

## Update - NHH Operational Review Message from Linda Davis, NHH President and CEO

The Central East Local Health Integration Network (Central East LHIN) has announced the terms of reference for NHH's upcoming external operational review.

In his update on the review process, delivered at the LHIN's April 22<sup>nd</sup> Board meeting in Ajax, Stewart Sutley, Senior Director, System Finance and Performance Management, reviewed the LHIN's process for recruiting the team of independent consultants that will complete NHH's review, as well as the roles and responsibilities.

"Review, selection, and appointment of successful proponents will be led by the Central East LHIN," Sutley confirmed, with NHH coordinating the request for proposal itself.

Procurement of the external review team is expected to be completed with successful respondents identified by the first week of June and the operational review to begin on-site at NHH in June 2015. Also announced at the April 22<sup>nd</sup> LHIN Board meeting, the review will focus on NHH's: financial management practices; clinical services and operations; clinical quality; integration; and governance oversight.

As described in the motion passed by the LHIN Board on February 25, 2015, the purpose of the external review is to "facilitate the development of a satisfactory Improvement Plan [which will] assure the sustainable provision of appropriate and accessible high-quality acute care services in the context of the local health system, local strategic aims and priorities, applicable provincial legislation, and Health System Funding Reform." Further, the review will be "comprehensive, evidence-based, implementable, and in the best interests of Central East LHIN residents."

The LHIN has created a new webpage to hold context and related documents regarding NHH's operational review moving forward. Go to <http://www.centraleasthin.on.ca/accountability/performance/NHHExternalOperationalReview.aspx>. Updates will follow as the process moves forward. Questions? Please contact Jennifer Gillard (NHH) at 905-377-7757 or [jgillard@nhh.ca](mailto:jgillard@nhh.ca) or Katie Cronin-Wood (Central East LHIN) at 905-427-5497 ext. 218 or [katie.croninwood@lhins.on.ca](mailto:katie.croninwood@lhins.on.ca).

## Canada flag at half-mast in honour of volunteer Board Director, the Hon. Christine Stewart, P.C.

It is with heavy hearts that we mourn the loss this past weekend of a dear friend and dedicated volunteer, the Honourable Christine Stewart, P.C.

"Highly respected for her local, national and international community service, Christine joined the NHH Board of Directors in October 2010 as a community committee volunteer on the Quality and Safety Committee," said Jack Russell, NHH Board Chair. In June 2011 she became a Director of the Board, "most recently serving as Chair of the Quality and Safety Committee and NHH Board representative on the NHH Foundation Board," said Russell.

"Christine was deeply committed to quality patient care and good governance," said Russell. "Our Board and our community have been most fortunate to have had the benefit of her wisdom. On behalf of NHH, I extend our heartfelt sympathy to her family. Her model of dedicated service and gentle, wise counsel has made us all richer."

## Celebrate Northumberland's doctors on Doctors' Day, May 1st

Northumberland Hills Hospital (NHH) is pleased to join the Ontario Medical Association (OMA) and west Northumberland's Community Physician Recruitment and Retention Committee (CPRRC) to recognize the fantastic work of local physicians on Doctors' Day, May 1st, 2015, and through the first week of May.

From May 1st until May 8th, local patients and their families are encouraged to sign one of the thank you cards provided in their doctor's office by the CPRRC. The OMA will once again invite physician thank you messages via its website. Visit [www.ontariosdoctors.com](http://www.ontariosdoctors.com) for details or simply say THANK YOU to your doctor directly to let them know how much you appreciate their efforts for you and your family. For background on the CPRRC please see their website at [www.northumberlanddocs.com](http://www.northumberlanddocs.com).



Sign up for *In Touch*, your NHH e-newsletter at [nhh.ca](http://nhh.ca) - it's free and it's delivered straight to your email inbox on the day of release!

## NHH medical team adds rheumatology to internal medicine expertise

Northumberland Hills Hospital's medical team is growing!

"We're very pleased to welcome Dr. Entisar Ben Issa to our team," said Dr. David Broderick, NHH's Chief of Staff. "The latest internist to join the in-house internal medicine team that operates under the business name of *IM Care*, Dr. Ben Issa is a general internist—a third for our NHH team—who also brings a sub-specialty that was not previously available in our community, rheumatology."

Originally from Libya, Dr. Ben Issa received her degree in medicine from Al-Fateh University in Tripoli. She practiced in that city for a decade until 2005 when she came to Canada on a scholarship awarded from the Libyan Ministry of Education through the University of Toronto and St. Michael's Hospital.



"I had a number of options," Dr. Ben Issa recalls. "I also considered Ireland, the United States and Australia, but I was drawn to Canada because of its multiculturalism and the excellent reputation of its health care system. I am very happy with my decision."

With a preference for smaller communities over larger centres, Dr. Ben Issa eventually relocated from downtown Toronto to western Ontario where she completed a two-year fellowship in rheumatology at the University of Western Ontario (2008-2010). Her most recent experience has been with the Chatham-Kent Health Alliance where she served as a full-time in-hospital internist while operating her own private practice focused on rheumatology, an arrangement very similar to the one she is now establishing here in Northumberland in collaboration with NHH and IM Care.

"I found exactly the qualities I admired in a community when I first started accepting locum (part-time) opportunities at NHH in 2014," she said. "There is a strong sense of inter-professionalism and respect among professionals, and a genuine kindness for one another and the patients served that I really appreciate." After meetings to explore a more permanent opportunity with local physicians and health care administrators, she had made up her mind.

"I want a peaceful city, close to larger centres but still small enough to get to know the community and become part of it. I also want to be close to water and nature, and Northumberland is perfect for all of this. The patient base in Northumberland is very appropriate to my area of expertise and I look forward to working with patients both as a general internist at NHH and as a specialist to support those with clinical conditions such as rheumatism, osteoarthritis, systemic lupus, vasculitis and scleroderma to name just a few of my medical interests."

Beginning this month, Dr. Ben Issa will join the *IM Care* team of Drs. Mukesh Bhargava, Anuja Sharma and Rajesh Krishnan. She looks forward to accepting referrals to her rheumatology practice from all area physicians; in addition, she will care for inpatients at NHH, joining Drs. Bhargava and Krishnan in supporting the Intensive Care Unit, the Emergency Department and the medical/surgical areas of the hospital. For further details, please see [nhh.ca](http://nhh.ca).