

# ANNUAL REPORT TO THE COMMUNITY 2020-21

**STRONGER  
TOGETHER**

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**NORTHUMBERLAND HILLS  
HOSPITAL**

# STRONGER TOGETHER

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# MESSAGE FROM THE CHAIR OF THE BOARD

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I've always believed that crisis brings opportunity. This is often not evident in the moment but when I look back at how Northumberland Hills Hospital (NHH) has responded to the continued challenge of COVID-19, I have no doubt that it is absolutely true. Two examples from the past year: the increasingly innovative problem solving demonstrated by the NHH team, and the many community partnerships that became stronger despite adversity.

The operational highlights from our President and CEO and our Chief of Staff speak to many examples of innovation and collaboration this past year. From a partnership perspective, COVID has offered NHH the opportunity to cement linkages with existing community partners, and to establish creative relationships with new ones. There were non-COVID developments as well. Some were actually accelerated by the pandemic, such as the shift to enhanced virtual care evident in NHH's steadily rising Ontario Telemedicine Network visits and the remote monitoring program led by our Chief of Staff.

Adaptability has been required by everyone and I am proud of how our Board Directors and Community Members adapted to governing in a virtual environment. It is not easy to govern in disruptive times and I believe we adapted very well. While recognizing that their focus had to be inward to the hospital, virtual technology kept us actively engaged and informed by the senior management team, despite the lack of in-person contact.

At no time did NHH use the pandemic as an excuse to not move forward on priorities. The implementation of the new clinical information system did not falter nor did progress in several other areas: continuous quality and safety improvement was advanced through the

corporate dashboard process, inclusive of patient and family engagement thanks to our Patient and Family Advisory Council; financial indicators were closely monitored, leading to the modest surplus as reported in subsequent pages; professional practice enhancements have further expanded NHH's shared leadership model; and, we have enhanced collaboration between the Hospital, the NHH Foundation and the NHH Auxiliary. As we go into the next chapter we will carry forward the benefits of innovation born of COVID.

We will also be well positioned by the strong legacy of our outgoing President and CEO, Linda Davis, who will retire from NHH on July 30. Linda's achievements are many: financial stability, enhanced services to meet the needs of our growing and diverse population, strategic capital improvements, the Ontario Health Team of Northumberland—an innovative model of care delivery that she championed from the start—and, finally, a culture of teamwork that is inclusive of health- and social-care providers and the patients and families we serve.



# MESSAGE FROM THE CHAIR OF THE BOARD

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The NHH Board is extremely grateful for the expertise Linda brought to her role, the vision she has had for continuously building on our community hospital's rich history, and her tireless dedication to her role as President and CEO for over seven years. As we look forward to a new era at NHH, we thank Linda for her service, and we wish her a long and healthy retirement.

In closing, I want to express gratitude to our Foundation and Auxiliary partners for supporting our significant fundraising priorities for the years ahead. The recent appointment of Hank Vandermeer as chair of the NHH Foundation's capital campaign is wonderful news and the start of another chapter in a long story of local residents standing up in support of their hospital. And, finally, to my colleagues, the Directors and Community Members of the NHH Board. The experience and skill you bring to the Board and Committee tables is essential to a well-functioning hospital. It is my honour to work with you and I thank you all for your energy and commitment through a very challenging year.

**PAM WENT**  
**CHAIR, NHH BOARD OF DIRECTORS**



# MESSAGE FROM THE PRESIDENT AND CEO

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A year to remember in some many ways! The past twelve months have seen NHH deal with many highs and lows as a second wave and then a third wave of the COVID-19 pandemic struck our province and our community.

Throughout all of this our staff, physicians and midwives carried on, carefully wearing their personal protective equipment and working long hours. I thank each and every member of our team for the courage and resilience they have demonstrated over the many months, always ensuring compassionate and quality care to patients and their families. You truly are our “heroes”. Despite having to balance home-life challenges, you ensured that our patients received the care that was needed and that NHH continued to move forward the key objectives set out in the Board’s Strategic Plan.

Despite continuously needing to adjust to the twists and turns of the pandemic, many members of our hospital team have also dedicated countless hours in preparation for the implementation of our new Clinical Information System (CIS). A joint effort we are undertaking with six other hospitals in our region, this work has touched every department in the hospital. With “go-live” set for December 2021, it will bring about the largest clinical transformation ever experienced by NHH, enhancing the care to patients as well as the way our staff and physicians do their work.

In addition to the CIS, much effort has been spent on increasing the inpatient capacity of NHH and enhancing local access to clinical services. The opportunity to open four additional intensive care beds was welcomed, especially with the increased need felt due to the



pandemic. As well, the opening of a new short stay unit adjacent to our Emergency Department is supporting patient observation for up to 72 hours without the need to fully admit the patient thereby supporting enhanced patient flow. With a greater focus on virtual care, an agreement was developed with not one but two neurologists to provide virtual consultation, reducing the local wait time for such a consultation from months to weeks. NHH was also fortunate to attract a geriatric psychiatrist as well as an ear, nose and throat (ENT) specialist to our community and hence to provide greater support to the Hospital.

