



# Annual Report to the Community



2014/15



## NORTHUMBERLAND HILLS HOSPITAL

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## Through our patients' eyes



**Janet Pearson** will celebrate her 93rd birthday in July 2015. A war bride, she came to Canada in 1944 where, together with her late husband, she raised her only child, and, most recently, enjoyed more than 15 years at the local Legion Village retirement community.

"Up until December of 2014, Mom was fine," recalls Dorothy Davidson, Janet's daughter and—with her husband, John Davidson—primary caregiver. But, in recent months, complications of diabetes, failing sight and dementia brought her to NHH.

Applying knowledge gained through the hospital's recent investments in gerontological best practices, the hospital team, supported by NHH's Geriatric Emergency Management Nurse, has been able to minimize many of the anxieties associated with Janet's dementia through Montessori techniques. The cat Janet is holding in the photo on the left, and the music therapy she is enjoying, are just two examples.

Speaking of the cat in particular, her daughter said: "It was a godsend. It kept Mom from being agitated and, now, she is bereft without it! I cannot say enough about the staff either downstairs (in Restorative Care) or upstairs (on 2A). They have been so kind! We are so grateful for all they are doing for her."

## Your Hospital at a Glance

**Northumberland Hills Hospital (NHH)** delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, palliative care and obstetrical care while post-acute services include restorative care and rehabilitation. Mental health care, chemotherapy, dialysis and 16 other ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. As well, NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography.

NHH serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 60,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope and the townships of Hamilton, Cramahe and Alnwick/Haldimand.

Today NHH employs more than 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East Local Health Integration Network (Central East LHIN). For more information, please visit [nhh.ca](http://nhh.ca).



### Our Shared Vision

Leaders and partners creating health care excellence.



### Our Mission

Exceptional patient care.  
Every time.



### Our Core Values

Integrity  
Quality  
Respect  
Collaboration  
Compassion

2014/15 marked my first year as Chair of the NHH Board and, having served on a variety of community organizations over the years, I can say this is both the most consuming—and the most rewarding—volunteer commitment I've ever taken on!

Ontario's health care system is as fascinating as it is inspiring. We are most fortunate to have a facility like NHH here in our community. But NHH is not an island. It is a community built and sustained by many hands, with many partners.

I must recognize the exceptional work of the staff, management team and physicians. NHH has an excellent team of compassionate, skilled staff who go above and beyond every day to serve the residents of west Northumberland. Thank you for your commitment to exceptional patient care.

NHH also has a wonderful Foundation and Auxiliary. The leadership of these teams in ensuring the capital and volunteer needs of our hospital are met is to be applauded. Now entering our 12th year of operation in the fall of 2015, more and more of the equipment—including our technology needs—will be due for replacement. The Foundation raised almost \$2 million in community donations in the past year alone while the Auxiliary raised a record \$275,000 to support urgent capital equipment needs. Thank you to all involved with these organizations, and all who so generously support NHH with their donations.

Our volunteer Board of Directors and Community Committee members have done a great deal of extra work in this past year to make ends meet while meeting our quality and service accountabilities. Financial challenges have plagued NHH for years and 2014/15 was no different. Working with the Central East LHIN, we continue to review our cost pressures with additional input received from first an external coaching team and, shortly, a LHIN-led Operational Review team. Though NHH was able to wrap up 2014/15 on a financially positive note, this was due to last-minute, one-time funding. Without that funding, we would have ended the year, as predicted, with an operating shortfall. We welcome the support of our LHIN and the insight of these external eyes as we work

together to address our pressures of rising patient acuity and activity and inflationary costs.

Sadly, our NHH flag flew at half-mast in April 2015 as we mourned the loss of friend and colleague, the Honourable Christine Stewart, P.C. Christine was a very active Director of our Board, serving, right up until her death, as Chair of the Quality and Safety Committee and NHH Board representative on the NHH Foundation. Our Board benefited greatly from her wisdom and we will be recognizing her service with a small tribute at the hospital this year.

Partnerships, such as the very successful one we have piloted through Northumberland PATH (Northumberland Partners Advancing Transitions in Healthcare) are clearly the way forward for our health care system. Building on the lessons of PATH, we are finding innovative ways for health care providers to work more in harmony and less in silos. It is the right thing from a patient perspective, and there are many benefits to be gained at a system level as well.

Thank you for your continued support for NHH. In turn, your Board is committed to ensuring a strong, stable sustainable hospital that efficiently provides high-quality patient services close to home.

**Chair of the NHH Board of Directors,  
Jack Russell**

# Message from the President and CEO

**How can I sum up a year of activity** in what may well have been NHH's busiest year ever? One word describes it for me: teamwork.

There is, without a doubt, no way NHH could have met the many demands placed upon it in the past year without exceptional teamwork.

From a patient care perspective, our teams have come together to adapt to rising patient activity and acuity through a number of creative ways.

One example within the hospital walls is our new Critical Care Support Team. Launched at the end of this fiscal year, the team approach is designed to enhance care and improve patient outcomes by facilitating timely transfers to the Intensive Care Unit (ICU) or sharing critical care expertise throughout the hospital to prevent the need for an ICU admission. The new team approach is improving communication and collaboration between the hospital wards and the ICU. Patients at risk for decline, or those who are showing active signs of declining health, are benefitting directly, as is our whole hospital system.

Another is the continued expansion of our geriatric expertise. Spreading through ongoing investments in staff education and interprofessional communities of practice, new techniques such as the Montessori methods and music therapy used to support patients experiencing dementia, are improving patient care and staff experience at the bedside.

Our many days of "surge" (when the volume of patients significantly exceeded normal) demonstrated the incredible support given to NHH by physicians, staff and volunteers in order to ensure that all patients received the best possible care.

Teamwork is expanding beyond the walls of NHH as well. The most significant example of this for our hospital again this year is the very exciting and innovative Northumberland PATH (Partners Advancing Transitions in Care) project. Funded by The Change Foundation, Northumberland PATH is

a unique partnership between NHH and 11 other health and social-care partners, including our Central East LHIN, who have come together with patients and caregivers to improve the needs of seniors with multiple chronic conditions.

