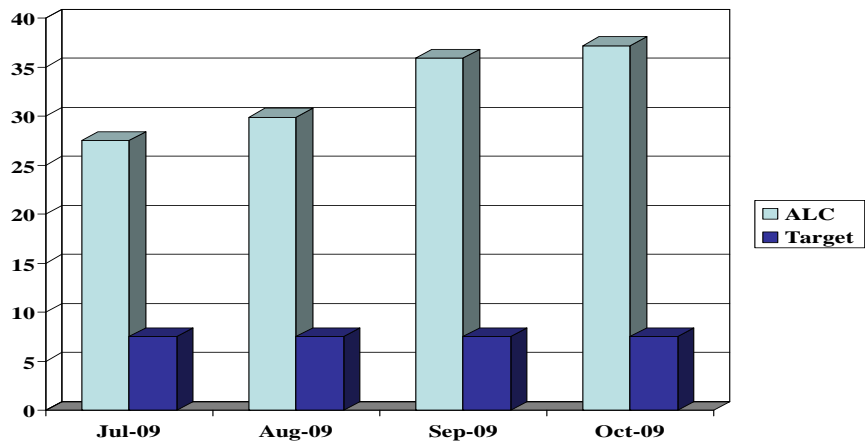
HEALTH DELIVERY SYSTEM DESIGN



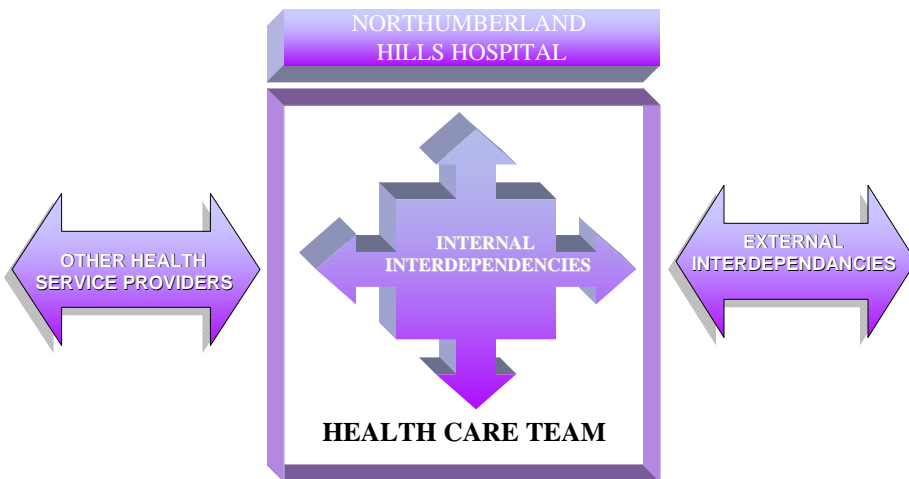
WAIT TIMES

WAIT TIME (In Days)	NHH Q2	PROVINCE Q2	TARGET Q2
ED Minor	4.2 (Q1)	4.8	4.0
ED Complex	7.7 (Q1)	12.3	8.0
CT	22	51	28
MRI	57	109	28
General Surgery	52	104	182
Cancer Surgery	88	62	84
Cataract	78	107	182

ALC RATES



SYSTEM DESIGN



SCOPE OF SERVICES

ACUTE CARE

- Emergency/Fast Track
- Intensive Care Unit
- Medicine/Surgical Inpatient
- Surgical Services
- Maternal Child Care
- Diagnostic Imaging

POST ACUTE CARE

- Palliative Care
- Complex Continuing Care
- Interim Long Term Care
- Inpatient Rehabilitation

OUTPATIENT

- Ambulatory Care
- Outpatient Rehabilitation
- Satellite Chemotherapy Clinic
- Satellite Dialysis Clinic
- Community Mental Health
- Diabetes Complication Prevention Strategy Clinic

NUMBER OF BEDS

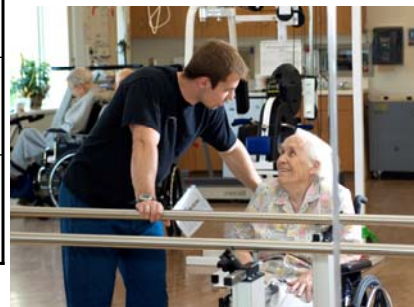
PATIENT CARE UNIT	# BEDS	OCCUPANCY
Intensive Care Unit	6	58%
Medical/Surgical	54 + 2	94%
Maternal Child Care	6	63%
Complex Care	7	100%
Long Term Care	11	99%
Inpatient Rehabilitation	18	92%
Palliative Care	6	100%