Work over the past year to enhance NHH as a great place to both work and volunteer involved providing LEADS training for many of our managers and the implementation of a professional practice model which will further engage staff in making decisions that impact their work.

# MESSAGE FROM THE PRESIDENT AND CEO

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A major accomplishment in the past year has been the further development of a decision support framework resulting in corporate and departmental scorecards aimed at monitoring the key indicators to ensure patient safety and quality care. With fiscal accountability always a priority, NHH was pleased to complete an innovative co-generation project with projected savings of approximately \$120,000/year.

Collaboration and teamwork are behaviours prized within NHH and this year also allowed us to extend these critical qualities even further to our external relationships through our work with the Ontario Health Team of Northumberland (OHT-N). Throughout the pandemic, the OHT-N partners were able, collectively, to bring the necessary COVID-related services to our community. This included expanded COVID-19 assessment and testing centres, support to long-term care and retirement homes, support to Alderville First Nation, and the implementation of a mass vaccination clinic which provided COVID-19 vaccine to over 3,100 80+ seniors prior to the opening of the provincial booking system. This work has clearly demonstrated that we are, without a doubt, stronger together.

On a personal level, this is also a year to remember as it marks the end of my formal career in health care.

I graduated from the University of Alberta as a Registered Nurse 49 years ago, and I have spent the majority of my waking hours within the walls of a hospital. I have many fond memories and I am grateful for each opportunity that my career has presented. I can only hope that along the way I have made a positive difference to patients and their families, to the organizations I have been so fortunate to be a part of and to the lives of the individuals with whom I have had the great privilege of working.

Thank you for the opportunity to serve as NHH's leader these past seven years. It has been my honour.

**LINDA DAVIS**  
**PRESIDENT AND CEO**



# MESSAGE FROM THE CHIEF OF STAFF

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Last year at this time we were talking about reopening after wave one of the pandemic! Through three waves, team NHH has not only continued to provide services locally but has also played a role in the broader regional health care system by taking care of patients from other hospitals.

In the past year, team NHH extended itself to be a part of a system of care delivered at home through remote monitoring now offered to all patients who test positive for COVID-19. The remote monitoring service has enabled patients to be monitored at home using technology, home visits from Northumberland Paramedics and a local escalation team of physicians at the ready. Unnecessary visits to hospital were prevented, and anxiety in patients with mild symptoms from coronavirus was reduced.

Team NHH also assisted area long-term care and retirement homes. Weekly phone calls created a platform for collaboration, early recognition of priorities and efficient resolution of challenges.

The three principles of work and decision making that are serving us well are as follows:

- Prevent infections and protect the community and its health care workers.
- Recognize, contain, and treat people with coronavirus infection.
- Improve the team and system that does the above.

Preventing infections and protecting our community, including healthcare workers, from a new infectious agent, with evolving information, is challenging. By working together as a community we have done quite well so far.



We have had no major outbreaks, and no infection spread between healthcare workers or patients at the hospital. It is hard to quantify benefits of prevention, but our efforts have paid off so far.

Team NHH was instrumental in the planning and start up of our first local mass vaccination program. It was amazing to watch people overcome barriers at a velocity that is usually seen in business. The team was not just the healthcare providers and volunteers you saw at the vaccination center, there is an invisible team which was involved in securing, storing, allocating and preparing for vaccinations. This team also included people involved in scheduling, rescheduling, communication and education. This all-star team was all-inclusive of different agencies, community members, and businesses, either formally or informally. There was no one who said no when asked to help.

All of us have been watching over each other. We have been looking and implementing ideas to improve team functioning to enhance patient care.



# MESSAGE FROM THE CHIEF OF STAFF

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A skills-based rescue team was created to deal with critically ill patients. While non-urgent surgeries were on pause the post-operative anesthesia care unit was used as additional intensive care space. The combination of these system changes was instrumental in preserving capacity and ensuring quality and safety while trying to minimize stress on the people providing this care.

I do want to acknowledge and apologize for what we have not been able to do well in the past year for reasons beyond our control. Care has been paused, appointments have been changed, the ability to freely visit when our ones are sick has been restricted, educational and social events have been paused. We have not been able to celebrate achievements as usual, say proper thank you for retirees who have contributed immensely or are moving on to other jobs. Most of this is not the same if you just postpone it.

The coming year will bring to NHH a new state-of-the-art clinical information system (CIS) now preparing to go live in December. In development for some time, this work is getting to the phase where clinicians are excited and have started to say: "when Epic is here this problem will be solved."

Epic—the name of our new CIS platform—will go live simultaneously at NHH and six other hospitals in our region. This is a major upgrade, and step 1 to modernising the information system used to deliver healthcare in our region.

NHH has grown in terms of its talent and services. In the past year close to 20 clinicians joined the medical staff. Recruitment is becoming easier as we have a generous and supportive community, a strong and vibrant hospital with modern equipment which is upgrading its information system.

I am optimistic as we see the tail end of wave 3 and hopeful that this is the tail end of the COVID-19 pandemic. My wish is that this tail is short!