As this Report was going to print the Northumberland PATH project was recognized with its third award for innovation. The Ministry of Health and Long-Term Care has taken notice. While funding from the Change Foundation will conclude this June, NHH and all of the Northumberland PATH partners are seeking opportunities to sustain the advances made here in our community through PATH. Perfectly aligned with Ontario's Action Plan for Health Care, we believe the timing to build on Northumberland PATH's pilot project couldn't be better. Stay tuned for more in the coming year!

Of course, NHH's financial challenges have occupied a significant amount of our attention this past year. As we have progressed through first a coaching review and, shortly, an operational review, I have observed a real coming together of our entire team around the common goal of putting NHH on sound financial footing. Our funder, the Central East LHIN, physicians, staff, volunteers and donors are stepping up to the challenges at hand, and joining together to solve them, one at a time.

The motivation, of course, is the patients we serve. Patients like Janet Pearson, Barbara LeBlanc, Camille Doiron, Colleen Hadwen-Parnell and baby Kaitlin Aiello, whose stories are highlighted in this year's Annual Report, and the thousands upon thousands of others just like them, who rely on the NHH team to be there when they need us the most.

As I was when I joined this hospital team almost two years ago, I remain very honoured to be part of NHH. Thank you for your continued support.

**President and CEO,  
Linda Davis**

**2014/15 was a good year, from a physician perspective!** Medical doctor support has stabilized with no further erosion (a challenge for NHH in recent years). About half of the community's General Practitioners (GPs) continue to work in the hospital and provide in-patient services to forty percent of our hospitalized patients. The hospitalist service—which supports the remaining sixty percent of our hospitalized patients—is now made up of four hospitalists and two full-time Nurse Practitioners (NPs). The NPs currently work Monday to Friday with plans to expand to seven days per week to better support the hospital over the weekend.

NHH's internal medicine program remains very strong. It would benefit from the addition of two more permanent clinicians but locum internists (part-time) have been supportive. Internists with sub-specialty interests such as rheumatology or pulmonology are being sought to serve the greater community better.

From a leadership perspective, Dr. Mulé stepped down as Chief of the Emergency Department and was replaced by Dr. MacPherson. Dr. Krishnan also took a break as Chief of Medicine and was replaced by Dr. Bhargava. During their tenures these physicians provided stellar leadership. The remaining Department Chiefs, listed in full below, remain fully engaged, providing important medical stewardship to our hospital.

NHH continues to assist Queen's University by providing a training venue for first- and second-year family practice residents. These physicians consolidate their training under the direct supervision of dedicated community GPs and some have decided to replace retiring physicians, such as Dr. Smith (who took over the practice of Dr. Cross) and Dr. Wang Xi (who stepped into Dr. Emery's practice upon his retirement).

**From a patient's perspective,** NHH has much to offer. It has some of the shortest wait times in

the Central East LHIN for Emergency Department (ED) services. Volunteers throughout the hospital enhance your experience with offered comfort measures and dedicated staff members always try to provide the best service possible. Our success is reflected in an 89% ED satisfaction rating and 93% for in-patient care. The hospital is also clean and safe, with sanitation ratings at 98-99%. In-hospital infection rates of the so-called super bugs are typically zero, other than *C. difficile*, which is very low and generally a consequence of necessary antibiotic treatments. NHH's in-patient fall rate (causing moderate to severe injury) is also low, at 3 per 1000 patient days. Efforts are on-going to bring this rate even lower while sustaining important efforts to keep all patients active. NHH's length of stay for patients is below the provincial average and our readmission rates are acceptable. The bottom line: NHH provides safe and effective care in a clean and friendly environment, close to home.

We start fiscal year 2015/16 with some significant financial challenges ahead. However, we remain an excellent community hospital and I am optimistic that we will continue to significantly enhance healthcare in Northumberland as, together with our partners in the community, we meet the challenges ahead.

**NHH Chief of Staff,  
Dr. David Broderick**

## NHH Department Chiefs

**Diagnostic Imaging** – Dr. Matthew Vaughan  
**Emergency** – Dr. Jeff MacPherson  
**Family Practice** – Dr. Kirk Haunts  
**Maternal/Child** – Dr. Kathleen Barnard-Thompson  
**Medicine** – Dr. Mukesh Bhargava  
**Mental Health Services** – VACANT  
**Pathology** – Dr. Allison Collins  
**Post-Acute Specialty Services** – Dr. Jay Amin  
**Surgery** - Dr. Andrew Stratford

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# ROTARY CLUB OF COBOURG COMMITTED TO THE COMMUNITY

Each year, the Rotary Club of Cobourg contributes thousands of dollars to many worthy community projects. Some of the major contributions we have made helped build the Cobourg Community Centre, Northumberland Hills Hospital and C. Gordon King Public Library. We also help many small organizations and individuals.

[www.cobourgotary.ca](http://www.cobourgotary.ca)

# Rotary

Club of Cobourg





16 Sixteen years and still going strong

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## Through our patients' eyes



New hemodialysis machines were welcomed in the NHH Dialysis unit this year. The machines (16 in total) filter wastes, salts and fluid from patients' blood when their kidneys are no longer healthy enough to do this work on their own.

Among the patients benefitting from the new equipment is **Barbara LeBlanc** (left). A resident of Streamway Villa, a retirement residence in Cobourg, Barbara travels to NHH four times a week for life-saving dialysis treatments. She has been receiving the treatment at NHH for over 10 years and says, "The team in Dialysis is really wonderful!"

