



NORTHUMBERLAND HILLS HOSPITAL

Senior Management Report to the Board February 2017

Patients First

Health Links video filmed at NHH

The Central East Health Links Project Management Office was onsite recently capturing footage for a video they are producing that will depict a patient's journey through the region's evolving coordinated care planning process.

With scenes captured in the NHH Education Centre, the physiotherapy gym and several hospital corridors, the video crew was on-site for much of the day on Monday, February 27th. Thank you to all from who took time from an already busy day to support the shoot. A copy of the final product will be shared when complete in the coming weeks. For more on Health Links see the related article under Collaborative Networks, below.

Surgical Services Education Day

On Friday, February 10th the surgical services team enjoyed an interesting and informative education day that highlighted topics including infection control, critical incidents, electro surgery and blood transfusions.

Speakers of the day included Dr. Michael Barrie (anesthetist), who presented on malignant hyperthermia, Aaron Grant (pharmacist) who spoke on anticoagulants, and Angie Gammage (respiratory therapist) who present on capnography and NHH's Critical Care Support Team.

Thank you to our presenters and everyone who helped to make this day a success.

Our Team, Our Strength

Group Achievement Award

The 2017 winners of NHH's annual Group Achievement Award were announced at the March CEO/Staff Forum earlier this week.

Staff members are invited annually to nominate teams for the Award which seeks to recognize hospital teams that:

- Demonstrate cohesive group dynamics;
- Meet objectives as defined through the Terms of Reference or Project Goals;
- Measure success by outcomes/results;
- Provide service that is client and patient safety focused; and
- Demonstrate the hospital values (Collaboration, Compassion, Integrity, Respect, Quality).

Two teams were recognized with Awards this year: the NHH Emergency Department team and the NHH Restorative Care team for their Assess and Restore Intervention. Honourable mention went to the NHH anesthesia team.

Operational Excellence

Accreditation 2017

Staff, physicians and volunteers throughout the hospital are preparing to welcome three reviewers from Accreditation Canada to NHH next week.

The voluntary peer review process evaluates health services against national standards of excellence. An independent not-for-profit organization, Accreditation Canada consults with experts to develop health care standards based on best practices and accredits a wide range of health care and social services providers (hospitals, nursing homes, long-term care facilities, clinics, and community health programs) across Canada.

Accreditation is one component of continuous quality improvement for many hospitals in Ontario. An iterative process, it assesses the organization against standards of excellence to identify the quality and safety processes that are being done well and those that need to be improved. All aspects of the organization are reviewed, from governance and leadership to direct care and infrastructure. In hospital settings, tracer exercises following patients' journeys through the facility to evaluate quality and safety from the patient's perspective and to evaluate the delivery of care across the organization.

Done every four years, the rigorous quality review is an opportunity to showcase the hospital's best practices. It is also a learning opportunity, providing the team with the opportunity to see their own practices and processes compared to industry-leading benchmarks and, where appropriate, acquire new information to continuously improve the delivery of highest possible quality care.

Following a verbal debrief with the team on March 9th, the surveyors will submit a preliminary report detailing the results of their review. Accreditation Canada will then assess this information, and make a final decision as to NHH's accreditation rating. A final report is expected within several weeks of their review.

Sustainable Future

***Creating our Future Together* – Draft Strategic Plan elements released for validation**

The final stages in the *Creating our Future Together* strategic planning process are now underway. Thank you to all who have participated to date. In total, more than 450 internal and external stakeholders have provided input.

At a working session with area partners in January, 2017, the NHH Board, medical leads and senior management team received and reviewed the information obtained through the various consultations, as well as the findings of a recent environmental scan that provided key information regarding future trends in patient needs and volumes. Regional and provincial priorities were also considered.

With support from MacPhie, the consultancy assisting NHH in the process, a high-level Draft Strategic Plan Elements document has been developed that will, pending validation, form the basis for NHH's 2017-2020 Strategic Plan scheduled for completion this spring.

