



## OUR TEAM, OUR STRENGTH

### Spotlight on NHH's first Nurse Practitioner, Penny Greaves

NHH recently completed an important step in its strategy to further improve patient care in the Emergency Department (ED) with the recruitment of the Hospital's first nurse practitioner: Penny Greaves.

By focusing her attention on patients with less acute complaints, such as earaches, upper respiratory tract infections and minor wounds and cuts requiring stitches, Ms. Greaves is expected to have a direct impact on NHH's ED wait time



"I'm not a replacement for a physician," she explains. "I work in collaboration with all the members of the interdisciplinary team working in the ED. Nurses, physicians, allied health and support services—we all come together at NHH to meet the needs of the patient in the most effective and efficient way possible."

With a Master's of Nursing and a Primary Health Care Nurse Practitioner certification, Ms. Greaves is licensed by the province to prescribe most medications, order laboratory tests and many

diagnostic imaging procedures, and—within a prescribed scope of practice—assess, diagnose and treat.

Working 12-hour shifts, weekdays and weekends, her typical shift involves the assessment and treatment of patients whose conditions are not life threatening but nevertheless require medical attention. Prior to her arrival, all patients, from urgent to less acute, were seen solely by the physician on duty. For those who arrived at the same time as one or more urgent cases, longer waits would result.

Well suited to NHH's growing focus on care for seniors, Ms. Greaves has a particular interest in working with patients with chronic conditions, providing education and links to supports to help them better manage their conditions and, hopefully, reduce the need to visit the ED in the future.

"I spent the early years of my career as a nurse in critical care. I saw people at the end stages of their illness and chose to continue my education as an NP so I might have the opportunity to interact with patients when I could have an impact on prevention and early diagnosis. Serving as an NP in an ED context offers just this opportunity, and I am thrilled to be the first to fill this new role here at NHH."

"Nurse practitioners are demonstrating real value within our health care system," says Helen Brenner, NHH's Vice President, Patient Services and Chief Nursing Executive. "Funding to support the addition of Penny to our team is thanks to the provincial Pay for Results ED wait time initiative. We are most grateful to the Central East Local Health Integration Network for their ongoing support of our ED program, and we look forward to continuing to demonstrate results to our community in the year ahead."

## It's a boy! First baby of 2012 born January 1<sup>st</sup>

Jennifer Harloff and Jeff Leech of Bowmanville, Ontario, are the proud parents of the first baby born at the Northumberland Hills Hospital in 2012.

Theodore Freeman Harloff-Leech was welcomed into the world at 5:48 AM on Sunday, January 1st weighing 9 pounds and 8 ounces.

Special thanks were extended from the family to the entire team in NHH's Maternal/Child Care Unit, particularly Jo-elle Nelson, RN and midwives Terri Barlow and Debbie Doiron of New Life Midwives.

Baby Theodore went home with a gift from the family of the first baby born in 2011 (an annual tradition at NHH) as well as a large basket of toys, books and mementos from the Town of Cobourg in

celebration of the Town's 175th birthday year in 2012.

Close to 600 babies were born at NHH in the last fiscal year (April 2010 - March 2011). A similar number is anticipated for 2011-12, thanks to the Hospital's strong linkages with local family physicians and midwifery groups.

**Feedback on our hospital communications? Please email or call Jennifer Gillard, Director of Communications and Community Engagement, at [jgillard@nhh.ca](mailto:jgillard@nhh.ca) or 905-377-7757.**



## Emergency Department Wait Times - How does NHH compare?

ED wait times are measured in Ontario by the maximum amount of time 9 out of 10 patients spend in an ED receiving care or waiting for admission to a hospital bed.

The measurement of wait time:

- starts when the patient registers or is triaged ("triage" is the process for deciding which patients need or are likely to benefit from immediate treatment)
- ends when the patient is discharged from the ED or is admitted to a hospital bed.

During the time that a patient is in the ED, health professionals may be treating the patient's condition or ordering tests and waiting for test results so they can decide on the best course of treatment.

**NHH is better than or comparable to the provincial target for ED wait times for BOTH complex and uncomplicated conditions.**

November 2011	Complex conditions	Minor or uncomplicated conditions
<b>Provincial target (hours)</b>	8	4
<b>Provincial performance (current)</b>	11.2	4.2
<b>Northumberland Hills Hospital</b>	7.4	4.8

Source: Ontario Wait Times website

## Where can I find the latest results?

The Ministry of Health and Long-Term Care provides a website with the best available data on wait times for EDs across Ontario. To view the latest results for NHH and other hospitals against current provincial targets, go to: [www.health.gov.on.ca/en/public/programs/waittimes](http://www.health.gov.on.ca/en/public/programs/waittimes)

### Upcoming NHH Foundation Events

**Heart for the Hospital Valentine's Dance**  
Saturday, February 11th, 2012, 8:00 PM.

Co-sponsored by the Best Western Cobourg Inn and "The Royals," this annual dance is a great way to enjoy a romantic evening with your Valentine while supporting NHH! Tickets (\$30/each) available at the Best Western or the NHH Foundation office.

**NHH All-Stars VS Cobourg Police Lawmen Charity Hockey Game & Free Public Skate - Cobourg Community Centre**

Monday, February 20<sup>th</sup>, 2012, 11:00 AM  
(Family Day Holiday)  
Donations to NHH accepted at the door.

For more information please visit the Foundation section at [www.nhh.ca](http://www.nhh.ca) or call the Foundation office at 905-372-6811, ext. 3068.

### Upcoming NHH Auxiliary Events

**Fifth Annual Polar Dip**

Saturday, February 18th, 2012. Save the date and think warm thoughts! The NHH Auxiliary is once again welcoming brave souls into the balmy waters of Lake Ontario this February. Registration forms are available on the Volunteers pages of [www.nhh.ca](http://www.nhh.ca). Minimum pledge of \$50 required.



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