



OLYMPIC FEVER AT NHH!

Jamie Barnes, a staff member at the nearby Cobourg Medicine Shoppe, was selected to carry the Olympic flame during its recent pass through the Trenton area. Upon hearing the enthusiasm that so many NHH staff and patients have for the Games, Jamie kindly offered to stop by the Hospital to share his keepsake.

Many crowded around to see the torch, pose for pictures and hear Jamie talk about the run. Shown with Jamie at right is the youngest in attendance: a beaming Madison Highfield, a grade 2 student at North Hope School in Campbellcroft. Madison's great-grandfather (Larry Grant, seated) is currently a patient at NHH. His daughter (Madison's grandmother Wendy Wheeler) took advantage of the opportunity to bring Madison in to see both her great-grandfather and the torch and get a picture for a school project Madison now has underway! We think you should get top marks with this picture, Madison! Go CANADA!



Campbellcroft resident Wendy Wheeler, her father and NHH patient Larry Grant and their granddaughter/great-granddaughter Madison Highfield all shared a moment of Olympic history last week with recent torch runner Jamie Barnes, of The Cobourg Medicine Shoppe.

NHH BOARD SET TO FINALIZE 2010/11 BUDGET PLANS MARCH 4 – CE LHIN BOARD APPROVAL NEXT STEP

The provincial government, facing a \$25 billion deficit, has asked all hospitals to present 2010/11 budget plans for three financial scenarios: a 2%, a 1% or a 0% increase in government funding. As previously shared, the Hospital is required by law to balance its budget. A Framework for Making Choices has been provided by the Local Health Integration Networks (LHINs) to help hospitals achieve this expectation. The emphasis is on health system reform, where services may be integrated, realigned or removed.

Like many hospitals in the province, NHH is facing some tough choices with respect to the services now provided. Operating costs continue to rise, the demand for services continues to grow and revenues are not keeping pace with inflation. NHH is very efficient by all key measures, a fact which has been acknowledged by the Central East LHIN. Additional operating efficiencies have been identified in the last year, but they will be insufficient to close the gap. Hence, some change to patient services appears to be necessary in order to balance the budget.

Recognizing these fiscal realities, the Hospital Board undertook extensive public consultation on the choices relating to our services. A Citizens' Advisory Panel of twenty-five community representatives was selected last October through a civic lottery process. The Panel membership was balanced for gender, age and geography, and input from any others interested in participating was invited through a public roundtable meeting. The Board also received advice and perspectives from our physicians, management team, staff and volunteers. This was a unique process in the province of Ontario. Our Hospital was the first to engage its community before decisions were made and, through public presentations, our website, this newsletter and updates to local media partners, our process has been transparent.

Open and frank discussion about the realities we face has not been easy, particularly on our staff due to the uncertainty the future holds. This, we have learned, is the cost of transparency. But it is well justified. For the community, it has resulted in awareness of the challenges NHH faces, and, for the Hospital, a better understanding of the expectations and values of the community we serve.

Know this: the individuals that make up the Hospital's Board of Directors are volunteer members of this community. While balancing their fiduciary and legal responsibilities to ensure the long-term viability of our Hospital, the Directors are acutely aware of what this facility means to our community. Public relationships and trust are of a paramount importance to the Board as it completes its decision making. It is why we initiated the public dialogue in the first place.

The Hospital Board will be completing its work next week, and a public announcement of the budget and service changes is planned for Thursday, March 4th. The final report of the Citizens' Advisory Panel will be shared at the same time. Any changes in services must be approved by the Central East LHIN, but we do not, at this stage, know when we will receive the LHIN's final direction.

Indeed, this is a challenging task, but one that we must undertake to ensure the long-term viability of our local community hospital. We remain very optimistic about our Hospital. The strength of our health care team, and our shared commitment to our Hospital, will guide us through the challenges we face. Together we will build a sustainable future for NHH, and we will continue to provide quality and safe patient care at NHH.

John Hudson, Board Chair
Robert Biron, President and CEO

ACCREDITATION 2010 – NHH PREPARING FOR SURVEYORS' VISIT THIS MARCH!

Staff members at Northumberland Hills Hospital are in the final phase of preparation for the on-site Accreditation Canada survey next month.

Accreditation is a voluntary process that evaluates all aspects of the Hospital's operations, including the board, management, staff and services. The focus of the accreditation survey is around eight quality themes: population focus, accessibility, safety, worklife, patient-centered services, continuity of care, effectiveness and efficiency.

From March 29 to April 1, 2010, NHH will welcome three surveyors - two health care administrators and one physician, all from Ontario. Under the new "Qmentum" Accreditation program, surveyors will use a "tracer" method by following the path of a patient or process (such as purchasing equipment or hiring a new employee) to gather evidence of the quality and safety of NHH's services. Along the way, the surveyors will meet with staff, physicians, volunteers, patients and family members and will observe activities related to the patient or

process being "traced". This will give the surveyors and NHH a very clear picture of care and service is provided at the bedside.

Accreditation is a three-year cycle, with NHH's last accreditation received in 2007. Northumberland Hills Hospital values accreditation as an important opportunity to recognize strengths and identify opportunities for improvement as part of its overall commitment to providing high-quality services for patients.

Upcoming NHH Foundation events

Traditional Irish Ceili!

Saturday, February 27, Columbus Community Centre in Cobourg

Northumberland's Got Talent

Saturday, March 6, C.R. Gummow School, Cobourg

Michael Jackson and the Beach Boys Tribute

Friday, March 12, 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

Now open for business in its NEW location at 25 Munroe St. Plaza, Cobourg, Petticoat Lane is preparing to host a Silent Auction on May 7 and 8. Donations of good treasures are welcome!

For more information, please call the Auxiliary office at 905-372-9002.

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