



ACCREDITATION GRANTED, NO CONDITIONS!

NHH's official confirmation of Accreditation Canada's stamp of quality approval has been received. Senior medical and health care professionals from other hospitals across Ontario—three external reviewers and one observer—spent March 29 to April 1 at NHH, following Accreditation Canada's new patient- and staff-focused "Qmentum" process. Speaking directly with staff, patients, families, physicians, volunteers and others, the surveyors traced the path of patients, materials and activities through their journey at NHH to evaluate the quality and safety of care and services provided.

In total, NHH was evaluated against 1,411 criteria, organized into standards related to everything from infection control to managing medications and to sustainable governance. Rated as "met" or "unmet," NHH achieved a 97 per cent compliance rate. Below is a summary of the successes noted in the final report.

Strong teamwork and commitment to patient safety

Teamwork and commitment to patient safety were singled out by the Accreditation Canada surveyors as particular strengths at NHH. "Strong teamwork is in evidence in all areas of the hospital," noted the surveyors. "There is a genuine effort expended for all clinical programs to be client-centred and keep patient safety as a top priority. The staff, including credentialed personnel, are supported by the organization to keep patients at the centre of care by way of

ongoing educational opportunities."

Friendly, transparent hospital

The surveyors praised NHH's friendly hospital feel, noting: "Feedback from the community partners and from patients, in contrast to some other hospitals, is such that staff really embody NHH's mission, vision and values.... According to community partners, the hospital enjoys a positive reputation in the community, and its small town, community hospital feel is a positive, distinguishing characteristic.... The hospital's efforts and approach to internal and external communication is exemplary."

Respect and support from the community served

Accreditation Canada also praised NHH for the commitment it has from the community it serves, specifically acknowledging the strong commitment to both the NHH Foundation and the NHH Auxiliary: "The fundraising support from the community is noteworthy, and a volunteer presence and engagement with the hospital is remarkable."

Governance

"The board is knowledgeable and very engaged."

Well-maintained physical structure

On the physical structure itself, the surveyors

found NHH to be "well maintained" with "an ongoing commitment to maintaining the infrastructure as it ages."

Community engagement

Speaking directly to the *Shared Challenge, Shared Solution* collaborative budget strategy NHH recently completed, the surveyors were very positive, noting: "The NHH is embarking on a transformation journey. It has engaged the community in a meaningful manner with a respect to service provision, given its financial imperatives. The community advisory panel, along with perspectives from other stakeholder groups, were considered in the organization's new draft strategic plan and submission of the 2010/2011 operating plan."

Acknowledging that "new leadership has joined the organization," the surveyors commended the Hospital for bringing together new expertise with "those with corporate memory" to revise internal hospital structures to "support the hospital's focus on quality and organizational performance."

The voluntary accreditation process is used by Canadian hospitals and other national and international health and social service organizations to evaluate the quality of services against national standards of delivery. The process was NHH's third at the 1000 DePalma Drive location.

2010/11 BUDGET AND SERVICE PLAN IMPLEMENTATION MOVING FORWARD

Northumberland Hills Hospital is moving forward with the implementation of its 2010/11 budget and service plan following the Central East Local Health Integration Network's approval of the plan to balance the operating budget.

The first service changes related to the budget plans will take effect this week. On Friday, April 30th, we will unfortunately mark the last day of official operation of two of our services: the Diabetes Complication Prevention Strategy Program (Diabetes Clinic) and the Outpatient Rehabilitation service.

Both the Board and management recognize that these closures are exceptionally hard for the individuals in these areas who have dedicated their skills and passion to providing quality care. Sincere appreciation is extended to the staff affected by these closures, as we thank them for their contribution and commitment to NHH and to our patients over the years.

To assist patients with the change in service providers, and facilitate a smooth transition in care, correspondence regarding the closures has been sent by NHH to active patients and area physicians.

In the case of the Diabetes Clinic, these letters announced the closure and recommended that the patient schedule an appointment with their family physician to discuss alternative service providers to support their ongoing diabetes care and management. In addition, Ministry of Health and Long-Term Care issued correspondence of its own to local physicians providing information on alternative service providers for diabetes education.

Similarly, guidance has been sent directly to active patients of NHH's Outpatient Rehabilitation service in advance of the April 30 closure. This included letters to current patients and referring physicians/surgeons advising of the closure and that continued outpatient rehabilitation services can be obtained after April 30 through any of the private physiotherapy clinics that are available in the region. Patients have been advised to consult with their family physician for help in selecting an appropriate alternate service.

Outpatient rehabilitation patients with current active treatment plans will continue to be seen at NHH post April 30th until their treatment plans are completed. Referrals to the NHH service were stopped as of March 8, to facilitate the wind-down.

A further component now moving forward under NHH's budget plan is a comprehensive Alternative Level of Care (ALC) Strategy. ALC patients are those who have completed their acute care treatment, but remain in hospital waiting for placement in community-based services. Through CE LHIN initiatives aimed at supporting seniors and reducing emergency department wait times, NHH and the CE LHIN are implementing plans to reduce the number of ALC patients at NHH.

NHH continues to monitor the CE LHIN's progress on its commitment to put additional long-term care and transitional care beds in our community. The NHH ALC plan will be readdressed in the event that the LHIN is not able to meet its commitment. Further details will follow as they become available in the coming months.

Robert Biron, President and CEO

VOLUNTEERS RECOGNIZED



NHH Auxiliary volunteers Ann Wilson and Paul Raven took a break from their duties on Friday, April 23, to attend Northumberland Hills Hospital's annual celebration of National Volunteer Week. Held in the heart of the Hospital in the Main Street Bistro, the morning event highlighted the appreciation of patients and staff alike for the hundreds of local residents who contribute their time and talents to NHH.

Recognizing volunteers from the NHH Foundation, the NHH Auxiliary and the Board of Directors, President and CEO Robert Biron said: "NHH volunteers do everything from raising funds for capital equipment, to greeting patients when they come through the front door, to overseeing the very governance of this hospital. In addition to making a visit to the hospital easier for our patients, volunteers also support us as staff. We simply couldn't do all we do without your help."

NHH enjoys an uncommonly high ratio of volunteers to staff (almost 1:1)—a fact that also earned the praise of the recent Accreditation Canada quality review team (see related article above).

To learn more about the many volunteering opportunities at NHH, and how you can get involved, please visit www.nhh.ca

Upcoming NHH Foundation events

Search Party - A Scavenger Hunt for Health
Saturday, May 8 at 12pm, Victoria Park, Cobourg
visit www.nhhsearchparty.ca for details.

Northumberland Street Hockey Festival - presented by Canadian Tire
Saturday, May 15 in Cobourg, Port Hope and Colborne

Good Rockin' Tonight - The Sun Records Story
Saturday, May 15 at 7:30pm, Cobourg Lions Centre

For more information visit the Foundation section at www.nhh.ca
or call the Foundation office at 905-372-6811, ext. 3065.

Upcoming NHH Auxiliary events

Petticoat Lane Silent Auction
May 7 and 8, Northumberland Mall, West Entrance,
1111 Elgin Street, Cobourg 10 tables full of art work, estate
items, precious and costume jewelry, author-signed books,
china, silver, memorabilia and more!

Visit www.nhhsilentauction.com for details.