



# NORTHUMBERLAND HILLS HOSPITAL

## Senior Management Report to the Board December 2019

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### Quality and Safety

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#### **NHH Dietitians Host Interactive Display to Raise Awareness of Malnutrition and Tactics to Prevent It**

In Canada, 45 per cent of people admitted to hospital are malnourished. Malnutrition has many consequences but it is treatable.

Registered Dietitians Nicole Osinga and Christine McCleary recently coordinated an information display and interactive quiz for their NHH colleagues in conjunction with Malnutrition Awareness Week (November 25<sup>th</sup> to 29<sup>th</sup>). Their message? Regardless of where one works in a hospital, we can all help prevent malnutrition in the patients we serve.

Some of the most prevalent barriers to food intake in hospitals include: a decreased appetite, lack of mealtime assistance, improper eating positions and difficulty chewing and swallowing. As a health care team, we are responsible for helping our patients overcome these barriers to improve food intake as well as reduce the risk for complications related to malnutrition. Some suggestions offered to overcome patient barriers include:

- 🍏 Encourage food intake at meal times (staff, family, friends and volunteers can support)
- 🍏 Optimize social interactions by encouraging post-acute care patients to eat in the dining room, as appropriate
- 🍏 Ensure the patient is in a comfortable and safe eating position
- 🍏 Assist with the set-up of meal trays by opening packages and removing lids

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### Great Place to Work and Volunteer

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#### **Healing Hands Awards presented to five staff members, one physician**

Five Northumberland Hills Hospital (NHH) staff members and one physician were recognized recently with Healing Hands Awards, in recognition of their outstanding demonstration of the local hospital's values of **integrity, quality, respect, compassion and teamwork.**

Presented at the November CEO/Staff Forum on November 18th, the Healing Hands Awards celebrate the day-to-day acts that have made individual staff members stand out among their peers in the past year. Our 2019 winners are listed below. For more on their commitment to patient care, and excerpts from their nominations, please see the related media release at [www.nhh.ca](http://www.nhh.ca)  
Congratulations to all our 2019 nominees and recipients.

Nina Chernipeski, Registered Nurse, Intensive Care Unit  
Paula Lawder, Registered Nurse, Emergency Department

Dr. Michael Barrie, General Practitioner (GP) Anesthetist and Service Lead, Anesthesia

Michelle Cane, Registered Practical Nurse, 2B Medical/Surgical Unit  
Crystal Adams, Clerk, Community Mental Health Services  
Shaureen Young, Environmental Services Worker

### **Nurse Practitioners Celebrated**

The expanding role of Nurse Practitioners (NPs) in Ontario's health care system was recognized at NHH during NP Week, November 10<sup>th</sup> – 16<sup>th</sup> 2019.

There are now over 3,700 NPs licensed to practice in Ontario today, and eight of them are currently providing patient care at Northumberland Hills Hospital (NHH).

NPs are registered nurses with advanced education and training that allows them to provide primary, acute, and specialty health care in a variety of settings. This additional experience means NPs can be autonomous in providing a broad scope of services which include performing physical exams, ordering tests, diagnosing and treating illnesses, writing prescriptions, and providing referrals. They are also involved with admitting/discharging patients from hospital.

The NP role is expanding not only across the province, but here at NHH, as well. NPs now work in both outpatient care in the Emergency Department (ED), and inpatient care in the Medical/Surgical Unit, Inpatient Rehabilitation and Restorative Care. Having NPs working in these departments fills a need for both patients and staff.

