



# NORTHUMBERLAND HILLS HOSPITAL

## Senior Management Report to the Board April 2018

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### Quality and Safety

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#### **Ontario budget investment in hospitals/health care**

NHH welcomes the funding increase for Ontario hospitals announced March 28<sup>th</sup> in the 2018 Ontario Budget, and thanks the Ministry of Health and Long-Term Care for committing these much needed dollars to sustain and build high quality hospital services in our province.

Complete details on exactly how much of this new funding will reach Northumberland Hills Hospital and the west Northumberland community in the 2018/19 fiscal year just begun remains unclear.

NHH—like many medium-sized community hospitals—has struggled to balance its operating budgets for many years. Hard work to find internal operating efficiencies has helped. NHH's Hospital Improvement Plan (HIP) has realized over \$1.65 million in efficiencies in the past two years alone, even in the face of increased patient demand, inflationary pressures and a funding formula that has put medium-sized hospitals at a disadvantage.

But efficiencies—as confirmed by the coaching review and external operational review conducted at NHH in recent years—will not be enough to stabilize NHH in the longer term. Increased base operating funding is required.

As funding now begins to flow again to hospitals in our province, our leadership team looks forward to a renewed equity for medium-sized hospitals in communities like ours, and equity, for NHH, will mean fair and stable funding that will permit us to sustain core services to meet the local needs of the community we exist to serve.

#### **2018/19 Quality Improvement Plan complete**

NHH's latest Quality Improvement Plan (QIP) has been completed, submitted to Health Quality Ontario and posted publicly as required. An important annual step in continuous quality improvement, the QIP is a meaningful way for NHH to articulate our accountability to our community around priority quality indicators. With input from staff, management, physicians and the patients/caregivers we serve, as well as Health Quality Ontario, the **QIP is made up of two parts:**

1. a narrative section providing an overview of our hospital's top quality improvement priorities for the year and how they align with the hospital's strategic directions; and
2. a spreadsheet (or workplan) detailing specific improvement targets and initiatives.

Both the narrative and related workplan for NHH's 2018/19 QIP will be found under the Quality and Safety section of nhh.ca: <https://nhh.ca/AboutNHH/Accountability/QualityandSafety>

## **“NHH Couldn’t Operate Without You” – Surgical services education day for staff**

NHH’s surgical services team completed an in-house education day March 19<sup>th</sup> thanks in part to the support of four hospital physicians: Dr. Asiya Hameed, Dr. Nasser Abu Awad, Dr. Kaes Al-Ali and Dr. Michael Barrie.

The nurses appreciated this opportunity to learn from their peers about a number of topics, including: anesthetic nerve blocks, treatment of fistulas, loop electrosurgical excision procedure and menopause.

The education day also featured some guests to NHH who presented on: resiliency in the face of difficult conversations with patients and their families, liposuction, tissue removal and ablation.

## **Medical leadership announcement – Dr. Francesco Mulé**

Dr. Francesco Mulé has accepted two administrative responsibilities at NHH.

Dr. Mulé will be the **Head of Service for Palliative Care and Chronic Pain Management**. These are important clinical services and Dr. Mulé will work with the Program Director for ensuring quality medical care. He will also lead educational efforts in this area for enhancing clinical skills.

Dr. Mulé will also take on the role of **Medical Quality Advisor**. This is a new role to look at unique situations comprehensively when asked to do so.

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## **Great Place to Work and Volunteer**

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### **NHH Auxiliary volunteers helping to orient incoming patients to medical/surgical unit**

The role of NHH Auxiliary volunteers has expanded recently to include a new team focused on the orientation of incoming patients to our Medical/Surgical unit. An additional resource to patients and their families as they familiarize themselves with the hospital and its amenities, the volunteers are now helping to greet patients on arrival, ensure they have the necessary information regarding hospital services and procedures (infection control, visiting guidelines, parking, TV, cafeteria) and pointing them to hospital resources. Special thanks to our Auxiliary for once again stepping up when asked. The introduction of the new 2B volunteer team represents one step toward achieving the priority identified in NHH’s latest Strategic Plan to continue to provide meaningful opportunities for our diverse range of volunteers and better leverage their talents and skills across the organization. Auxiliary volunteers will also soon be supporting the piloting of new real-time patient satisfaction surveys in the Emergency Department and Medical/Surgical unit. Further details will follow in the May Report.

### **NHH “Quality” Bake-Off**

The NHH Values Ambassadors recently hosted the latest in what has been a very successful series of staff events highlighting our corporate values of Integrity, Quality, Respect, Compassion and Teamwork.