VOLUMES ACUTE CARE

	VOLUMES
EMERGENCY/FAST TRACK	32,581 Visits
INTENSIVE CARE UNIT	1,281 Patient Days
MEDICINE/SURGICAL INPATIENT	18,856 Patient Days Adult 183 Patient Days – Paediatric
SURGICAL SERVICES	4,998 Cases
MATERNAL CHILD CARE	626 Births
DIAGNOSTIC IMAGING	56,618 Exams

VOLUMES POST ACUTE CARE

	VOLUMES
PALLIATIVE CARE	2,190 Patient Days
COMPLEX CONTINUING CARE	2,555 Patient Days
INTERIM LONG TERM CARE	3,975 Patient Days
INPATIENT REHABILITATION	6,044 Patient Days



VOLUMES OUTPATIENT

	VOLUMES
AMBULATORY CARE	14,176 Visits
OUTPATIENT REHAB	5,508 Attendance Days
SATELLITE CHEMOTHERAPY	1,000 Chemotherapy Visits 1,676 Haematology Visits
SATELLITE DIALYSIS CLINIC	7,410 Treatments
COMMUNITY MENTAL HEALTH	14,453 Face to face visits 4,300 Telephone visits
DIABETES CLINIC	2,440 Visits

THE HEALTH CARE TEAM



THE HEALTH CARE TEAM

PHYSICIANS AT NHH

- Family Practice Physicians
- General Surgeons
- Anaesthesiologists
- Obstetricians
- Gynaecologists
- Midwives
- Internal Medicine Specialist
- Radiologists
- Ophthalmologist
- Psychiatrists
- Psychologists

EXTERNAL PHYSICIAN CONSULTANTS

- Pathologist
- Cardiologist
- Paediatrician
- Rheumatologist
- Orthopaedic Surgeon
- Nephrologist
- Oncologists
- Urologist

HEALTH CARE TEAM MEMBERS AT NHH

- Registered Nurses
- Registered Practical Nurses
- Geriatric Emergency Management Nurse
- Crisis Intervention Worker
- Certified Diabetes Educator
- Pharmacist
- Occupational Therapist
- Physiotherapist
- Dietitian
- Social Worker
- Speech Language Therapist
- Respiratory Technologist
- Discharge Planner
- Medical Radiation Technologist
- Mammography Technologist
- Ultrasound Sonographer
- Laboratory Technician

KEY EXTERNAL INTERDEPENDANCIES

HEALTH CARE PROVIDER




Peterborough Regional Health Center



SERVICES PROVIDED

- **Regional Dialysis Program**
 - PRHC Nephrologists
 - Vascular Surgery
 - Vascular Access RN
- **Same Day Procedures**
 - Endoscopic procedures
 - Angiograms
 - Pacemaker insertions
 - Follow up visits to orthopedic clinic
- Regional Stroke Center
- Pathology Services
- Rheumatology
- Orthopedics
- Pediatrics

KEY EXTERNAL INTERDEPENDANCIES

HEALTH CARE PROVIDER	SERVICES PROVIDED
Lakeridge Health Corporation 	Cancer Services - Cancer Center of South Eastern Ontario 
Kingston General Hospital 	
Markham Stouffville Hospital	Infant hearing-screening program

TYPES OF HOSPITALS

- Academic/Tertiary
 - Fully Affiliated
 - Affiliation Agreement with University that has a Faculty of Medicine
 - All Medical Staff must hold academic appointment (some exceptions)
- Community/**semi-affiliated**
- **Community**
- **Rural/Northern/Small**
- Specialty (e.g., Mental Health, Children's)
- **Chronic Care (7 beds)**
- **Rehabilitation (18 beds)**
- **Long Term Care Facilities (11 beds)**
- Single Site/Multi Site
- Denominational or 'sponsored' hospitals





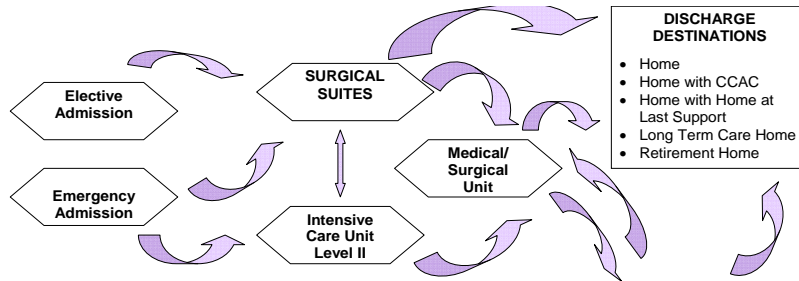
CONTINUUM OF CARE THE SURGICAL PATH



OUR OR TEAM



THE SURGICAL PATH



Internal Interdependencies	External Interdependencies	Other Health Service Providers
Diagnostic Imaging Laboratory Services Anaesthesia Services ICU Respiratory Therapy Pharmacy	PRHC Pathology Critical/Omge/EMS CCAC Northumberland Community Care Kawartha Cardiology Clinic	PRHC KGH LHC RMH CMH QHC TSH RVH Toronto Hospitals