For purposes of validation, the document sets out the following:

- ✓ an updated Mission and Vision (now consolidated into one statement, "Our Shared Purpose");
- ✓ draft Values (current and proposed – these will be finalized and given further context in a series of internal discussions planned for the coming weeks);
- ✓ draft Strategic Enablers (supports that were identified as necessary in order for the hospital to achieve its strategic priorities); and
- ✓ draft Strategic Objectives and Priorities.

A copy of the Draft Strategic Plan Elements document is available for review on the hospital website, www.nhh.ca. **Feedback will be received until end-of-day Wednesday, March 8th**. Email NHH at info@nhh.ca

or share your feedback by phone at 905-377-7757. Hard copies of the Draft Strategic Plan Elements document are also available on request.

NHH is working toward a finished 2017-2020 Strategic Plan in April 2017. The full and final version of the document will be shared via the hospital's communication channels at that time.

2017 Health Professions Scholarship

Extended by two weeks, applications for the 2017 Health Professions Scholarship awards were due by **Wednesday, March 1st**. A sincere thanks to all who applied for consideration this year.

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. All applicants must be enrolled or accepted for enrollment in a full-time study program.

By supporting local students early in their academic studies, NHH hopes to encourage area youth to consider NHH in their career path when the time comes to select an employer.

The 2017 scholarships (\$1,000 for each student selected) will be presented at a spring meeting of the Board of Directors.

Collaborative Networks

NHH and NHH Foundation join community in Coldest Night of the Year walk, Port Hope

Staff members (and family members) from NHH and the NHH Foundation came together on Saturday, February 25th to form a team of walkers for the *Coldest Night of the Year* walk. The national event raises money for the hungry, homeless and hurting. Our team walked through Port Hope with 200+ individuals and teams from across the County. Proceeds from the local walk will benefit the work of our partners at Green Wood Coalition, a street-level charitable organization using a community model of caring to walk alongside people living with poverty, mental illness, addiction and other disabilities in Port Hope.

New Northumberland representative appointed to Central East LHIN Board

The Public Appointments Secretariat of the Province of Ontario recently issued an Order-in-Council announcing the appointment of Debbie Doherty to the Central East Local Health Integration Network (Central East LHIN) Board of Directors for a three-year term. The appointment was effective as of February 2, 2017.

A resident of Port Hope, the LHIN's release noted that Ms. Doherty is a registered nurse and has held several senior executive positions within the retirement home and long-term care sectors. She is recognized for her expertise in Retirement Homes Act compliance and operational issues impacting occupancy and client satisfaction. Ms. Doherty was instrumental in the development of the Ontario Retirement Communities Association (ORCA) standards and program while serving as the Chair of the ORCA Standards Committee from 1997 to 2000, before serving as President of ORCA from 2000 to 2003.

Ms. Doherty was most recently the Executive Vice President Operations with Sienna Senior Living from 2013 to 2015 and before that the Chief Operating Officer for Specialty Care Inc. from 2003 to 2013. She has also volunteered as a surveyor for retirement homes seeking ORCA accreditation and was an active participant during the development of the government's retirement home regulation consultations.

For further information please see the full news release on the Central East LHIN website at www.centraleastlin.on.ca. Click on "Board of Directors" for complete biographies of all members of the Central East LHIN's Board of Directors, board related materials and for more information about the Central East LHIN.

Health Link Community Profiles released by Central East LHIN

In a news release earlier this week, the Central East Local Health Integration Network (Central East LHIN) announced the publication of its new Central East LHIN Health Link Community Profiles. A comprehensive environmental scan of demographics, population health, social determinants of health and health system information at the Central East LHIN sub-region level, the profiles ensure that information is now available to support health service providers – clinicians, hospitals, community-based agencies, long-term care homes, primary care providers – along with other community organizations and decision makers to better collaborate in the development of local integrated systems of care.