SERVICE ACTIVITY	April 1, 2013 to March 31, 2014	April 1, 2014 to March 31, 2015
Emergency Department Visits	31,219	32,944
Admissions	4,240	4,513
Births	458	478
Surgical Cases	5,226	5,198
Dialysis Visits	6,924	6,655
Chemotherapy Visits	5,598	5,535
Out-patient Ambulatory Care Clinic Visits (Excluding Mental Health)	14,563	14,719
Community Mental Health Visits	35,703	39,293
Telemedicine Visits	332	803

### Medical Staff

Midwives	15
Associate/Active	74
Courtesy (Non-Admitting)	59

**TOTAL: 148**

### Full and Part-Time Staff

Full-time	294
Part-time	307

**TOTAL: 601**

### NHH Foundation

(an independently incorporated organization)

Staff	4
Volunteers	74

**TOTAL: 78**

### NHH Auxiliary Volunteers

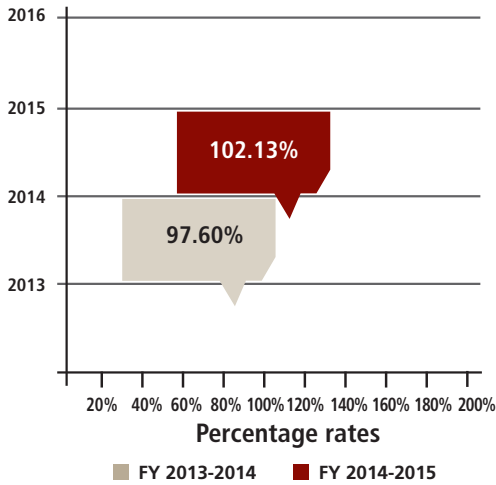
Active	298
Associate	34
Lifetime	20

**TOTAL: 352**

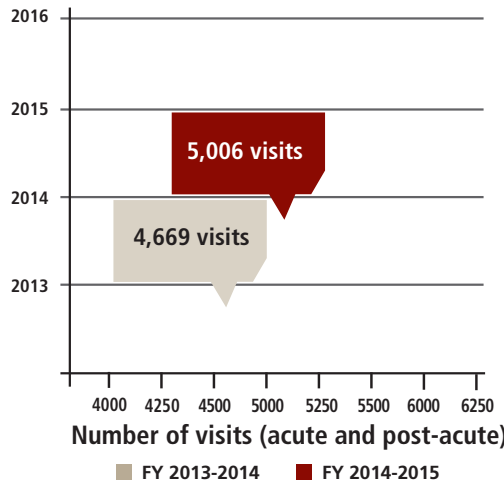
## QUALITY INDICATORS

For more information on quality and safety indicators at NHH see the [Accountability](#) tab under [About NHH](#) at [nhh.ca](#)

### Higher overall occupancy rate (4.64% increase)



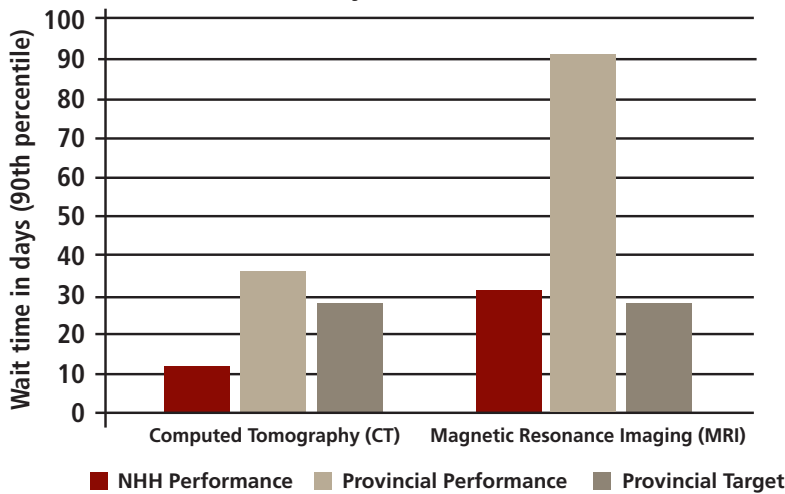
### Increased inpatient activity (acute and post-acute cases) (7.22% increase)



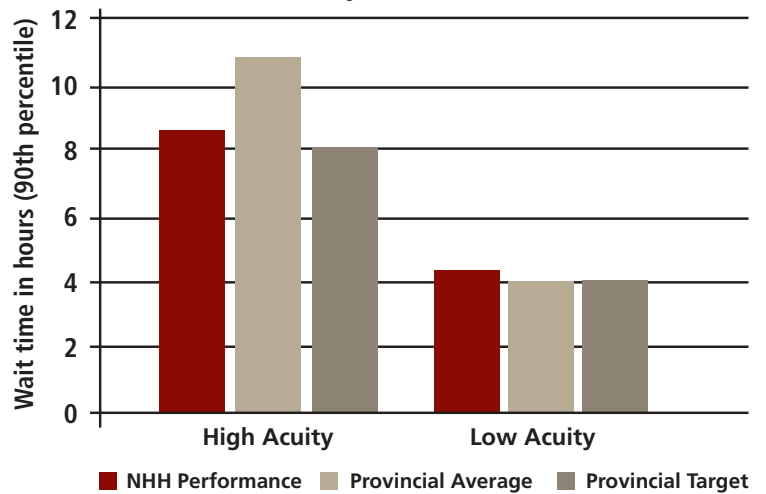
### Increased Emergency Department visits (5.53% increase)



