

“Have Your Say” Community encouraged to participate in Town Halls *A message from Hay Group*

The Central East Local Health Integration Network (Central East LHIN) recently announced that it selected a team from Hay Group to conduct an external operational review of Northumberland Hills Hospital (NHH). The purpose of the review is to support the hospital to develop an Improvement Plan that will address long-standing financial challenges and allow the hospital to provide sustainable care for its community.

The operational review will examine NHH's financial management practices; clinical services and operations; clinical quality; integration opportunities; and governance oversight. The Improvement Plan will identify a proposed future role for the hospital and the services it could be delivering, what management and governance processes could be improved, and what opportunities for clinical and operating efficiencies it could enact to reduce costs.

The Central East LHIN and NHH have been supporting Hay Group as they conduct their analysis and gather feedback from hospital staff, physicians, patients and caregivers, the hospital's health partners and members of the community. Final recommendations will be made to the hospital and the LHIN Boards of Directors in September/October.

A plan for community engagement has been developed. Recognizing the importance of community engagement in the process, Hay Group will be conducting several engagement opportunities for the community to learn more about the external operational review and to provide input to Hay Group reviewers.

Two **town hall meetings** that the public is invited to attend:

- **Wednesday, September 2, 2015 from 7:00 to 8:30 pm at the Cobourg Public Library, 200 Ontario St, Cobourg**
- **Wednesday, September 9, 2015 from 2:00 to 3:30 pm at the Port Hope Lion's Club, 29 Thomas St, Port Hope**

Community members are not required to confirm their attendance in advance of the town hall meetings but the number of attendees will be limited to the safe capacity of each room.

Two **telephone town hall meetings** for those who prefer to dial in rather than to attend in person:

- **Participate by phone on Wednesday September 2, 2015 starting at 1:00 pm, runs till 2:30 pm. OR**
- **Participate by phone on Wednesday September 9, 2015 starting at 7pm, runs till 8:30 pm.**

To participate in a telephone town hall meeting, participants are asked to dial **1-800-908-9173** ten minutes prior to the start of the call. No access code is required and an operator will be available to assist participation if necessary.

Should participants have questions or comments for Hay Group to address during the telephone town hall meeting, they are asked to call **1-800-239-9315** the day before each call and leave a voicemail with any questions or comments. This line will be opened and monitored starting August 19th, however messages will not be returned personally.

An information sheet and a “Have Your Say” paper survey will also be available at the hospital beginning the week of August 24 and will be posted to the LHIN and hospital websites.

To learn more about the NHH External Operational Review, please visit the Central East LHIN website www.centraleastlhin.on.ca and click on “Accountability – Performance - Northumberland Hills Hospital - External Operational Review.”

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