The environmental scan consists of eight chapters about the Central East LHIN and its seven LHIN sub-regions, recently formalized by the Ministry of Health and Long-Term Care.

The profiles include information on the location and utilization of health care services in the 97 neighbourhoods across the Central East LHIN. The neighbourhoods are based on definitions already established by the City of Toronto, the Region of Durham and other municipalities in the LHIN's North East Cluster and the 2011 Census. Each chapter also provides information that can be used by health service providers and decision makers to support the achievement of the Central East LHIN's four strategic aims contained in its Integrated Health Service Plan (IHSP) related to Seniors, Mental Health and Addictions, Vascular Health and Palliative Care and its direct care priorities. The direct care priorities include supported living environments, health equity, diversity and cultural competency and Health Links and primary care.

For more information, see the full news release on the Central East LHIN website, www.centraleastthin.ca. The profiles are also available on the Central East LHIN website here: <http://www.centraleastthin.on.ca/goalsandachievements/healthlinks.aspx>

REMINDER – New location for Port Hope Walk-in Clinic, effective March 1, 2017

In a news release issued January 16th, 2017, the Port Hope Walk-in Clinic announced that it is undergoing a re-organization in its operation. The clinic has moved to a new location 99 Toronto Road, Port Hope, effective March 1, 2017. The last day of operation in the previous space was February 27, 2017.

At 99 Toronto Road, the Clinic will be located in a temporary space in Suite 203, the offices of Dr. Mark Azzopardi and Dr. Fraser Cameron, while its permanent home in the same building is completed. The new location will provide a more accessible space and is wheelchair accessible via the elevator at the north side entrance. The location also offers free parking to visitors in the adjoining lot.

The hours of the clinic are unchanged and it will continue to operate 7 days a week. The hours Monday to Friday are 11 am to 5 pm and the Weekend hours are 10 am to 4 pm. The clinic is closed only on statutory holidays. The after-hours clinic from 5 pm to 8 pm Monday to Thursday will continue as before for the patients within the Ganaraska Family Health Organization (Patients of Drs. Azzopardi, Banerjee, Cameron, Dersnah, Everdell, Hazell, Knackstedt, Long, and Northey). The location of the after-hours clinic varies and can be found by calling 905-800-0218.

The walk-in clinic location change is part of a broader re-organization. The goal of this is to ensure the sustainability of an important resource to the community. With this move to 99 Toronto Road, the staff of the clinic will be able to continue to provide quality same day urgent care to the residents of the Municipality of Port Hope and the rest of Northumberland County.

Call for Interest - Provincial Patient and Family Advisory Council

Ontario is establishing a Patient and Family Advisory Council to advise government on health priorities that have an impact on patient care and patient experiences in Ontario. The council will involve patients, families, and caregivers in the policy development process, ensuring that their needs and concerns are understood, and will help the health system become more responsive, transparent and accountable. Members of the council will be chosen through an open public process and will represent Ontarians from across the province. The recruitment process for the Chair and members of the Patient and Family Advisory Council is now underway. To learn more, please visit the Ministry's website at <http://health.gov.on.ca/en/public/programs/pfac/default.aspx>

Central East LHIN Patient and Family Advisory Committee Recruitment Completed

The Central East LHIN announced earlier this month that it has now recruited seven individuals who have been patients, or caregivers of patients in the Central East LHIN, to join the new Central East LHIN Patient and Family Advisory Committee. While the provincial Council referenced above will be advising the Minister on provincial health policy issues, the LHIN's local committee will advise and collaborate with the Central East LHIN, its leaders, Health Service Providers and staff regarding system-level policies, practices, and strategy, planning, and delivery of patient- and family-centred care within the Central East LHIN region. To learn more about the LHIN's PFAC, please visit the Central East LHIN website at:

<http://www.centraleastlhin.on.ca/communityengagement/PatientandFamilyAdvisoryCommittee.aspx>