### Diagnostic Wait Times (January 1 - March 31, 2015)

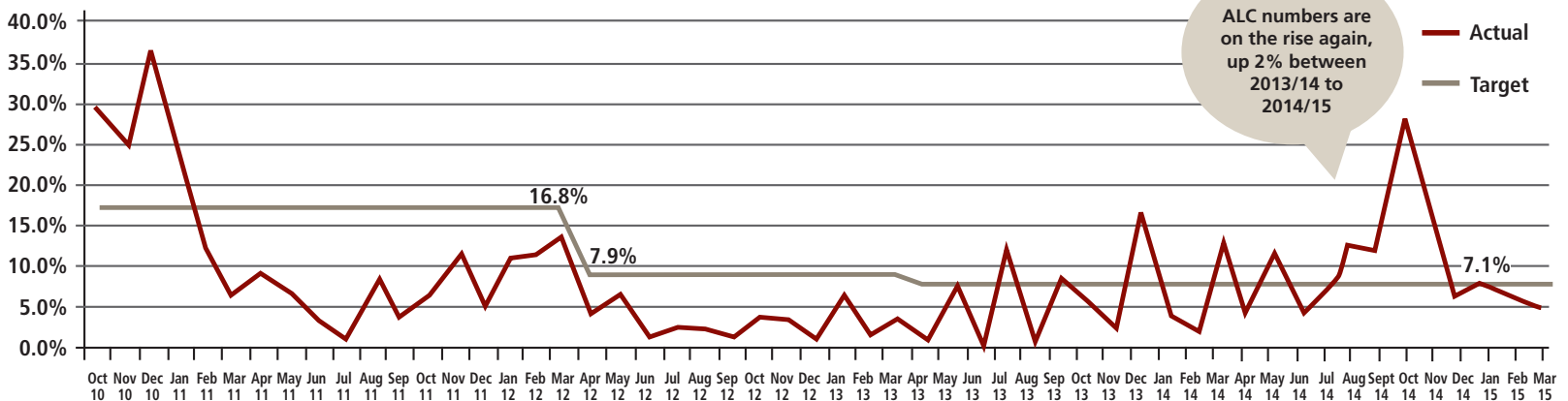


### Emergency Department Wait Times (January 1 - March 31, 2015)



Note: 90th percentile = the number of days it takes to complete the surgery or exam for nine out of 10 patients.

### Acute Alternate Level of Care (ALC) Performance



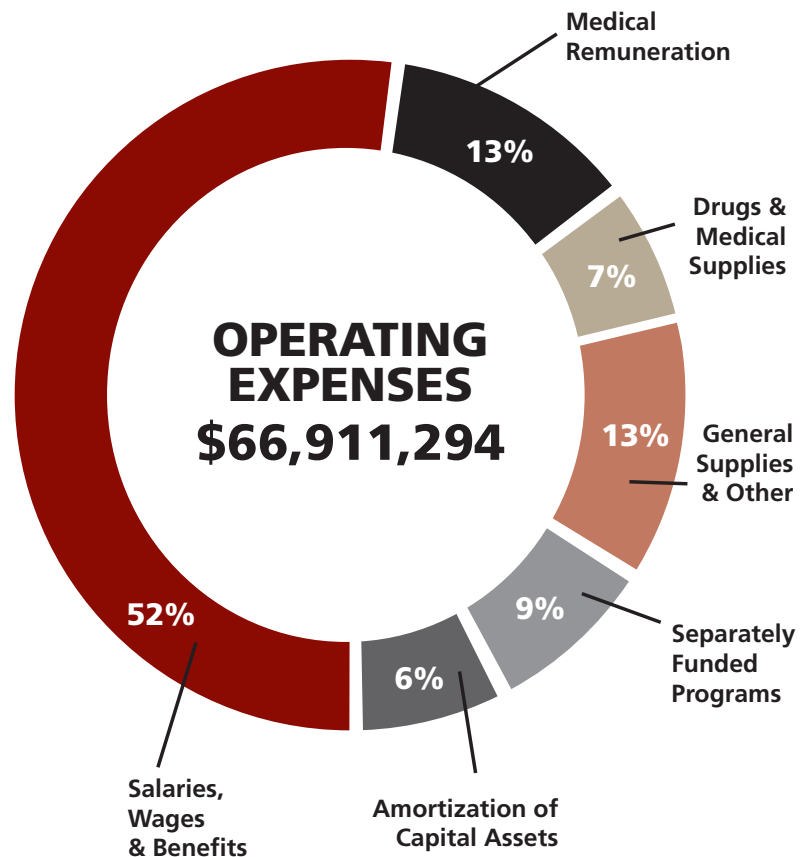
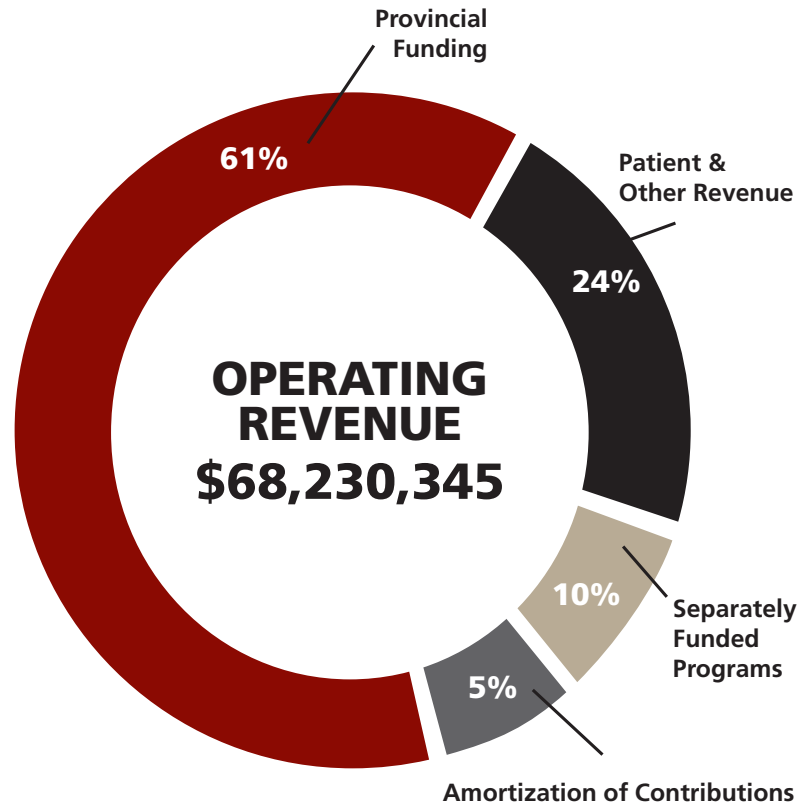
# Financial Highlights

In the fall of 2014, NHH was forecasting an operating deficit as large as \$800,000 for fiscal 2014/15, a \$1.45 million shortfall from the required operating surplus of \$648,867. NHH continues to operate as an efficient hospital, as measured, for example, by the hospital's cost per weighted case compared to the expected cost per weighted case. However, NHH is faced with significant financial challenges created from growing operating pressures, including increasing patient activity and acuity, more frequent and sustained surge activity, rising Alternate Level of Care (ALC) rates, and less-than-expected funding under the new Health System Funding Reform.