I am excited that our journey of continuous improvement will hit some milestones in the coming year. I am honored to be part of this team and community and thankful for the trust you have placed in NHH.

**DR. MUKESH BHARGAVA**  
**CHIEF OF STAFF**

# STRONGER TOGETHER



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**COVID-19 Virtual Forum**  
 Hosted by the Ontario Health Team of Northumberland

Wednesday, May 13, 2020 | 7:00 - 8:00 p.m.

Join the Conversation: Ask questions. Listen in.  
 Learn how health care partners are working together to support community needs during COVID-19.

 <b>Dr. Lynn Roseworthy</b> Medical Officer of Health -HEK District Health Unit	 <b>Linda Davis</b> President & CEO Northumbria Local Health Unit	 <b>Jennifer Moore</b> CHQ First Response Local Care Unit	 <b>Wendy Parker</b> Executive Director Lakewood Family Health Team	 <b>Irish Baird</b> Executive Director Community Care Post-acute Local
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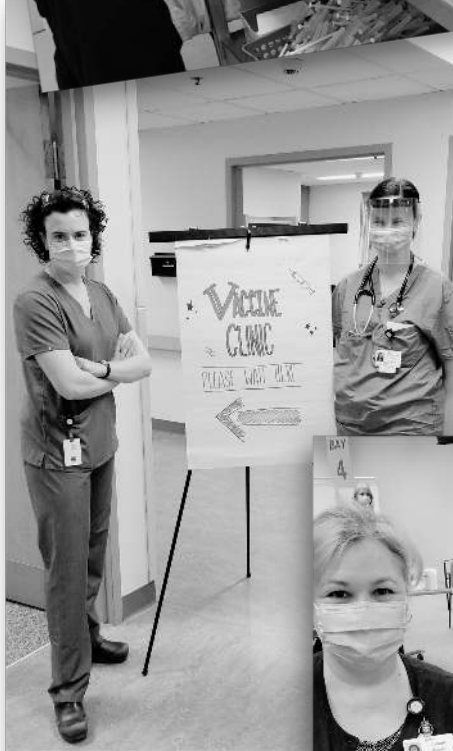
Register to join at [Northumberland.ca/ohntnVirtualForum](http://Northumberland.ca/ohntnVirtualForum) or by calling 1-800-354-7050 ext. 2499.

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# FACTS AND FIGURES

SERVICE ACTIVITY SNAPSHOT	FY 19/20	FY 20/21
Emergency Department Visits	33,758	30,192
<b>TOTAL ADMISSIONS:</b>	<b>4,920</b>	<b>4,697</b>
Admissions (includes Acute & Post-Acute)	4,337	4,167
Births	583	530
<b>TOTAL SURGICAL CASES</b>	<b>5,255</b>	<b>4,705</b>
Inpatient Procedures	636	639
Day Surgery Procedures	4,619	4,066
Dialysis Visits (Level I & II)	7,966	8,362
Chemotherapy Visits	8,797	9,545
Other Out-Patient Ambulatory Care Clinic Visits*	19,312	11,644
COVID Assessment Centre Visits**	266	30,326
Diagnostic Imaging Exams	63,757	51,042
Community Mental Health Total Visits	36,945	36,636
Individuals Served	4,888	4,105
Telemedicine Visits	1,237	1,397

\*Excludes Chemotherapy, Diagnostic Imaging, Mental Health and COVID Assessment Centre

\*\* Includes NHH and Canton COVID Assessment Centre visits

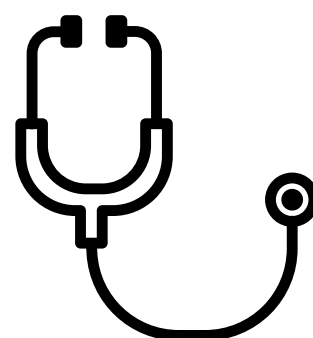


# FACTS AND FIGURES

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## NHH Department Chiefs:

Diagnostic Imaging – Dr. Joseph Parravano  
Emergency – Dr. Peter Barnett  
Family Practice – Dr. Jeff Knackstedt  
Maternal Child – Dr. Kathy Barnard-Thompson  
Medicine – Dr. Santosh Lakshmi/Dr. Rishi Bhargava  
Mental Health Services – Dr. Rajinder Momi  
Pathology – Dr. Katie O'Reilly  
Post-Acute Specialty Services – Dr. Wang Xi  
Surgical Services – Dr. Andrew Stratford



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## 745 Full- and Part-time Staff