For further information please see the related media release at [www.nhh.ca](http://www.nhh.ca)

### **Professional Practice Model Renewal Update**

The NHH Professional Practice Model Design Team began the important work of refreshing and renewing our Professional Practice Model (PPM) with a shared vision of *"Inspiring Care That Matters"* between June and November of this year. Through a review of literature and best practices, theme-generating, consensus building, and input and validation from staff, physicians and community members, the team has finalized the 5 core elements that represent the values and beliefs about how we should approach planning and delivering health care at NHH. During our engagement week at the beginning of November, we received **over 465 feedback cards with 92% validation** for the model elements developed by the Design Team:

**Values:** *We believe in providing care with professionalism and integrity that uphold dignity for all*

**Care Model:** *We believe in partnering with our patients and our community to provide quality, compassionate, ethical care*

**Shared Leadership:** *We believe in leading from where we stand; empowering all to influence the environment in which we practice*

**Relationships:** *We believe effective teams are built on trust, respect, and belonging*

**Appreciation:** *We believe that professional excellence grows from genuine gratitude and recognition*

Now that we have validated these core elements of our Professional Practice Model through the great work of our Design Team and broader stakeholders, we are planning on hosting a design competition to develop a conceptual model that best represents these core elements. We will then begin the exciting work of implementation of this model within our structures, processes and culture. Starting in January, we will recruit members for the Professional Practice Model Implementation team with a goal to go live with our initiatives in April of 2020.

### **Reminder to NHH volunteers/Board members - 3<sup>rd</sup> Annual NHH Holiday Dinner/Dance for staff, physicians and volunteers**

Tickets are going fast for this now annual event for staff, physicians and volunteers! NHH Values Ambassadors have planned another awesome evening for you (and your significant other or special guest) on **Friday, December 13<sup>th</sup>** at the **Cobourg Lions Community Centre** on Elgin Street.

Tickets for the NHH holiday Dinner and Dance will be available until December 11th on a first come, first served basis. Last year over 200 staff, physicians and volunteers attended this very fun event, and the Ambassadors are looking forward to an even bigger crowd this year!

### **Annual Staff Breakfast Set for December 18<sup>th</sup>**

Wednesday, December 18<sup>th</sup> is the date for our annual STAFF BREAKFAST! This event—a time-tested NHH tradition—is offered to hospital staff thanks to the generous support of our General Medical Staff Association and expertly served by the Leadership and Quality Committee.

### **Annual Children's Christmas Party**

The season's festivities kicked off for the children of NHH staff and physicians on Sunday, December 1<sup>st</sup>, at the *NHH Staff Children's Christmas Party*. A treat each year for newborns to 11-year-olds, and their proud parents and grandparents, this event is organized by Diagnostic Imaging's Doris Chin-Brunton each year, with a small team of elves (student volunteers) and the talents of the NHH Food Services team to assist with treats. Over 160 children attended this year's event. Traditions like this one are what make NHH the special place it is. Thank you to Doris and all involved in this very special annual event, and thank you to Santa for stopping by despite his very busy schedule.

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## **Collaborative Community Partnerships**

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### **Remembrance Day Ceremony for patients/staff**

NHH's annual Remembrance Day ceremony was held this year on **Friday, November 8th** in the Restorative Care Dining Room.

Thank you once again to the Royal Canadian Sea Cadet Corps Skeena and the Cobourg Legion for their support with this important ceremony appreciated patients and staff alike.

In addition to the ceremony, the hospital observed a minute of silence on Remembrance Day itself, recognizing the 11<sup>th</sup> hour of the 11<sup>th</sup> day of the 11<sup>th</sup> month. Sticker poppies were given to all inpatients on the same day, and the Canadian flag flew at half-mast.

### **Ontario Health Team of Northumberland Collaborative Planning Committee welcomes Ministry of Health representatives for site visit**

Northumberland County welcomed representatives from the Ministry of Health to Port Hope on Friday, November 15 for an in-person community site visit of the proposed Ontario Health Team of Northumberland (OHT-N). The visit, hosted at the Community Health Centres of Northumberland, represents the final step in the local Ontario Health Team application process which formally began eight months ago with the Province of Ontario's call for interest.

Patient, caregiver and Alderville First Nation representatives joined with representatives from both County hospitals, primary care providers, community health centres, family health teams, long-term care, home and community care support services, Emergency Medical Services, hospice palliative care, housing and mental health for the three-hour presentation and discussion.

The visit opened with a presentation from members of the OHT-N Collaborative Planning Committee detailing the key elements of the local application, the engagement strategies to date for developing the proposed Year 1 priority projects (namely, creation of a Volunteer Peer Support initiative, a Community Paramedicine initiative and the establishment of Rural Outreach Clinics), and the background work completed to date.

