



NHH

Northumberland
Hills Hospital

Senior Leadership Report to the Board

Our Shared Purpose: People First

**Our Values: Integrity, Quality, Respect,
Compassion and Teamwork**

December 2025

Connected care close to home

MRI Installation

The new Magnetic Resonance Imaging (MRI) machine officially arrived at NHH on December 4, 2025, a milestone moment for our hospital and community. This advanced diagnostic tool was made possible thanks to the incredible generosity of our community through the NHH Foundation's Exceptional Community, Exceptional Care campaign.

This capital campaign, which concluded last fall after five years of dedicated effort, raised funds for several transformative projects, including the addition of a fourth operating room, diagnostic imaging (DI) renovations, and upgrades to the Medical Device Reprocessing Department (MDRD), which are currently underway.

The arrival of the MRI machine marks a significant step toward completing this vital renovation project. More importantly, it reaffirms our shared commitment to enhancing diagnostic imaging capabilities and elevating the standard of patient care at NHH. With this new technology, patients will benefit from faster, more accurate diagnoses close to home—reducing wait times and improving overall health outcomes. We are deeply grateful to every donor and supporter who made this achievement possible. Together, we are shaping the future of healthcare in our region.

NHH@Home

NHH, with the support of Ontario Health launched NHH@Home, a program to further enable safe and timely patient discharge and support NHH's Alternate Level of Care (ALC) Strategy.

Enabled by Ontario Health through their Hospital to Home initiative, NHH@Home program will be focused on a new relationship between NHH and a dedicated health service provider, Bayshore Health Care, and continue eligible patients' restorative rehabilitation upon transition to home.

As of Monday, November 10th, 2025, and for the duration of Ontario Health

funding (currently secured through March 31, 2026), eligible NHH patients are offered a maximum of 16 weeks of comprehensive home care services, in their home, upon discharge.

Key goals for NHH@Home:

- Enhance existing Hospital to Home services.
- Optimize restoration of patient function in a familiar environment.
- Improve patient outcomes, with avoidance of hospital related harms.
- Reduce ALC and 'Length of Stay' (LOS), in turn improving access to acute care beds for those in need.
- Avoid Emergency Department (ED) visits and re-admissions.

Ontario Health atHome will continue to be consulted for all patients currently registered for their service, as well as those that would benefit from their supports upon completion of the comprehensive bundled services provided by Bayshore Health Care.

Accountable Care

ED Wait Times Dashboard

On Tuesday, December 2, 2025, NHH proudly launched a new Emergency Department (ED) Wait Time Dashboard—a significant step forward in improving transparency and enhancing the patient experience.

The development of this dashboard was a true collaborative effort, supported by an interdisciplinary team that included ED staff and physician leadership, Information Technology, Performance & Analytics, Patient Experience, the Patient and Family Advisory Council (PFAC), and ED Auxiliary Volunteers. This innovation was made possible through our regional Clinical Information System and, in particular, through partnership with peers at Peterborough Regional Health Centre, who successfully introduced a similar tool for their community on the same platform.

The dashboard found here [Wait Times](#) provides real-time information to help patients and families make informed decisions. It displays:

- Average time patients are currently waiting to see a provider in the NHH Emergency Department
- Number of patients waiting to see a provider
- Total number of patients waiting for an inpatient bed
- Total number of patients currently in the ED
- Typical wait times to see a provider (by hour)

Since its launch, the dashboard has been very well received by the community. It has garnered positive attention from local media, including radio and digital publications such as KawarthaNow, and even province-wide coverage through an interview with Susan Walsh on CBC Radio's Ontario Morning on December 9, 2025.

This initiative reflects NHH's ongoing commitment to transparency, patient-centred care, and continuous improvement. By providing timely and accessible information, we aim to reduce uncertainty and improve the overall experience for patients and families in our Emergency Department.

Medical Device Reprocessing Department Renovations

NHH's Medical Device Reprocessing Department (MDRD) has begun a series of essential renovations designed to improve process efficiency, strengthen reliability, and uphold the highest standards of infection control.

These upgrades include the replacement of critical reprocessing equipment, ensuring MDRD is well-positioned to meet growing surgical volumes and evolving patient care needs. By modernizing this vital department, we will:

- Reduce turnaround times for surgical instrument sets
- Enhance overall service capacity to the operating rooms
- Enable smoother, more reliable surgical operations
- Support improved patient care delivery across the hospital

This investment reflects NHH's commitment to continuous improvement and patient safety. By optimizing MDRD processes and infrastructure, we are laying the foundation for a more efficient surgical environment—one that supports our clinical teams and delivers the highest quality care to our community.

Responsive and healthy work environment

NHH highlights on social media

Each month NHH recognizes different and important roles within our NHH community. November highlights included: Perioperative Nurses, Medical Radiation Technologists, and Nurse Practitioners.