- Full-time: 321
- Part-time: 443

181 Medical Practitioners

- Physicians (including specialists): 164
- Midwives: 17

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## 400+ Volunteers\*

Board of Directors, Board Community Committee Volunteers

Auxiliary

Foundation

Spiritual Care

Patient and Family Advisory Council

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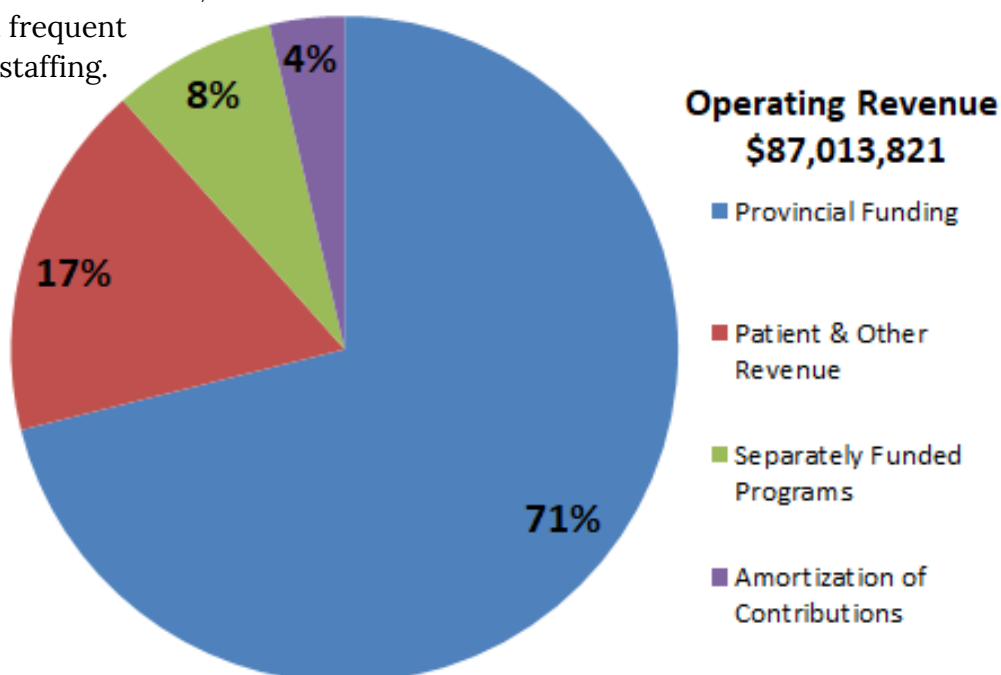
*\*Also active at NHH are countless volunteers associated with external groups, including the St. John Ambulance Therapy Dog program, community drivers who support NHH patients through Community Care Northumberland, the Canadian Cancer Society and many others.*

# FINANCIAL HIGHLIGHTS

Northumberland Hills Hospital (NHH) finished the year in a positive position with a net surplus of \$3.1 Million, which is 3.5% of total revenues and realization of a goal—identified through the 2016/17 Hospital Improvement Plan process—to maintain a modest annual surplus as a key ingredient for long-term financial sustainability. Revenues were higher due to late-fiscal funding received from the Ministry of Health (MOH) for COVID-related expenditures. The surplus was achieved through diligent advocacy highlighting the unique challenges of community hospitals and prudent spending in a highly uncertain and changing environment.

The global pandemic presented many challenges. Staffing levels were increased alongside patient volume and acuity, especially in units with COVID-positive/probable patients. The need for additional protocols required for patient safety, including physical distancing, screening of staff and visitors, personal protective equipment and frequent sanitizing, also required additional staffing.

NHH opened a COVID Assessment and Testing Centre to offer testing to the community and, in collaboration with Ontario Health Team of Northumberland (OHT-N) partners, supported expansion of testing at a satellite site in the Port Hope area as need increased. Towards the end of the fiscal, NHH hosted an on-site COVID-19 Vaccine Clinic which efficiently delivered 2100+ first-dose vaccines to staff, physicians and a number of area partners. Lessons learned supported the subsequent launch of the region’s first mass vaccine clinic for 80+ residents at the CCC, a project NHH supported together with the OHT-N, the Haliburton Kawartha Pine Ridge District Health Unit and many other partners. All told, NHH incurred higher costs as a direct result of COVID. Through various funding mechanisms offered by the MOH, NHH was able to offset some of these costs.