Ministry of Health representatives then had the opportunity to pose questions based on the presentation and the full OHT-N application submitted October 9, 2019. In addition to the OHT-N's proposed priority projects, questions explored the extent of local primary care participation (in Northumberland this is now over 97 per cent—believed to be among the highest for any OHT to date), barriers or enablers that could hinder or accelerate the local OHT model implementation, relationships and linkages with other OHTs, target population (in Year 1 and beyond) and patient/caregiver engagement.

In addition to Northumberland, 30 other communities were invited to complete the full OHT application. Site visits of those who submitted full applications have been occurring in recent weeks. The Ministry of Health has advised that it expects to be announcing the first OHTs deemed ready to implement the Ontario Health Team model later this fall.

For further information on the OHT-N proposal, and the Ontario Health Team model, please see the new OHT-N website, launched following the Northumberland site visit, at [www.ohtnorthumberland.ca](http://www.ohtnorthumberland.ca)

### **Northumberland PACE talks continue with Dr. Daniel Ricciuto speaking on Wednesday, December 18<sup>th</sup> on how to prevent spreading infections—and getting them**

Northumberland's PACE speakers' series launch its 2019/20 season of health and wellness talks on Wednesday, September 18<sup>th</sup>, and to date we have had three wonderful talks this season, with over 200 in person attendees and many more accessing the video and audio recordings.

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

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

Lasting approximately one hour in length, the format for the free PACE events continues to be very simple: a monthly 30-minute talk, a 20-minute question-and-answer period with the guest speaker and a 10-minute moderator summary. Tickets are FREE, but must be reserved in advance in order to manage room occupancy. Sessions rotate monthly between the community education rooms at the Community Health Centres of Northumberland (99 Toronto Road, in Port Hope) and Northumberland Hills Hospital (1000 DePalma Drive, Cobourg).

Seats fill up quickly. To register for Dr. Ricciuto's talk, and see a listing of all the talks planned for the 2019/20 season, please visit the PACE website at [www.pacetalks.com](http://www.pacetalks.com).

### **NHH Staff Crafters' Sale in Support of Northumberland United Way**

The NHH Crafters sale returned to the corridor outside the Main Street Bistro on **Thursday, November 28!** The annual event, which ran from 8AM to 3:30 PM, was expertly organized by Ward Clerk **Jackie Hart**, and featured hand-made crafts, artwork and other holiday-friendly gift ideas made by staff at NHH. Dollars raised through the table rentals goes to the local NHH United Way. Direct payroll deduction for United Way will also be offered to NHH staff in 2020, with sign-ups due by mid-December.

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## Operational Excellence

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### **Office/bed moves completed in preparation for redistribution of in-patient beds on second floor of the hospital**

Further to the very welcome funding announcement made [November 1<sup>st</sup> by MPP David Piccini](#), NHH has moved swiftly to address the patient surge on 2B and redistribute medical-surgical inpatient beds across both 2B and 2A units.

NHH made the difficult decision in 2016 to consolidate medical/surgical inpatient care onto the 2B side in order to gain needed efficiencies.

Shortly after patient volumes surged and what was envisioned as a manageable 36-bed 2B unit swelled to a 52-bed unit. This has not been ideal for patients, their families or NHH staff, but with our previous funding, we were unable—until this funding decision was announced—to re-open 2A.

The new funding announcement is allowing NHH to return the 2B and 2A medical/surgical units to appropriate sizes better able to care for the high volumes of patients that the hospital is now seeing while still maintaining a balanced budget. It will also permit NHH to plan for much needed improvements elsewhere in the hospital, all of which will contribute to easing “hallway healthcare” for our community.

In addition to a number of office moves, work was also completed to transition selected inpatient beds from Post-Acute Specialty Services (PASS) effective November 25<sup>th</sup>. All members of the team involved in these moves—those who are moving and those who are supporting the relocations—are sincerely thanked for their assistance and cooperation as we work to enhance space planning for patients and staff at NHH.