The NHH Auxiliary Volunteers launched a very successful social media campaign called the Twelve Stories of the NHH Auxiliary Volunteers – highlighting the volunteer work of 12 volunteers from NHH Hospital to Petticoat Lane and the Little Treasure Shop. The community response has been incredible, with more than 35% gain in new followers and additional engagement metrics will be provided in the new year.

Petticoat Lane also celebrated 57 Years with a very well attended sale event this past Saturday and The Little Treasure Shop gained an exclusive sales license for the popular toy Webkinz.

NHH committed to youth Take Our Kids to Work Day and Local High school tour.

On November 5, NHH welcomed Grade 9 students from across Northumberland County for '**Take Our Kids to Work day**'. A long-standing program in Canada, *Take Our Kids to Work* invites students into the workplace to explore different careers. At NHH, they participated in a variety of hands-on activities, tours, job shadowing, and learned from our staff and volunteers about career opportunities in health care.

NHH welcomed local area high school students from **Cobourg Collegiate Institute** who toured the Diagnostic Imaging, Lab, PASS and Pharmacy Departments to learn about future career paths in health care as part of their Health Care class with Ms. Patterson. Department representatives described daily routines, showcased the impact each area has on the

organization and in patient care, answered questions and fostered an environment of education.

Caring for the Carers (C4C Committee)

Our Caring for the Carers Committee Launched a series of events in November including a **Blue Jays Spirit Day**, a **Kindness cart** and display in the main hallway and our **Annual NHH Employee Craft Sale** that featured beautiful artisanal products made by our very own NHH employees including knitted attire, crocheted toys, candles, metal works, wood paintings and festive wreaths among the offerings. Proceeds from the table rentals were donated to the NHH Foundation.

Many more activities are planned in December including an upcoming **Gingerbread House competition**, a visit from **Santa and Mrs. Claus**, the **Trinity Choir** and **hot chocolate** carts.

Remembrance Day

NHH welcomed back Lt (N) Chris Barker, Kelly Cairns (RPN) Bagpiper player, and Chris Devlin (Bugle player with the Cobourg Concert Band) to lead the hospital's annual Remembrance Day ceremony for staff, volunteers, patients, and visitors who shared in the commemoration of both Indigenous Veterans Day, recognized on November 8, and Remembrance Day on November 11. It was a moving tribute to those who have served and continue to serve to defend peace here and abroad. NHH Recreational Therapist Linda Casimir Davis organized the ceremonies, with NHH Auxiliary volunteers, Deb Smelko and Terry Spurell.

Holiday lights event at The Rotary Club of Cobourg Courtyard at NHH

The courtyard was lit up for the holiday season on November 25 as an extension of **the Town of Cobourg's Christmas Magic**.

For several years, thanks to a dedicated group of **NHH Foundation** volunteer 'elves', the Courtyard has been decorated each winter to brighten the days of patients, staff, volunteers and visitors to the hospital throughout the season. Earlier this year, these elves alerted the Foundation to their retirement – after years of hard work as Santa's helpers, they were ready to hang up their tools and enjoy a well-deserved break.

It was at this time that the next generation stepped in – Rick Cromlish, son of

long-time elf, Dave Cromlish, and Natasha Jacobs, daughter of long-time elf, Basil DeMattos, raised their hands to carry on the tradition their parents started.

Annual Staff Breakfast

On December 4th NHH's leadership team gathered in their most festive attire and served breakfast to all staff, physicians, midwives, and volunteers.

Annual NHH Children's Christmas Party

Doris Brunton hosted the annual party for NHH families with kids up to 11 years of age on December 7 at the Columbus Centre. The well attended event featured games and a surprise visit from Santa Claus.

Santa Claus Parades

NHH participated in both the Port Hope and Cobourg Santa Claus parades on November 29th. Brad Embree RSSW, drove the NHH float that featured festive reindeer pulling a wheelchair with our parade mascot, while his band of merry helpers handed out candy canes and spread festive cheer at both events that were very well attended thanks to great weather conditions.

Exceptional care, every time, for every person

Master Planning - External consultations continue through to March.

NHH has officially launched the external public consultation phase of its Master Planning process, marking an important step in shaping the hospital's future through community engagement. Under the banner of Growing Care for the Future, this phase includes a dedicated section on the NHH website, an informational video, and a media release announcing the first of three public forums designed to gather input from the people we serve.

The first public forum took place virtually on November 27, bringing together an engaged group of community leaders from Port Hope, Cobourg, and Colborne. During the session, participants heard a presentation from Susan Walsh, which outlined population projections, demographic trends, and aging population statistics for Northumberland County, as well as details on proposed community projects that will influence future planning. The discussion was highly interactive and included a review of the online survey questions, which seek feedback on:

1. What people value most about NHH
2. Areas where NHH could improve to meet evolving community needs
3. Insights into future community projects that NHH should consider as part of long-term planning

The second public forum was held virtually on December 10, focusing on inpatient priorities and future program needs considering current population growth trends. These conversations are critical to ensuring that NHH's Master Plan reflects the voices of our community and positions the hospital to meet healthcare needs for decades to come.