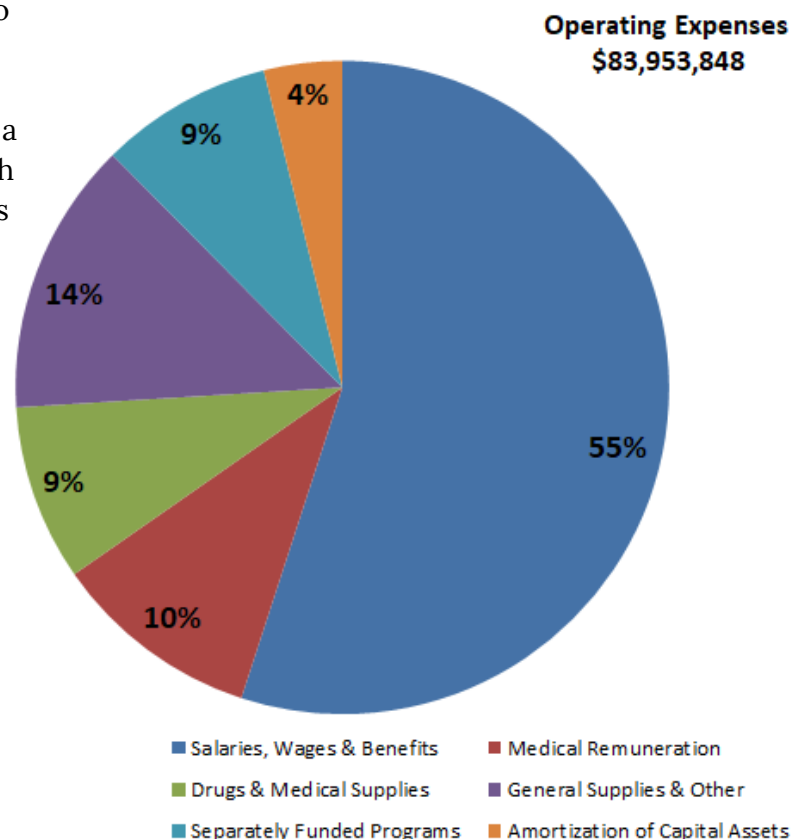


# FINANCIAL HIGHLIGHTS

Bed occupancy continues to be high. NHH ended the year operating 2.7% above funded capacity. Despite the necessary province-wide ramp-down of non-urgent and 'elective' procedures and stay-at-home directives from the province, inpatient volumes remained high through to the end of the fiscal year. A major contributor to this has been the increasing responsibility to care for alternative level of care (ALC) patients, many of whom are awaiting an opening in long-term care (LTC). Due to COVID restrictions which limited patient movements, and a shortage of LTC beds, many individuals had to remain at the Hospital. Combined with an aging demographic and shortage of community supports, ALC levels – long a challenge for hospitals in Ontario – increased at NHH over last fiscal.

NHH remains on track and on budget to implement a new Clinical Information System, in partnership with six other hospitals in the region. Through everyone's collective efforts, the project will be entering the testing and implementation phase in the near term.

As we look ahead to 2021-22, some uncertainties around COVID remain. NHH will continue to work cooperatively with its partners in the community and the MOH in an ongoing effort to match demand with in-year funding and achieve long-term financial sustainability. The lessons from this past fiscal will guide us forward, and we remain committed to serving our community, at the highest possible level, within our means.



# FINANCIAL HIGHLIGHTS

## CONDENSED STATEMENT OF FINANCIAL POSITION

As at March 31	2021	2020
<b>ASSETS</b>		
Current assets	\$ 16,631,366	\$ 12,045,175
Capital assets	46,001,617	44,372,984
	<b>62,632,983</b>	<b>56,418,159</b>
<b>LIABILITIES &amp; DEFERRED CAPITAL CONTRIBUTIONS</b>		
Current liabilities	\$ 15,414,708	\$ 11,368,590
Long-Term liabilities	4,928,961	5,274,888
Deferred capital contributions	41,242,850	41,788,191
	<b>61,586,519</b>	<b>58,431,669</b>
<b>Net Assets (Deficiency)</b>	1,046,464	(2,013,510)
	<b>\$ 62,632,983</b>	<b>\$ 56,418,159</b>

## CONDENSED STATEMENT OF REVENUE AND EXPENSES

For the year ended March 31	2021	2020
<b>REVENUE</b>		
Provincial funding	\$ 61,875,449	\$ 53,853,184
Separately funded programs	6,914,057	6,368,068
Patient and other revenue	15,073,616	17,131,838
Amortization of deferred capital contributions	3,150,700	3,241,787
	<b>\$ 87,013,822</b>	<b>\$ 80,594,877</b>
<b>EXPENSES</b>		
Salaries, wages and benefits	\$ 46,181,348	\$ 42,836,274
Medical remuneration	8,650,563	8,589,319
Drugs and medical supplies	7,315,972	7,290,633
General supplies and other	11,387,633	10,109,134
Separately funded programs	7,164,928	6,720,499
Amortization of capital assets	3,253,403	3,350,089
Restructuring activities	--	--
	<b>\$ 83,953,847</b>	<b>\$ 78,895,948</b>
Excess of revenue over expenses	<b>\$ 3,059,975</b>	<b>\$ 1,698,929</b>

The condensed financial highlights are taken from the 2021 audited financial statements dated June 3, 2021. The audit was performed by KPMG LLP, Chartered Accountants. Copies of the audited financial statements are available on our website at [www.nhh.ca](http://www.nhh.ca) or in hardcopy on request.

# EXCEPTIONAL PEOPLE = EXCEPTIONAL TEAMS

Individual and group achievements demonstrating NHH values of integrity, quality, respect, compassion and teamwork are typically celebrated throughout the year. In-person celebrations shifted to virtual in 2020-21, and in so doing some new traditions were established, including our first ever virtual long-service, innovation and leadership award ceremony! Shared below are the names of those recognized with long-service awards at our virtual 2021 spring ceremony, which also recognized those who marked long-service roadmarks in 2020 but missed their celebration due to COVID. Congratulations and THANK YOU to all award recipients and nominees.