NHH achieved an operating surplus of \$896,151 which met the requirements to receive the second funding installment of \$422,900 under the Working Funds Deficit Initiative bringing the total operating surplus to \$1,319,051 for fiscal 2014/15. This operating surplus was made possible as NHH received over \$2 million in one-time non-recurring funding and revenue confirmed in the last quarter of the fiscal year. This one-time revenue includes both funding from the Central East LHIN for eligible operating pressures such as surge and non-urgent patient transportation, and unexpected revenue related to prior years for the Hospital's renal satellite program. Without this one-time revenue, NHH would have incurred an operating deficit of \$771,024, an amount comparable to the forecasted deficit communicated in fall 2014.

Unfortunately, the significant one-time funding received in 2014/15 will not continue for fiscal 2015/16. NHH has identified an operating deficit of approximately \$1.1 million for next year based on continued operating pressures, salary and wage escalation, inflation assumptions and a zero per cent increase in funding. Of course, the Hospital will continue to implement mitigation strategies to increase revenues and reduce costs where practical without a significant impact on quality patient care, programs and services, or staff and physicians.

NHH will be undergoing an external Operational Review, led by the Central East LHIN, in early 2015/16. The purpose of this Operational Review will be to facilitate the development of a satisfactory Improvement Plan that will resolve this financial challenge for 2015/16 and future fiscal years. NHH anticipates the Operational Review will identify opportunities and solutions, including both revenue-generating and cost-reduction strategies, as well as opportunities to enhance community programs in order to support the acute care services needed for this community.



## Condensed Balance Sheet

As at March 31	2015	2014
<b>Assets</b>		
Current assets	\$6,750,512	\$5,552,323
Capital assets	\$50,613,112	\$52,577,032
	<b>\$57,363,624</b>	<b>\$58,129,355</b>
<b>Liabilities &amp; Deferred Capital Contributions</b>		
Current liabilities	\$10,310,506	\$11,179,406
Long-term liabilities	\$4,085,300	\$3,913,203
Deferred capital contributions	\$48,956,739	\$50,344,718
	<b>\$63,352,545</b>	<b>\$65,437,327</b>
Net Assets (Deficiency)	(\$5,988,921)	(\$7,307,972)
	<b>\$57,363,624</b>	<b>\$58,129,355</b>

## Condensed Statement of Revenue and Expenses

For the year ended March 31	2015	2014
<b>Revenue</b>		
Provincial funding	\$41,927,283	\$41,727,540
Separately funded programs	\$6,669,079	\$5,775,861
Patient and other revenue	\$16,250,216	\$15,214,553
Amortization of deferred capital contributions	\$3,383,767	\$3,286,089
	<b>\$68,230,345</b>	<b>\$66,004,043</b>
<b>Expenses</b>		
Salaries, wages and benefits	\$34,930,512	\$34,181,455
Medical remuneration	\$8,954,493	\$8,855,756
Drugs and medical supplies	\$4,737,138	\$4,867,804
General supplies and other	\$8,551,377	\$8,181,049
Separately funded programs	\$5,715,010	\$5,775,121
Amortization of capital assets	\$4,022,764	\$3,505,792
Restructuring activities	-	\$200,000
	<b>\$66,911,294</b>	<b>\$65,566,977</b>
Excess (Deficiency) of revenue over expenses	\$1,319,051	(\$437,066)

The condensed financial highlights are taken from the 2015 audited financial statements dated June 4, 2015. The audit was performed by KPMG LLP, Chartered Professional Accountants. Copies of the audited financial statements are available on our website at [nhh.ca](http://nhh.ca) or in hardcopy on request.

## Progress along our Strategic Goals

The five Strategic Directions that have driven the goals and objectives of NHH in the past five years continued to hold true through 2014/15. Below are our priorities, the reasons why they were prioritized, specific goals for each in the past year and examples of progress against those goals. NHH's Board and management team use a range of measures to monitor progress. For more on these please see the Accountabilities area of the hospital's website under the About NHH section at [nhh.ca](http://nhh.ca).

### 1. Patients First



#### Why is this a priority for NHH?

- Aging population
- Alternate Level of Care (ALC) patients
- Wait times
- Quality and safety

#### Key areas of focus:

- Enhance patient-centered care
- Implement Ethics Framework
- Build gerontological expertise

#### Progress in 2014/15:

- Implemented Assess & Restore intervention for frail elderly patients
- Improved time to admission from NHH Emergency Department
- Rolled out new Ethics Framework to clinical teams
- Expanded strategies to reduce physical and cognitive decline in seniors
- Implemented new capital equipment investments:
  - o Cardiac monitors
  - o Beds
- Expanded patient/caregiver engagement in care processes

### 2. Our Team



#### Why is this a priority for NHH?

- Multigenerational workforce
- Supply/demand of qualified staff
- Work/life balance
- Safe work environment

#### Key areas of focus:

- Support continuous learning
- Enhance employee experience
- Enhance physician engagement
- Strengthen volunteer recruitment

#### Progress in 2014/15:

- Expanded CEO staff/physician forums
- Increased number of hospitalists
- Enhanced education to support infection prevention
- Launched new "Celebrating Diversity" speakers series for staff
- Further developed unit-based councils and unit quality boards
- Established new Critical Care Support Team
- Built leadership skills through ongoing education

## 3. Operational Excellence



### Why is this a priority for NHH?

- Commitment to a culture of continuous improvement
- Financial performance
- Evidence-based decision making
- Accountability

### Key areas of focus:

- Adapt to new funding formula for hospitals
- Maximize operational efficiencies
- Enhance multi-year capital equipment planning
- Advance evidence-based decision making
- Enhance clinical utilization

