



COLLABORATIVE NETWORKS

Spotlight on NHH's Community Mental Health Services: Local Access, Regional Expertise, World Class Care



*Vice President, Patient Services and Chief Nursing Executive
Helen Brenner with Scott Pepin, Director of Mental Health,
Northumberland Hills Hospital | Ontario Shores*

"We're extremely pleased with the results of this collaboration. Even though the new management model has only been in place for a year, we're seeing substantial improvement in access to service, increased service volumes, decreased wait times and increased satisfaction and retention of staff without the requirement of any additional funding."

Scott Pepin, the cross-appointed Director of Mental Health Services for NHH and Ontario Shores, is also very satisfied with the early outcomes of his team's efforts. Speaking to some specific examples of enhancements, he lists the following:

- a redesign of the intake process within the NHH Mental Health Program that has increased client access to mental health services;
- new access for NHH staff and physicians to specialized mental health and psychiatric consultation at Ontario Shores in the areas of adolescence and metabolic management;
- improved use of the Ontario Telemedicine Network video technology to connect patients and clinicians between remote sites;
- staff access to specialized training at Ontario Shores; and
- a new crisis intervention model designed and implemented in NHH's Emergency Department.

Since the beginning of the partnership, treatment contacts have increased for NHH's Mental Health Program by 74 per cent. "That's a remarkable net increase", said Dr. David Broderick, Chief of Staff, an unquestionable leap forward for the long-term sustainability of this much-needed program in our west Northumberland region. With a team of 23 staff and six psychiatrists, the program provides treatment and support for individuals experiencing depression; bipolar disorder; anxiety; phobias and panic disorder; traumatic stress; schizophrenia and other psychotic disorders; personality disorders; and mental health crises. Self-referrals are accepted, as are referrals from family physicians and community agencies. For more information on NHH's mental health services, see www.nhh.ca or call the Program's 975 Elgin Street, Cobourg offices at 905-377-9891.

It was just one short year ago that the Board of Directors of the Central East Local Health Integration Network (Central East LHIN) approved an innovative voluntary integration between the Ontario Shores Centre for Mental Health Sciences and NHH's Community Mental Health Program, but the impact on patient care in our area has been dramatic.

The collaboration, encouraged and endorsed by both hospitals' boards, allowed for the smaller community mental health program at NHH to gain access to the specialty services of a larger mental health centre. Using an integrated program management model, Ontario Shores now provides leadership and management services to NHH's Mental Health Program. For clients at NHH this has translated into more timely access to psychiatry and specialized mental health treatment that had previously been unattainable due to either distance or a local gap in service.

Ontario Shores facilitated the implementation of best practices, increased clinical accountability, access to specialized mental health services and decreased fragmentation of care. Says Helen Brenner, Vice President, Patient Services and Chief Nursing Executive at NHH,

RESTORATIVE CARE TEAM HONOURED WITH NHH'S 2011 GROUP ACHIEVEMENT AWARD

Message from Robert Biron, NHH President and CEO

It was my pleasure to present the 2011 NHH Group Achievement Award to these smiling members of our Hospital's new Restorative Care team at a ceremony on May 25th. Presented annually, this award recognizes a team or teams that:

- demonstrate cohesive group dynamics;
- meet objectives as defined through the Terms of Reference or Project Goals;
- measure success by outcomes/results;
- provide service/s that is client and patient safety focused; and
- demonstrate NHH values of integrity, quality, respect, collaboration and compassion through actions.

Shown in the photo below are the deserving recipients of this year's award. Congratulations to the team responsible for the development and launch of the Restorative Care program opened at NHH on March 1st, 2011. As local family physician Dr. Michael Bayer recently wrote to tell us, "Restorative Care has been a great success.... Patients come into the unit at significant risk of not making it home and ending up in LTC [long-term care]. My patients have had a 100% success rate to date of getting home."



Shown, from back to front, left to right, are: Judith Harper, Helen Brenner, Wendy Kolodziejczak, Jill Bebee, Meredith Gadon, Janice Buck, Peter Roy, Cynthia Payne, Jessica Martell, Sarah Cressey, Lisa Stewart, Rebecca Kellert, Sheila Kilpatrick, Deborah Zoras, Rhonda Lyttle, Barb Shaw, Amy Ludolph, Sandy Ward, Janet Burn and Heather Brimacombe. Congratulations to all. Thanks to collaborative efforts like the one that went into Restorative Care, NHH is not only following best practice... we're making it!

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HOSPITAL STAFF LOG OVER 250 KM IN FIRST BIKE TO WORK DAY

Cobourg Council recently declared May 28th to June 3rd as Bike Week in Cobourg. To celebrate the community's proactive commitment to physical fitness and green modes of transportation, NHH's first Ride Your Bike (or Walk) to Work Day took place on Wednesday, June 1st. With the sun shining down and temperatures feeling more like summer than spring, staff members from many areas of the Hospital—including the surgical suite, lab, rehabilitation and administration—came out to participate. In total, over 250 kilometers were traveled by NHH-ers going to and from work on their own power on June 1st. That translates into a modest avoidance of fossil fuel use and, just as good, some great work-outs! NHH looks forward to building on Bike to Work Day in the years ahead as one of many programs underway to support a "healthy hospital" culture promoting environmentally responsible choices.



Want to be the first to get updates on Hospital news?

Sign up for our new In Touch e-newsletter at nhh.ca - it's free,
and it's delivered straight to your email in-box on the day of release!

Upcoming NHH Foundation Events

15th Annual Fisher's Foodland Golf for Health Tournament
Wednesday, July 20th

4th Annual Chris Mansey Memorial Golf Tournament
Sunday, August 28th

11th Annual Northumberland Hills Hospital Foundation Gala
Saturday, November 12th (Details coming soon)

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

Wine Tasting in the Park

Wednesday, June 29th, 7:30 - 9:30 PM

Lions Refreshment Tent, Victoria Park, Cobourg.

Tickets \$30 at Little Treasure Shop, Petticoat Lane and other locations in Cobourg and Port Hope. With music from the Northside Gang and food from Herma's this is a great way to kick off your Canada Day weekend!

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.