## **OUTSTANDING LEADERSHIP AWARDS, 2021**

(clockwise left to right):

Ellen Douglas, Rohan Gonsalves, Dr. Emma Smith

## **OUTSTANDING INNOVATION AWARD, 2021**

Scott Wight (above, left)

## **EDUCATION AWARD RECIPIENTS**

(clockwise left to right):

Nicole Osinga, Diabetes Educator's certificate  
Whitney Lake, Master's of Education  
Emily Hartmann, Master's in Nursing  
Cheryl Fiske, Master's in Health Administration

# EXCEPTIONAL PEOPLE = EXCEPTIONAL TEAMS

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## 10-year pins, 2019

Bonnie Burton  
Thomas Dahle  
Dr. Rina Daskalopoulos  
Kristin Devereaux  
Sara Gillespie  
Sarah Greaves  
Dr. Kirk Haunts  
Jennifer Hedley  
Dr. Alexandra Ruskowski  
Jennifer Sauve  
Sarah Springstein  
Tia Talbot  
Kelly Watson  
Jane Webster  
Dr. Matthew Vaughan

## 10-year pins, 2020

Jelanie Adams  
Jocelyn Anderson  
Sonia Baker  
Michelle Cane  
Stacy Connell  
Kimberley Landry  
Chantal Lelievre  
Tammy Lukas  
Alicia Lynch  
Amy Ludolph  
Alicia Roddy  
Amy Rouse  
Charity Meiklejohn  
Dr. Francesco Mule

## 15-year pins, 2019

Michelle Annis  
Sharon Baker  
Dr. Kathy Barnard-Thompson  
Jennifer Bevan  
Helena Boot  
Heather Brown  
Jennifer Case  
Loraine Cheer  
Chuck Cudmore  
Karen Cummins  
Alice Cunnington  
Tara Deline  
Dr. Crawford Dobson  
Kelly Douglas  
Colin Eaton  
Jennifer Fudge  
Jennifer Kozusko  
Dr. Rajesh Krishnan  
Kathryn Anne Lackey  
Carrie Martin  
Jhaneeta Massey  
Sarah Meringer  
Marie-Rose Meunier-Westcott  
Candace Minifie  
Mike Purdy  
Amy Robertson  
Lou Serio  
Sebastien Sparling  
Michelle Taylor  
Toni Walker  
Jane Watt

## 15-year pins, 2020

Jill Andrus  
Kendra Batek  
Linda Chapman  
Michael Davis  
Sandra Dooley  
Laura Eakins  
Ida Francoeur  
Angela Gammage  
Lindsay Gutteridge  
Jacqueline Hart  
Bernadette Klotz  
Grace Nanninga  
Mary Quemby-MacDonald  
Sara Richards  
Cindy Sandercock  
Joanne Serio  
Ashley Stegenga  
Lisa Stewart  
Samantha Stata  
Janice Surgent  
Dr. Michael Barrie  
Dr. Andrew Stratford



# EXCEPTIONAL PEOPLE = EXCEPTIONAL TEAMS

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## 20-year pins, 2019

Crystal Adams  
Jill Bebee  
Andrea Doyle-Philp  
Lisa Foreman  
Wendy Garrison  
Teresa McCormack  
Angela Schwantz  
Barbara Shaw  
Gwen Watson  
Dr. Roger Woodward

## 20-year pins, 2020

Crystal Beaudry  
Maureen Canfield  
Kimberley Doucette  
Anne Marie Mosher  
Elizabeth Geddes  
Ian Moffat  
Valerie Rumball

## 25-year pins

Dr. Martin Jokay (2019)  
Kim Zoldy (2020)

## 30-year pins, 2019

Julie Bick  
Barbara Ellis  
Kelli Giroux  
Lisa Kostoff  
Darlene Smith  
Suzanne O'Rourke  
Karen Phillips  
Linda Stevenson

## 30-year pins, 2020

Wendy Arbeau  
Dr. Mark Essak  
Dr. Carson Kwok  
Tammy Misasi  
Stephanie Tuer  
Merle Venne

## 35-year pins

Kimberly Baxter (2019)  
Elaine Brown (2020)  
Paula Elliot (2020)

## 40-year pins, 2019

Catherine Ferguson  
Linda C. Moore

## 40-year pins, 2020

Dr. Jay Amin  
Linda Hastings  
Tracy Chester



# PATIENT AND FAMILY PARTNERS

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NHH's Patient and Family Advisory Council (PFAC) was called on to quickly adjust to virtual-only connections with their hospital teams and partners this past year. Not surprisingly—they adjusted without missing a step.

Now in its fifth year, and currently comprised of 7 volunteers supported by two staff co-facilitators, the NHH PFAC is a critical part of continuous quality improvement at NHH.

With representation at a range of tables, including group, individual and project team work, PFAC partners play an active role at NHH in three ways:

- On Quality and Practice Committees (QPCs), as equal partners with staff/physicians/midwives on all core NHH QPCs;
- Through departmental assignments; and
- Through special quality projects (hospital-wide, QPC- and/or program-driven).