POST ACUTE CARE
<ul style="list-style-type: none"> • Palliative Care • Inpatient Rehabilitation • Complex Continuing Care • Interim Long Term Care • Outpatient Rehabilitation • Diabetes Clinic • Ambulatory Care Clinic

OUR SURGICAL TEAM



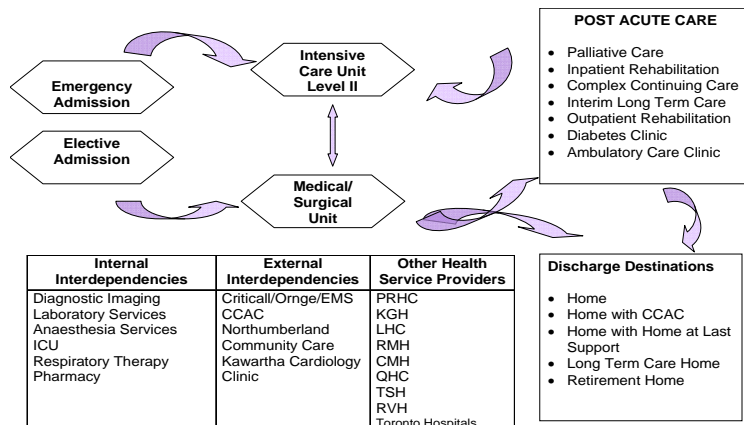


CONTINUUM OF CARE

THE MEDICAL PATH



THE MEDICAL PATH



KEY CHALLENGES

EMERGENCY DEPARTMENT

- Interim Chief/Medical Director – actively recruiting
- High dependence on temporary locum physician coverage from Health Force Ontario and MedEmerg Inc.

INTENSIVE CARE UNIT

- Closed Unit – Medical care provided by 2 part time Medical Internists and GP's

INTENSIVE CARE UNIT



DIAGNOSTIC IMAGING



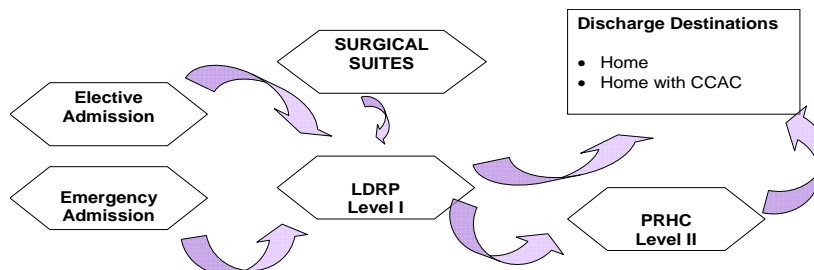


CONTINUUM OF CARE

THE MATERNAL CHILD PATH



THE MATERNAL CHILD PATH



- Discharge Destinations**
- Home
 - Home with CCAC

Internal Interdependencies	External Interdependencies	Other Health Service Providers
Diagnostic Imaging Laboratory Services Surgical Services Anaesthesia Services Ambulatory Care Emergency Department Gynaecology Respiratory Therapy Pharmacy	PRHC Pathology Critical/Ornge/EMS CCAC HKPR District Health Unit Markham Stouffville Hospital	PRHC LHC QHC Belleville General TSH RVH Hospital for Sick Children



KEY CHALLENGES

MATERNAL CHILD CARE SERVICE

- Unique medical model of care
- Itinerate Pediatrician – PRHC

CARE PROVIDER	NHH	PROVINCIAL
Obstetrician	33%	80%
Midwives	15%	4%
Family Physicians	50%	9%

REVIEW OF NORTHUMBERLAND HILLS HOSPITAL

SERVICE DATA SHEETS

Ambulatory Care

- Population
- Service
- Health Care Team
- Interdependencies with:
 - Other Programs
 - Internal Health Service Providers (HSP)
 - External Health Service Providers (HSP)
 - Resources
- Other Health Service Providers
- Other Relevant Information
- Patient Activity Indicators
- Financial Overview
- Other Funding/Revenue Information



QUESTIONS