Held in the NHH Education Centre on March 22<sup>nd</sup>, the first annual NHH Quality Bake-Off welcomed bakers from across our hospital team to compete against one another in a friendly, peer-tested competition. Almost every area of our hospital was represented, including staff from: 2B Acute Care, I.T., Emergency, Sole Charge, Surgical Services, Mental Health, Lab, Rehab, Restorative Care and Administration.

Close to 250 staff and physicians cast votes in the morning event for their favourite baked good. Thank you to our Values Ambassadors Sarah Gibbens, Amy Eriksson, Kim Douglas, Julie Morgan and Krista Hay for another outstanding event, and to all our outstanding staff and physician bakers. Thanks too to infection control, dietary services, and housekeeping for helping to make this first annual event possible and seamless. The winners of our 2018 Quality Bake-Off were:

- 1<sup>st</sup> Place: 2B Acute Care
  
- 2<sup>nd</sup> Place: I.T.

- 3<sup>rd</sup> Place: Sole-Charge Group (representing recreation therapy, speech language therapy, ward clerks, and social work)

### **Volunteer Recognition – April 18<sup>th</sup>, 2018**

Hospital volunteers will be invited to the NHH Education Centre for a celebration of volunteers and volunteering on Wednesday, April 18<sup>th</sup>. We're grateful for our volunteers' contributions every day, but we take the opportunity provided by National Volunteer Week each spring to formally express our thanks.

From fund-raising to governance, way-finding to quality improvement, spiritual care to a heart-warming hello, volunteers of all ages play a central role in making NHH the compassionate and high quality hospital it is today. We look forward to recognizing all our volunteers at this special ceremony April 18<sup>th</sup>.

### **2018 Health Professions Scholarship Winners to be announced May 2018**

Thank you to the many local students who submitted applications for our 2018 Health Professions Scholarship awards.

Introduced by NHH in 2003, the purpose of the scholarship program is to provide financial assistance to students from west Northumberland who are pursuing a career in the health care sector. Applicants are evaluated on the basis of their academic achievements, extra-curricular activities, a testimonial explaining their interest in a health-care field and written references.

The 2018 scholarships (\$1,000 for each student selected) will be presented at the May meeting of the Board of Directors.

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## **Collaborative Community Partnerships**

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### **Presentation of smudge kit to NHH from Alderville Health and Social Services**

A planning meeting with colleagues from Alderville Health and Social Services turned into an impromptu and very moving smudge ceremony at NHH on Tuesday, March 27<sup>th</sup>.

Held in the Spiritual Care Centre, the smudge was attended by staff, volunteers and patients.

A traditional spiritual cleansing ceremony, the event provided an opportunity for the hospital to demonstrate the special smudge kit presented to NHH by Alderville Health and Social Services Manager Nora Sawyer. Nora and Kathy MacLeod Beaver, Aboriginal Navigator with the Central East Regional Cancer Program, performed the ceremony using sage, explaining as they did it the significance of the gestures to help cleanse the eyes, ears, mind and heart.

With support from our counterparts at Alderville, as well as Kathy MacLeod Beaver, NHH is moving forward with a number of activities to improve cultural sensitivity and understanding toward the Indigenous patients and families we serve. NHH's first National Aboriginal Week activities are being planned at NHH for June 14<sup>th</sup>.

### **New "Getting Ready for Baby" information sessions launched at NHH this month**

Expecting a baby? Northumberland Hills Hospital (NHH) and the Haliburton Kawartha Pine Ridge District Health Unit (HKPRDU) are co-hosting evening information sessions at NHH to help soon-to-be parents get ready for their baby's arrival.

Offered in the NHH Education Centre (2nd floor) on the first and third Tuesday of each month from 6:00 PM to 7:30 PM, the sessions include:

- a short presentation from representatives of both NHH's Maternal Child Care program and the HKPRDHU on the services and supports available in Northumberland;

- a tour of the Maternal Child Care Unit at NHH; and
- a question and answer opportunity regarding local birthing options.

Preregistration is required. Call 905-372-6811, extension 4122 to sign up. Please note: The information is designed for those in the third trimester (later stages) of pregnancy. It is recommended that sessions be scheduled at or after 32 weeks' gestation.

### **NHH 2017 United Way campaign wrap up**

NHH representatives attended Northumberland United Way's Campaign Achievement Breakfast April 4<sup>th</sup> to help celebrate with community partners the collective achievement of another successful campaign. Through payroll deduction and internal events, NHH contributed \$4,448 toward Northumberland United Way's 2017 campaign, which concluded with \$834,078 raised, ahead of their campaign goal of \$831,500.