While the real-time patient satisfaction surveys the PFAC partners helped develop and grow have been temporarily paused due to COVID restrictions, their involvement in

the past year took many other forms. Below are just a few examples of PFAC impact at NHH in 2020-21:

- Clinical Information System planning
- Northumberland PACE planning
- COVID-19 visiting guidelines (various revisions)
- Parking
- Maternal/Child program marketing
- Ontario Health Team of Northumberland Experience Partners Council



*Irene Kavanaugh, PFAC partner, NHH  
Emergency Department*



# PATIENT AND FAMILY PARTNERS

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We said farewell and thank you to two dedicated Patient and Family Advisors this past year: Alexis Smith, who brought a valued voice of lived experience to NHH's Maternal/Child team and Baby Friendly Initiative, and Barry McMahon who participated on our Critical Care/ICU teams. We thank both for sharing their time and talents so generously.

Do you have experience with NHH as a patient/caregiver and an interest in providing input to the hospital team in the capacity of a Patient and Family Advisor?

Recruitment and orientation of new members is ongoing, with opportunities currently available in several areas. Please visit the Patient and Family Advisory Council page of our website under the Patients tab at [nhh.ca](http://nhh.ca) for details.



*Lisa van der Vinne, Surgical Services (top)  
Peter Hoisak, Human Resources (above)  
David Harnden, Post-Acute Speciality Services (right)*

# INSPIRING COMMUNITY SUPPORT

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“Despite the fact you operated the entire year in a pandemic, the Foundation should feel very proud of the success of its year. You did a very good job.” These words were spoken by the Foundation’s auditor when he recently presented draft financial statements to members of our Finance Committee.

I couldn’t agree more. What started off as a year of uncertainty and worry, ended up being a year in which we raised more than \$3 million! It was a year of innovation, creativity and determination. On top of this, it was also a year where we saw more in-kind donations than ever before, with many local businesses stepping in to offer PPE and supplies to help the team at NHH.

Faced with the uncertainty of the pandemic, I am astounded by what I witnessed over the past year from both our Foundation team and supporters – agility to adapt quickly to changing circumstances, dedication to the critical mission of NHH Foundation, and of course, outstanding generosity towards our hospital.

Like most others, the Foundation did not have any experience navigating a pandemic,

but with the determination of our Board leadership and staff, our many volunteers, and our caring donors, we came out of the year with many milestones to be celebrated.

Our Caring. Close to Home gala is just one example of creativity during a time when we were not able to gather and instead were encouraged to stay home. I want to acknowledge and thank everyone involved – from sponsors, to organizers, to those who provided items for the online auction, to all the volunteers and of course, the hundreds of participants who ordered the package and bought raffle tickets. Together, we raised over \$224,000 to support required renovations to NHH’s Diagnostic Imaging Department to accommodate two brand new digital X-rays, which were also funded by our community.

Leveraging innovation and technology, we were able to continue to connect with our community in a variety of virtual ways, which included our Virtual House Calls series, our monthly e-newsletter, and donor stewardship events to keep donors up to date on important Hospital news. Looking to the future, I realize just how important it will

# INSPIRING COMMUNITY SUPPORT

be to continue to invest in innovation and technology. We must ensure our Hospital is prepared to embrace and advance new ways of providing care and communicating.

I'm proud of Northumberland Hills Hospital and I tip my hat to the amazing staff who continue to provide exceptional care in difficult circumstances. I'm proud of the dedication of the Hospital leadership who worked tirelessly for every single person in our community. I'm proud of our Foundation Board, volunteers, donors and staff who didn't back down from the tremendous challenge of raising funds. If anything, the pandemic reminded me of just how important a Hospital is in its community, and likewise how important a community is to its Hospital.



**- JEFF GILMER, CHAIR  
NHH FOUNDATION  
BOARD OF DIRECTORS**



The sixth annual Family Christmas at Spry Christmas Tree Farm was held December 5, 2020. With more than 175 trees sold, record-breaking funds were raised resulting in a grand total of over \$28,000 in support of NHH Foundation's Light Up a Life campaign. Special thank you to event sponsors, Baker Tilly, Cameco, Tim Hortons, Craft Food House and Ontario Line Clearing



From July 25, 2020 until August 8, 2020 runners and walkers from across Northumberland County hit the pavement and trails for The Virtual Colour Run for Care, raising \$2,800 to support the purchase of priority medical equipment and technology at NHH.

# INSPIRING COMMUNITY SUPPORT



Representatives from SABIC Innovative Plastics Canada Inc. delivering 2000 face shields to NHH for the benefit of the hospital's frontline healthcare providers and patients. This donation is in addition to SABIC's collaboration with partners such as the NHH Foundation and Venture 13 as part of the Northumberland.io Producer Alliance's efforts to produce single use face shields in the very early days after the pandemic was declared.



BMO continued their long-time support of NHH Foundation throughout the year, making their fifth and final pledge payment to complete their \$60,000 pledge towards the Equipped to Care program.



