

Group Achievement Award presented to team responsible for wait time reduction project in NHH Emergency Department

NHH's 2009 Group Achievement Award was presented on February 24 to the team responsible for NHH's recent wait time improvement project in the Emergency Department. The award is presented annually to a team of staff members who have: demonstrated cohesive group dynamics; met objectives as defined through the project goals; demonstrated the success of their efforts through measurable results; provided service or services that are patient safety focused; and demonstrated the hospital values of teamwork, compassion, integrity, respect and excellence through their actions.



Shown above, the team members are (from l-r): Mary Derks, Cathy Setterington, Valerie Rumball, Peggy Minifie, Carole Butterworth and Linda Calhoun. Missing from the photo are: Tracy Bagshaw, Deb Clarke, Andrea Doyle and Wayne Goodwin.

In presenting the award, President and CEO Robert Biron commended the team for being the first at NHH to experiment with LEAN methodology. "The results of this group's LEAN initiative were very impressive. The wait time for patients in the target patient group (mid-level conditions) was reduced by 35%. Also impressive is the improvement in the percentage of individuals in this group leaving the department without being seen. For the target group, this percentage dropped from 6% to 3.8% (a 35% improvement). The results this team achieved with LEAN tells us that it has real potential to improve efficiencies and patient care throughout NHH. We look forward to further investigating LEAN opportunities for NHH in the days ahead."

A message from

President and CEO Robert Biron

The Clinical Services Plan (CSP) Steering Committee presented its report to the Board of Directors of the Central East Local Health Integration Network (Central East LHIN) at a meeting in Ajax on February 17.

The report release marks the end of the first phase of a process which has brought together more than 150 physicians, nurses and health care professionals from across the Central East LHIN to provide input to the Steering Committee on service delivery in five clinical areas: Thoracic Care, Cardiac Care, Vascular Care, Maternal, Child and Youth Care and Mental Health and Addiction.

An analysis of "current state" and "future state" needs, the report is a synthesis of findings and the ideas brought forward by the participants and the CSP Steering Committee. It outlines how the Central East LHIN can plan for and fund selected hospital services in the programs noted above based on the location of the patient population and support patient access to the best medical care, equipment and highly skilled providers. The report also serves as a blueprint that Central East LHIN hospitals can use to guide service delivery planning now and into the future.

NHH was pleased to be one of the nine community hospitals to participate in the Clinical Services Plan project. The principles guiding the project at its launch are shared by our staff and physicians. At the top of this list is a continued dedication to working together with our peers and communities across the LHIN to improve quality and safety in the most efficient way possible.

With regard to the implications for NHH, Chief of Staff Dr. David Broderick notes: "In the case of specialized services such as thoracic, cardiac and vascular services, it's my expectation that the report contains recommendations that will bring a higher level of services closer to home and in a more coordinated fashion with our partner hospitals." A member of the CSP Steering Committee, Dr. Broderick served as the rural representative from the CE LHIN Primary Care Working Group.

Maternal, Child and Youth Care recommendations are, as well, expected to provide NHH with the opportunity to further enhance patient services closer to home. Advanced level in-patient neonatal care is expected to be improved in the LHIN, as are services dedicated to in-patient paediatric care.

Among the report's recommendations in the area of Maternal, Child and Youth Care is the recommendation that NHH (as well as Lakeridge Health-Port Perry and Ross Memorial Hospital) regularly assess our obstetrical programs. We are very confident in our obstetrical program and we welcome the opportunity to continue to demonstrate to our community and our funders the ongoing quality and viability of core programs such as obstetrics at NHH. With 471 births in fiscal year 2006-2007 and 541 in 2007-2008, NHH is responding to a growing demand. We expect to deliver over 600 babies when the current fiscal year concludes on March 31, 2009, making ours a core service within the Central East LHIN.

Community members are encouraged to review the full CSP report and its recommendations, and submit their feedback via the Central East LHIN. A copy of the full report is available on the CSP page on the Central East LHIN website at www.centraleastlin.on.ca together with a PowerPoint deck summarizing the recommendations, and an online survey. Representatives of the Central East LHIN will attend the February 26 meeting of the NHH Board to present their findings and outline next steps.

Feedback on our hospital communications?

Please email or call Jennifer Gillard, Director of Communications and Community Engagement, at: jgillard@nhh.ca or 905-377-7757

Province launches public reporting of hospital ED wait times

Ontario recently became the first province in the country to set targets for Emergency Department (ED) wait times at hospitals. The time measured is the total time spent in the ED by 9 out of 10 patients (90th percentile) and begins when a patient registers and ends when they are discharged or admitted to a bed in another department.

of 4) for those with minor conditions on a total of 2,639 patients served. By comparison, the wait times averaged 13.5 hours province wide for complex conditions and 4.6 for minor. Treating between 30,000 to 50,000 ED patients each year, NHH's ED is classified, by provincial standards, as a "high-volume community hospital"

Health Minister David Caplan announced a target of 8 hours for patients with complex conditions. A target of 4 hours was set for those with minor or uncomplicated conditions. Figures published in this first round of monthly reporting were from October 2008.

For the next several months NHH's wait time reports are expected to reflect the seasonal surge in volume in November and December. January's LEAN work in the ED had a dramatic impact on patient wait times for the initial target group of patients. We expect, therefore, to further improve against the new provincial targets when the January and February results come forward this summer.

Even without the benefit of our recent LEAN improvements noted in the story above, NHH's October 2008 ED wait times compared well against the provincial rate for the same period reported. Four months ago NHH had an 8.8 hour wait (vs. the target of 8) for complex patients and a 4.4 hour wait (vs. the target

To see the new online information, go to the Wait Times website at www.ontariowaittimes.com

Career opportunities at your hospital

Director of Finance and Decision Support
– full-time

Medical Radiation Technologist, Mammography
– part-time

Pharmacists
– full- and part-time opportunities available now

Registered Nurses – various, full- and part-time, including: shift team leaders, ICU

Many more opportunities available. For more information and a full listing, go to the Careers section of the hospital website, www.nhh.ca

Upcoming NHH Foundation events – Save the date!

Saturday, March 7 - Northumberland's Got Talent
at C.R. Gummow Public School, Cobourg (auditions throughout the day, competition at 7:00 PM)

Saturday, March 28, 8:30 AM to 5:30 PM - NHH Invitational Hockey Tournament at the Cobourg Memorial Arena

Saturday, May 9 - Youth Cares Committee's Search Party: Scavenger Hunt for Health – details coming soon!

For information please contact the Foundation office at 905-372-6811, ext. 3065.