### Progress in 2014/15:

- Optimized available funds under new funding formula
- Completed peer benchmarking exercise and improved efficiencies compared to expected cost per case
- Implemented comprehensive surge management plan
- Conducted service review of allied health
- Completed external coaching review
- Completed five-year capital plan, working with Foundation and Auxiliary on implementation
- Established Information Technology Steering Committee and participated in regional Clinical Information System discussions

## 4. Collaborative Networks



### Why is this a priority for NHH?

- Patient/caregiver expectation for a more seamless health care system
- Commitment to community engagement to strengthen decision making, build sustainable solutions
- Opportunities to enhance patient care through interprofessional practice

### Key areas of focus:

- Review NHH Community Engagement Framework
- Complete PATH pilot and work to sustain key learnings at NHH/community
- Further integration opportunities
- Implement bedside rounding

### Progress in 2014/15:

- Recognized for innovative Northumberland PATH pilot work (with partners)
- Developed innovative Patient/Caregiver Advisor Model and Person-Centred Care Model (with PATH team)
- Implemented new program with Northumberland Family Health Team (NFHT) to better support patients with chronic illnesses
- Updated and published Community Engagement Framework
- Supported business case development for Northumberland Health Link

## 5. Sustainable Future



### Why is this a priority for NHH?

- Financial constraints
- Commitment to a culture of learning and knowledge sharing
- Need for new and sustainable revenue streams
- Commitment to environmentally responsible solutions

### Key areas of focus:

- Strengthen the culture of innovation
- Review options for vacant hospital land
- Identify further opportunities for energy and waste management

### Progress in 2014/15:

- Developed and published five-year Strategic Energy Management Plan
- Enhanced heating/cooling system to maximize efficiency
- Implemented ongoing resource awareness initiatives to minimize waste and electricity use
- Worked collaboratively with NFHT and community members to support development of lease arrangement for new medical arts building on vacant hospital land
- Expanded internal capacity for knowledge sharing

# Reward and Recognition Highlights 2014/15



Nursing staff from NHH's Maternal/Child Team and the coding staff from our Health Information department were honoured with Group Achievement Awards this year.



Accomplishments in the areas of leadership, teamwork, education, innovation, long service and volunteerism are celebrated at NHH throughout the year. Shown here are some of the past year's highlights.



Gayle Metson, President, NHH Auxiliary, at NHH's volunteer recognition event held annually during National Volunteer Week.



Recognized this year with Education Awards were, from left to right: Krista Hay and Rebecca Kellert (Hospital Nursing Unit Certificate), Whitney Lake (Bachelor of Science), Nicole Watson (Master of Business Administration/Master of Health Management), Denise Kearsey (Master of Science, Nursing) and Michelle Taylor (Emergency Nursing Certificate). Missing from the photo: Cristina Montoya (Certified Diabetes Educator) and Gloria Hobart (Dialysis Attendant Certificate).



(L-R) Rosanna Bouwmans (Ward Clerk, Lion's and Lioness Cancer and Supportive Care Clinic), Steve Akil (Information Technology Help Desk Technician) and Tina Roach (Registered Nurse) were presented with NHH Healing Hands Awards in November 2014 in recognition of their outstanding demonstration of the hospital's values.



(L-R) : Darlene Smith, Julie Bick, Suzanne O'Rourke, Kelli Giroux, Lisa Kostoff, Peggy Smith and Sandra Ward received pins for 25 years of service. Missing from photo: Alan Brockwell, Barbara Ellis, Patricia Ley, Karen Phillips and Linda Stevenson.



# Reward and Recognition Highlights 2014/15



NHH's second annual Gerontological Excellence Awards were presented in August 2014 to Jeanette MacDonald (Rehab Assistant, centre), and Susan King (RPN, missing from photo). Shown with Jeanette are (left) Sarah Gibbens, Geriatric Emergency Management Nurse, and Helen Brenner, VP, Patient Services and Chief Nursing Executive.



Joanne Jury was the recipient of NHH's 2015 Outstanding Innovation Award for her work to establish new processes to manage the hospital's rising in-patient volumes.



Pamela Bates (left) and Kim Baxter, both received their 30-year pins this year.



15-year pin recipients included (clockwise, from left) Lesley Cooper, Julie Morgan, Lisa Foreman, Cynthia Payne, Teresa McCormack, Gwen Watson, and Crystal Adams. Missing from photo: Jill Bebee, Paula Burke, Heather Dingwall, Andrea Doyle-Philp, Wendy Garrison, Angela Schwantz, Barbara Shaw.



Nurse Practitioner (NP) Beverly Ryan-James was this year's Outstanding Leadership Award recipient for her work expanding the NP role on the medical/surgical units in the hospital.



Five staff members received 35-year pins this year, including (from left to right) Linda Moore, Donna Bickle, Patricia Busch and Tammy Minifie. Missing from photo: Catherine Ferguson.

# Giving Back to Our Community

**NHH staff and physicians** contribute to many local causes, sometimes on their own, and sometimes as part of a hospital team. By contributing to local efforts like the Big Bike for Heart and Stroke and the Northumberland United Way, NHH hopes to pay forward the immense community generosity that comes into the hospital each year in the form of donations for much needed capital equipment and volunteer hours to support patient services.



NHH on the Big Bike for Heart & Stroke.



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NHH's Food Services team helped make the Christmas season a little brighter for clients of Cornerstone Family Violence Prevention Centre by donating needed items for the Centre's annual Gift of Giving Program.



NHH staff members had fun participating in the Northumberland United Way's 2014 Day of Caring event by helping to pull weeds, clean the playground and work up the gardens at Port Hope Commons on Little Hope Street in Port Hope.

# Giving Back to Our Community



NHH's Surgical Stokers at the 15th annual Challenge the Dragon event for Northumberland United Way in September 2014.



NHH enjoyed visits from students of all ages in 2014/15. In May 2014 grade 1 students from Burnham Public School toured the Emergency Department; in March 2015 St. Mary's Secondary School biology students visited NHH for a guided tour of the hospital's Diagnostic Imaging Department.