One in four Northumberland residents are helped by the agency, including numerous health and social service supports such as Northumberland Community Counselling Centre, Habitat for Humanity Northumberland, Cornerstone Family Violence Prevention Centre, Rebound Child and Youth Services, WrapAround Northumberland, The Help Centre, Green Wood Coalition and Big Brothers Big Sisters Northumberland.

Thank you to all the NHH staff who contributed to this year's campaign. We're looking forward to participating in one of NUW's next big events: the 21<sup>st</sup> annual Day of Caring, coming up June 1<sup>st</sup>.

### **Community conversation at Cobourg's Victoria Hall in support of local news**

NHH was represented by both senior staff and Board directors at a March 20<sup>th</sup> "community conversation" on local news. Coordinated by area journalist and journalism teacher Rob Washburn with support from the Loyalist College School of Journalism, the event, moderated by Loyalist's Tony Grace, was sparked by the sudden closure of *Northumberland Today*.

"Great journalism is a public service," said Washburn, in his opening remarks, and without quality journalism, no democracy can function properly.

Attended by approximately 175 people, the conversation explored three general questions:

1. What matters to you in terms of local news?
2. Where do you get your local news today?
3. What can be done (to sustain local news)?

The unique variety of information sources in Northumberland was acknowledged, including *Northumberland News*, local radio and tv outlets, a growing number of personal blogs, and newer online forums, such as the *News Now Network*. The appetite for local news sources—at least among those present—was strongly confirmed.

Further forums are planned to collect input from area youth and a public report will be prepared.

NHH thanks Rob Washburn and the Loyalist team for their work to coordinate these important conversations. NHH is grateful for its longstanding support from all local news sources. From monitoring accountability through attendance at Board and other meetings, promoting services and supporting fundraising events, NHH would not be the hospital it is today without the support of an active and engaged local media network. We look forward to participating in future discussions on how this network can be sustained and, hopefully, grow in Northumberland.

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## Operational Excellence

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### **New phone system coming to NHH Wednesday, April 4<sup>th</sup>**

NHH will migrate to a new state-of-the-art telephone system on Wednesday, April 4th. All telephone numbers and extensions will remain the same and supports are in place to minimize phone/fax service disruption during switchover. The benefits of the upgrade include the following:

- A fully digital telephone system
- Increased capacity for handling calls and tracking call volumes
- New voice recognition capacity on the main telephone number
- An upgraded voice mail system

The switchover will be made in the early hours of Wednesday, April 4th (4:00 AM to approximately 5:00 AM), when call volumes are typically low.

All internal telephones will function while the switchover occurs. Outside calling will be managed through analog “power fail” telephones located at the main Switchboard and select nursing stations throughout the building. During the switchover period all incoming calls will be managed through these “power fail” telephones. Calls will be received but direct call transfers will not be possible during the switchover. Urgent calls will be prioritized and information passed along on behalf of the caller.

Community partners, including local police, fire and ambulance services, are being notified in advance of the switchover date and provided with alternate cell phone contact numbers as additional back-up. Extra staff will be on-hand through the switchover process to ensure a smooth transition. It is expected that the switchover process will take approximately one hour at which point telephone and fax access will return to normal. NHH thanks everyone for their patience and support during the switchover process.

### **2017 Public Sector Salary Disclosure**

The Ontario Ministry of Finance released its annual Public Sector Salary Disclosure (PSSD) list, also known as the “Sunshine List,” on Friday, March 23<sup>rd</sup>. See [link here to the Ministry’s full report](#).

First published in 1996, the list is produced annually by the Government of Ontario to provide taxpayers with the names, positions and salaries of those in the public sectors who earned more than \$100,000 in salary and taxable benefits during the previous calendar year.

Hospitals are among the sectors covered by the *Public Sector Salary Disclosure Act*. Also included are colleges, municipalities and school boards.

In 2017, 33 Northumberland Hills Hospital (NHH) employees are on the PSSD list, including a mix of front-line care providers—registered nurses (RNs and RPNs), nurse practitioners and diagnostic imaging technologists—as well as senior administrators. An additional three individuals employed in regional roles by Seniors Care Network (previously known as the Central East Regional Specialized Geriatric Services, or RSGS) are also reported on NHH’s PSSD list. Please see the related news release posted on [www.nhh.ca](http://www.nhh.ca) for NHH’s 2017 details.