



NHH AND COMMUNITY PARTNERS CELEBRATE 0 ALC ACHIEVEMENT!

Staff, volunteers and representatives from the Central East LHIN, Central East Community Care Access Centre and Community Care Northumberland came together at the Hospital on Thursday, July 7th to celebrate NHH's achievement of a goal that appeared too ambitious to even dream about one year ago: zero (0) acute ALC patients.

ALC is a designation used by hospitals to refer to patients who are no longer in the acute phase of their illness but still occupy an acute care hospital bed. These patients are waiting in hospital for another, more appropriate "alternate" type of service, such as convalescent care, supporting housing, long-term care or a return home with community supports. Too many ALC patients jeopardize access to acute care beds for those who need them urgently.

With acute ALC rates hovering at 25% just one year ago, NHH definitely had something to celebrate! Thanks to the combined impact of a multi-pronged ALC strategy that included the implementation of a province-wide Home First philosophy, NHH's new Restorative Care program, new gerontology expertise and new discharge planning processes, NHH acute ALC results for the last four months have been significantly lower than the target of 16%:

- March 6.1%
- April 6.4%
- May 4.5%
- June 3.3%

On more than a few days, 0 acute ALC has actually been achieved! The net impact of all this effort? Improved accessibility to acute care services for those who need it most: patients admitted through the NHH Emergency Department and surgical patients.



Shown serving lunch to NHH staff in the Main Street Bistro is (right) Deborah Hammons, CEO of the Central East LHIN, with Elizabeth Salveterra, ER/ALC Performance Lead for the Central East LHIN.

2010-11 YEAR IN REVIEW - A LOT TO CELEBRATE!

The NHH team had more to celebrate this summer than its achievements on the ALC front. Attendees at the June 16th Annual and Special Meeting, and a subsequent staff forum, received an overview of the past year's accomplishments. Below is a snapshot of NHH highlights from 2010.

Improved Access to Care

- Achieved some of the shortest wait times in the province for:
 - Gallbladder surgery – ranked 2nd in Ontario
 - Cataract surgery – ranked 2nd in Ontario
 - MRI – ranked 4th in Ontario
- 74% increase since 2008 in clinical interactions for Outpatient Mental Health Services

Reduced Wait Times

- NHH Emergency Department patients with complex conditions wait 5 hours less than the Ontario average
- Received \$142,700 performance bonus for reducing Emergency Wait Times by a further 10%

Improved Patient Safety

- Zero (0) cases of infectious diseases throughout the entire year for MRSA, VRE, central line and ventilator-associated pneumonia
- Very low rates of C-Diff infection rates throughout the year – a 70% improvement since 2008
- Staff hand hygiene compliance rates consistently better than the provincial average

Improved Finances

- A balanced operating budget – a first in four years
- 6% more cost efficient than expected for acute inpatient and day surgery
- Low administrative overhead (7.5%) and management costs (5%)

NHH SUCCESS RESULT OF TEAM EFFORT

Message from Robert Biron, President and CEO

This month's *In Touch* provides a snapshot of our Hospital's performance over the past year. In the spring of 2010, our Hospital Board released a balanced budget plan to correct prior years' operating deficits. At the same time, we released the Hospital's new five-year strategic plan. Despite the difficult changes we faced, our Board and management team felt that these plans would steer our Hospital in the right direction for long-term success.

As you can see from the articles in this edition, the NHH team has achieved remarkable results. We have improved the financial position of the Hospital while improving access to care, reducing wait times in key services and enhancing patient safety. We knew that it was possible to be financially responsible without compromising the quality of our services.

This success is attributable to the entire NHH team – from the oversight responsibilities of our volunteer Board of Directors, to our caring front-line staff and physicians, and to the tremendous support received by our hundreds of volunteers. Their dedication and strong commitment to providing quality care during a time of rapid change has been exceptional.

It has become a political sport in recent months to take swipes at administrators of the health system and hospital sector. At NHH, we are one of the leanest hospitals in the province when it comes to administration and management costs, despite the ever growing legal and bureaucratic responsibilities that have been placed upon us.

Our success in the past year is also attributed to the strong leadership of our management team – a "small but mighty" group of individuals. They have guided NHH through substantive changes in the past year, introduced and created innovations, while never losing sight of what really matters – our team and our patients. They too deserve recognition and respect for the work that they do. I extend my personal gratitude to each member of our management team for their contribution to our success.

In the coming year, NHH will continue on its journey of transformation. I have no doubt that the entire NHH team will be ready and capable to address the many new challenges and opportunities that lay ahead.

Upcoming NHH Foundation Events

- 4th Annual Chris Mansey Memorial Golf Tournament
& West Jet Raffle
Sunday, August 28th
- 11th Annual Northumberland Hills Hospital Foundation Gala
"Come Together"
Saturday, November 12th

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

Upcoming NHH Auxiliary Events

- Tag Days
Thursday, September 8th and Friday, September 9th

For more information on the NHH Auxiliary, please visit the Volunteers section at www.nhh.ca or call the Auxiliary office at 905-372-6811, ext. 4630.

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and it's delivered straight to your email in-box on the day of release!