With a shortage of personal protective equipment (PPE) and concerns for supply levels early in the pandemic, businesses like Dr. Anna Tucka Dental Office and many others across our community stepped up to do all they could to help protect the NHH team from this virus, offering their own supplies as in-kind donations. Thank you to everyone who contributed what they could.



With public health restrictions in place, the NHH Foundation annual fundraising Gala was re-imagined for 2020. This new at-home version invited guests to participate by purchasing Celebration Packages to enjoy a selection of local treats and a special video message from the comfort of their own homes on November 28, 2020. The CARING. Close to Home Gala raised an incredible \$224,000 in support of renovations to NHH's Diagnostic Imaging Department to accommodate two brand new digital x-rays, also funded through community support. Pictured are Rick and Lynne Stevenson enjoying their Celebration Package.

# INSPIRING COMMUNITY SUPPORT

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In the past year, thanks to the community's generosity, the NHH Foundation raised more than \$3 million to support the purchase of lifesaving medical equipment to help keep quality patient care close to home. Here's a look at some of the highlights made possible by local donations.



Two Digital X-Ray Units – \$794,867 (not including additional renovation costs also funded by community support)



Surgical Scopes – \$100,000



Drug Dispensing Units – \$250,000

# INSPIRING COMMUNITY SUPPORT

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A year like no other....

Our Auxiliary members have anxiously awaited the provincial announcement that will allow for the reopening of our two shops, Petticoat Lane (PL) on Covert Street in Cobourg, and Little Treasure Shop in the hospital, inside the main front entrance.

Both shops were able to do so earlier in the year when the retail restrictions were lifted for our region. PL volunteers were eager to see fellow volunteers after such a long period with little interaction with the outside world. For many volunteers, the act of donating their time and talent is as much a benefit to their own social interactions with friends as it is a service to the Hospital. Our retail co-ordinators Lorrie Phipps (PL) and Dale Hodge (LTS), as well as team leads kept in touch with the volunteers on a regular basis throughout the shutdown to check up on their health during these unprecedented times. For a few weeks there was some money coming into the shops when they were allowed to open. As such, our organization has been able to donate \$600 000 of a 1-million-dollar commitment to the Clinical Information System (CIS) project now under way.

Our gifted Palliative Sewers continue to sew nightgowns and pillowcases for palliative patients in the Hospital. It is so heartwarming for the volunteers to be able to bring added comfort and care to the patients and their families over the days or weeks when the end-of-life journey is proceeding.

Crafters continue to knit, sew, craft, and woodwork in the safety of their homes.

Lastly, we are in process of restructuring our Northumberland Hills Hospital Auxiliary with the support of the Hospital. Our governance structure is in dire need of a more modern framework. This past year seemed to be an opportune time to move ahead and design a more modern Auxiliary organization. This will allow us to continue to be a meaningful and productive element of this very special 'care' centre, NHH, for many years to come.

**MARGARET HILBORN,  
PRESIDENT  
NHH AUXILIARY**



# DEDICATED LOCAL GOVERNANCE

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Twelve local directors and six 'ex officio' members form NHH's skills-based Board of Directors, 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.

For information on the NHH Board, including biographies of current members, agendas of upcoming meetings and meeting minutes, please see [nhh.ca](http://nhh.ca)

## Northumberland Hills Hospital Board of Directors 2020-21



From L-R, front row: Marg Hilborn (President, NHH Auxiliary); Starr Olsen; Lynda Kay (resigned, September 2020); Susan Walsh (VP, Patient Services and Chief Nursing Executive); Pam Went (Chair); Elizabeth Selby; Dr. Mukesh Bhargava (Chief of Staff). Second row: Dave Slater (Second Vice Chair); Tyler Hathway (Past Chair, NHH Foundation Board); Tom McLean (First Vice Chair); Michael McAllister; Cyndi Gilmer; Ann Logan; Bob Carman; Dr. Fraser Cameron (President, Medical Staff Association); Linda Davis (President and CEO). Absent from photo: Catharine Tozer; Dr. Emma Smith (Vice President, Medical Staff Association), Don Morrison, Bree Nixon, and Wendy Ito (Vice Chair, NHH Foundation Board).





## Northumberland Hills Hospital Community Members, 2020/21

Sharon Anderson  
Kendra Simmons  
Ross Stevenson

# STAY CONNECTED

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## THERE ARE MANY WAYS TO STAY CONNECTED WITH YOUR HOSPITAL

-  Visit our website - [nhh.ca](http://nhh.ca)
-  Follow us on Twitter - [@norhillshosp](https://twitter.com/norhillshosp)
-  Like us on Facebook - [@northumberlandhillshosp](https://www.facebook.com/northumberlandhillshosp)
-  Follow us on LinkedIn
- Subscribe to our community e-newsletter, In Touch - go to [nhh.ca](http://nhh.ca) and follow the prompts on the home page to sign up for this monthly email.
- Email us through our Contact Us service - [info@nhh.ca](mailto:info@nhh.ca) or direct via [nhh.ca](http://nhh.ca)
- Call the NHH Public Affairs office at 905-377-7757