## Through our patients' eyes



An example of a very special expression of person-centred care at NHH in the past year is a therapeutic recreation fishing trip organized by hospital staff in July 2014. Nurses, dietitians, a speech-language therapist, pharmacists and physicians all collaborated to ensure the participating patients were medically stable enough to participate.

The day trip, which took place on local Rice Lake, a few kilometers north of NHH, achieved the dream of three patients, all avid fishermen, who had longed to get back on the water but, because of their reliance on wheelchairs and walkers, were unable to use a regular fishing boat.

Thanks to the support of a local family-run business, Fishabilities Sports Club, and Community Care Northumberland's transportation services, the patients enjoyed a full day of fishing, complete with a shore-side BBQ lunch. Among the group was **Camille Doiron**, shown here with one of the lead organizers, NHH Recreation Therapist Amy Ludolph. Camille had been an inpatient on NHH's acute care medical unit for several months prior to this trip. Sadly, Camille died a short while after

this photo was taken, but not before his dream of getting back on the water for one last time was achieved.

## Local Support

**Northumberland's rich tradition** of giving continued in 2014/15 with another exceptional 12 months of events and fundraisers to support local patient care at NHH. These pages contain just a few of the many acts of kindness directed to NHH in the past year, including NHH Foundation events, such as the Gala, third-party events organized by local residents (such as the Chris Mansey Golf Tournament) and the increasingly profitable retail activities of the NHH Auxiliary through their Little Treasure Shop and Petticoat Lane.

Also active at NHH is a dedicated team of spiritual care volunteers who support patients and staff of all faiths and denominations, as well as multiple teams of St. John Ambulance therapy dogs and their "people" who bring smiles to the faces of patients and staff alike during their regular visits.

Most recently NHH has also benefited from the support of a dedicated team of Volunteer Transition Coaches. Recruited as part of the Northumberland PATH Project, the coaches have been helping support area seniors in a variety of ways to help smooth their transition between hospital and home.



TD Bank confirmed a **\$40,000 pledge** and made the first installment of **\$20,000**.

"As I conclude my term as Chair of the NHH Foundation, I would like to pay particular thanks to my Vice-Chair, Louise Stevenson, who has agreed to accept the Chairmanship role for the next two years. Special thanks also to the dedicated service of the Foundation staff. Without their efforts we would not have been able to profile the impressive list of capital equipment funded by donations in the past year. I have become increasingly aware, the Foundation is a pivotal part of the Hospital's ongoing success and donors and volunteers alike should be proud of their contributions to the hospital itself. I would like to pay particular credit to the activities of the members of the Board and members of the numerous committees. Their efforts represent the backbone of this Foundation's community activities. Thank you for your support and I look forward to continuing in a supporting role as past Chair next year."

*Bill Copland, Chair, NHH Foundation*



## Through our patients' eyes



Close to 500 babies took their first breath in NHH's Maternal/Child Unit this past year, and **Kaitlin Edith Aiello** was the first to arrive on New Year's Day 2015. Born January 1st at 3:05 PM, Kaitlin—NHH's New Year's Baby of 2015—weighed 8 pounds, 6 ounces (3,805 grams), and was very happily welcomed by her parents Kim and Chris Aiello and her big brother Michael, of Port Hope.

"Everyone in NHH's Maternal/Child Care unit has been fantastic," said Kim, the baby's mom. "We're grateful to the whole team for the care we've received, and we especially want to thank Dr. Hameed, our attending physician, and Registered Nurses Rebecca Rutherford and Julie Bick."



Camborne Public School Rocks! And walks! Proceeds from this year's walk-a-thon made a donation of \$1,242.45 possible.



The Jibb sisters (Carla, Tara and Lisa) organized a dance in memory of their father, Terry, and raised \$7,000 for cardiac care monitors and telemetry units.



Scott Davis of Davis' Independent (3rd from left) donated funds to purchase an Airvo machine. He later found out that the first patient to benefit from the equipment was Lars Eriksson, the father of his childhood friends Wes (far left) and Christian. Also pictured is Lars' wife Mary Jane Preston.



The NHH Auxiliary exceeded its annual fund-raising commitment to the hospital by 83% in 2014/15, making its largest ever contribution to support capital equipment needs (\$275,000). Shown are Auxiliary representatives Brian Driscoll (far left) and Gayle Metson (far right) presenting the cheque to NHH President and CEO Linda Davis.



Royal Canadian Legion Br. 133 presented a donation of \$10,000 to Blake Jones, NHH Foundation Member.

## Local Support

"This is an extraordinary Auxiliary of dedicated, creative and hard working women and men, who have given almost half a million hours of service and raised almost two million dollars for the purchase of capital equipment, since the new hospital opened in 2003 - extraordinary indeed. Our Annual General Meeting (AGM) recognized volunteers who had given 5 to 45 years of active service, which is itself the best reflection of who we are and what we do in support of Northumberland Hills Hospital. Well done!

Also at our AGM, the membership elected a new President, Pat Page Hoisak, who most ably will lead the Auxiliary in the coming year. All of the board looks forward to working with her as we meet the challenges and carry out our work on behalf of the Auxiliary."

*Gayle Metson, NHH Auxiliary President*



Royal Canadian Legion Br. 30 presented a donation of \$10,000 to Blake Jones, NHH Foundation Member.



Phyllis May (left) and Lorrie Phipps, co-coordinators of the NHH Auxiliary's Petticoat Lane thrift shop at 25 Munroe Street, Cobourg (across from No Frills).



## Through our patients' eyes



**Colleen Hadwen-Parnell** has experienced first-hand how important it is to have access to cancer and related services close to home. Diagnosed with breast cancer two years ago, Colleen, a resident of Cobourg, will soon celebrate one year since the completion of her various treatments. As she describes, "I had the benefit of almost every one of NHH's cancer-related services, beginning with breast surgery in November 2013 and chemotherapy three times a week from January through April 2014. I also received all my diagnostic tests at NHH through the process, from MRI to mammogram!"

Among the first local patients to benefit from the new delivery of radiation consultation services, Colleen was even able to receive most of her radiation check-ups here at NHH's Lions and Lioness Cancer and Supportive Care Clinic, greatly reducing the number of trips she had to make to the Durham Regional Cancer Centre in Oshawa.

