



County and NHH partner to address issue of hoarding *Pilot project focuses on helping people stay at home*

Northumberland County and Northumberland Hills Hospital (NHH) are partnering on a new initiative to deliver housing supports to people facing mental health challenges. The Housing Support Worker initiative is a one-year pilot project in which a new full-time resource will join NHH's Community Mental Health Services program as part of the Housing Support team, dedicated specifically to addressing the issue of hoarding.

"The focus of our 10-Year Housing and Homelessness Plan is on 'tenancy preservation' - ensuring systems and services are in place to help people stay in their own homes," stated Northumberland County Director of Community and Social Services Mark Darroch. "In consultation with our community partners on ways to deliver this Plan, we identified that a service gap existed with respect to hoarding. While it takes many forms, hoarding is a chronic mental illness that not only affects the individual but his or her family and surrounding community. This initiative is an opportunity to expand beyond our traditional housing sector relationships to include vital healthcare sector stakeholders in efforts to achieve the goal of tenancy preservation."

"This initiative addresses a real need within our community," added Scott Pepin, NHH Director of Community Mental Health. "When residents with hoarding behaviours are facing obligations from the fire department or landlords to declutter, they can require significant support in order to make progress; eviction is often a possibility. Until now, the Housing Support team has not had the resources to offer in-home supports focused on helping people resolve such challenges. The bottom line is that this will help people to stay in their homes."

The pilot project is anticipated to launch in April. In addition to providing one-on-one support to at-risk households, key outcomes will include quantifying costs to stabilize such households, identifying gaps in existing services, and determining best practices for addressing hoarding through enhanced collaboration with community partners. The County will provide funding for the new role through the 'Community Homelessness Prevention Initiative' while NHH's Community Mental Health program will provide expertise.

This local project is right in step with the "community first" aim driving the Central East Local Health Integration Network's regional mental health and addictions strategy. One of the Strategic Aims of the LHIN's 2013-2016 Integrated Health Services Plan is to "Strengthen the system of supports for people with Mental Health and Addictions issues so they spend 15,000 more days at home in their communities by 2016."

"We need these types of innovative partnerships to address this very complex issue," stated Deborah Hammons, CEO, Central East LHIN. "Hoarding has emerged as a major concern in our LHIN that requires a thoughtful and coordinated response. I am pleased to see that NHH is partnering with the County to ensure that these very vulnerable people receive the support they require in order to safely remain in their homes."

More information about Northumberland County's 10-Year Housing and Homelessness Plan is available at www.northumberlandcounty.ca/HHP.

Message from Linda Davis, President and CEO

Quality Improvement Plan 2014-15

NHH's 2014-15 Quality Improvement Plan, or QIP, will be published on our hospital website, nhh.ca, early next month. The QIP is one of the tools we use to publicly identify our priorities with regard to quality, patient safety and accountability to our community, patients and staff. It was introduced at hospitals across the province in 2010 through Ontario's *Excellent Care for All Act* (ECFAA).

Since 2010, the Quality and Safety Committee of the Board, management, physicians and front-line health care professionals have worked together to develop annual QIPs for NHH.

Our QIP is made up of two parts:

1. a narrative section providing an overview of our top quality improvement priorities for the year, and how they align with the strategic directions of our hospital; and
2. a spreadsheet detailing specific improvement targets and initiatives.

The spreadsheet includes a core set of indicators that all similar hospitals across the province are expected to report, including, for 2014-15: Clostridium Difficile infection rates; patient readmission rates; Emergency Department wait times for admitted patients; patient satisfaction and medication reconciliation on admission.

Added to these are a number of indicators reflecting specific strategic priorities and quality improvement initiatives unique to NHH, such as (from our 2013-14 QIP) a goal to reduce the wait for "Physician Initial Assessment" in our Emergency Department (shortened to an average of 3.2 hours in 2013 from 4.2 hours the year prior) and mobilization of patients 65+ (previously done, on average, at 52 hours into their stay, and now completed within 36 hours thus reducing the risk of hospital-acquired frailty.)

For details on NHH's 2014-15 QIP, and a summary of key indicators against our 2013-14 Plan, please visit the *About NHH* tab on our website, nhh.ca, on or after April 1, 2014. Click on *Accountability* and *Quality and Safety*. Links to other quality indicators will be found in the same section, including information on NHH's performance against the spread of certain antibiotic-resistant infections which have emerged in recent years, as well as the Wait Time Website, which tracks hospitals' general surgery, cataract surgery, Emergency Department and selected diagnostic examination (CT, MRI) performance across Ontario.

Public reporting of consistent indicators, using a common methodology, allows NHH and all hospitals to work with a standardized reporting approach across the province, establish a common baseline and—most important—provide the opportunity to monitor and continuously improve performance over time.

Linda

2014 Group Achievement Awards

These annual awards recognize NHH teams that demonstrate exceptional group dynamics, meet the objectives of a specific project with measurable results and demonstrate the hospital values.

Congratulations to our 2014 winners: the Environmental Service Workers (left) and the new Gerontology Community of Practice (right), an interdisciplinary group of hospital health-care professionals who have come together around a common interest: care for seniors.



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