"I really got to know the NHH team well during those months," she said, "and I was so impressed! They are so compassionate, so caring. From staff to volunteers, I just couldn't have received better care. You can really tell, as a patient, that their hearts are in what they do."

Colleen Parnell, centre, with her mother (Eva McIvor) and friend Christina Dinner, rang the bell to mark the completion of her chemotherapy treatment in NHH's Lions and Lioness Cancer and Supportive Care Clinic in April 2014.

In the past year the NHH Foundation contributed **\$1,892,810** to purchase medical equipment and support clinical and gerontological programming to help provide the best patient care experience possible — thanks to you. Below is a summary of your gifts in action.

Investments in medical equipment include:

Large volume infusion pumps	<b>\$13,674</b>
Patient reclining chairs (4)	<b>\$9,063</b>
Cardiac monitors and telemetry units (partial)	<b>\$1,208,019</b>
Electrosurgical units (5)	<b>\$42,284</b>
Patient beds (15)	<b>\$101,748</b>
Vital signs monitors with stands (3)	<b>\$12,625</b>
Ultrasound unit for Emergency	<b>\$50,329</b>
GEM Opal and Premier System—Laboratory	<b>\$20,378</b>
Autoclave rebuild for sterilization	<b>\$34,643</b>
Computer on Wheels (2)	<b>\$19,552</b>

Investments in medical technology include:

Pharmacy software	<b>\$1,284</b>
Single sign on	<b>\$108,283</b>
Employee self serve	<b>\$886</b>
Business Intelligence	<b>\$12,219</b>
eMar for Emergency (partial)	<b>\$1,385</b>
Clinical information system (partial)	<b>\$3,410</b>
Entry point (partial)	<b>\$2,244</b>

Program investments:

Gerontological Program	<b>\$138,784</b>
Clinical Education Program	<b>\$112,000</b>

**TOTAL CAPITAL PURCHASES April 1, 2014 to March 31, 2015: \$1,892,810**

For more information, please visit [nhhfoundation.ca](http://nhhfoundation.ca)

**Twelve local directors** and six “ex officio” members of NHH’s skills-based Board are responsible for developing policy, planning for the future and monitoring operational and financial performance. Direct community participation in the governance of NHH—and succession planning for the Board—is further supported by community members who serve on specific Board committees. In 2014/15 the NHH Board benefited from the expertise of eleven community committee volunteers. For more information on the NHH Board, including biographies of current members, agendas of upcoming meetings and meeting minutes, see [nhh.ca](http://nhh.ca).

### Northumberland Hills Hospital Board of Directors, 2014/15



**Front row (L-R):** Lynda Kay, Elizabeth Selby, Linda Davis (President and CEO), Dr. David Broderick (Chief of Staff), Jack Russell (Chair).

**Middle row (L-R):** Doug Mann, Catharine Tozer (2nd Vice Chair), Tom Sears.

**Back row (L-R):** Bob Carman, Tom McLean, John Hudson (1st Vice Chair), Dr. Mukesh Bhargava (President, Medical Staff Association), Bill Gerber, Eduard Merbis (resigned for personal reasons, March 2015).

**Missing from photo:** Helen Brenner (Vice President, Patient Services and Chief Nursing Executive), Bill Copland (Chair, NHH Foundation), Gayle Metson (President, NHH Auxiliary), The Honourable Christine Stewart, P.C. (deceased, April 2015), and Dr. Andrew Stratford (Vice President, Medical Staff Association).

### Northumberland Hills Hospital Community Committee Volunteers, 2014/15



**(Front row, l-r):** Kristy Hook, Pamela Went, Michael Parker.

**(Back row, l-r):** Peter Chilibeck, John Farrell, Gerrit DeBruyn, John Stalker, Robert McInnes.

**Missing from photo:** Suzanne Aldis Routh, Starr Olsen, Heather Sculthorpe.





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# Volunteering Opportunities

## New to the Area and Looking for a Way to Get Involved?

Start a conversation about volunteering opportunities at NHH. There are many ways to get involved, from joining the NHH Auxiliary to lending a hand with a Foundation event. Volunteering has been proven to benefit the donor as much as the recipient!

### NHH Auxiliary

For full details, including an application form, see the Volunteers tab on [nhh.ca](http://nhh.ca) or call 905-372-6811 ext. 4630

### NHH Foundation

For full details on the Foundation's many activities and events, go to [nhhfoundation.ca](http://nhhfoundation.ca); to speak to someone about volunteer opportunities, call the Foundation office at 905-372-6811, ext. 3066

### Spiritual Care Advisors

Call Karen Truter, 905-372-6811, ext. 3212



### St. John's Therapy Dog Program

Call Karen Walker, Unit Coordinator, St. John Ambulance Northumberland Therapy Dog Program, 905-372-0564 or email her at [training.coordinator@on.sja.ca](mailto:training.coordinator@on.sja.ca).



## Chemotherapy clinic renamed to reflect expanded local service

Acting on feedback from patients, NHH's chemotherapy clinic was renamed in the past year, to better reflect its growing suite of local services.

Though chemotherapy was the initial focus of the clinic, local patients can now come to NHH to meet with a radiation oncologist for consultation and follow-up purposes, and to receive associated treatments, including the intravenous delivery of iron and blood products, sometimes related to cancer—but not necessarily. Chemotherapy patient visits to the clinic increased by 96% (from 2,829 to 5,535) between 2010/11 and 2014/15 alone.

The new name—The Cobourg Lions and Lioness Cancer and Supportive Care Clinic—maintains the recognition of the unit's founding donors, while more accurately reflecting the broader scope of services delivered.

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For further information on local opportunities contact the Northumberland Family Health Team (call 289-252-2139 or visit [nfht.ca](http://nfht.ca)), the Port Hope Community Health Centre (call 905-885-2626 or visit [porthopechc.ca](http://porthopechc.ca)) or the physicians' offices directly (see your local Yellow Pages under Physicians).



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