



2012/2013 Operating and Service Plan Approved

Message from Robert Biron, President and CEO and John Hudson, Chair, Board of Directors

The NHH Board has approved the 2012/2013 Operating and Service Plan for the hospital.

The Plan achieves the hospital's obligation to balance its budget in the next fiscal year while providing for:

- new investments to strengthen staff development and interprofessional practice;
- expansion of outpatient chemotherapy services;
- new investments in surgical services to strengthen the program; and,
- completion of a commitment originally made by the NHH Board in March 2010 to close NHH's 11 interim long-term care (nursing home) beds.

Expansion of Outpatient Chemotherapy Clinic

As a result of a new joint venture with the Central East Regional Cancer Program (CERCP), NHH anticipates a 93 per cent increase in planned visits to its outpatient Chemotherapy Clinic once fully implemented in the coming year. For local cancer patients the joint venture means enhanced delivery of care, close to home. The expansion is being supported by new operating funding (\$330,000) provided by Cancer Care Ontario through the CERCP. CERCP will also provide medical and management support. NHH staff increases are expected in the future as new patient volumes are achieved.

Strengthening Surgical Services

The Plan allows NHH to strengthen the surgical program to ensure it is meeting current standards of practice with regard to safe patient care. As well, new investments will:

- reduce biopsy wait times for patients;
- increase the staffing complement to improve delivery of safe patient care; and,
- improve work/life quality for staff (eg., improved relief coverage).

Closure of Interim Nursing Home Beds

This Plan includes the closure of NHH's 11 interim nursing home beds, which were opened on a temporary basis in 2006. The decision to close these beds was made by the NHH Board in March 2010, and was premised on the need for the hospital to focus its attention and resources on providing a comprehensive basket of high quality, acute care patient services. NHH was built and designed as a hospital, not a nursing home. The residents can be better served in facilities that specialize in long-term care services.

Timing of the closure of the interim nursing home beds has been on hold since March 2010, pending availability of alternative providers for the service in the community. The Central East LHIN has assured NHH that it is working with local long-term care operators to enhance the local supply of long-term care beds.

Nursing home residents were notified late last week, emphasizing that no bed will be closed until appropriate placement is found in the community. The placement coordination officer of the Central East Community Care Access Centre will work with the 11 patients and/or their family members in the coming weeks and months to coordinate moves to another more suitable nursing home facility before March 31, 2012.

The 2012/2013 Operating Plan continues to strengthen our hospital and achieve its strategic objectives. It meets NHH's service mandate to focus on acute care services, it further reduces wait times and improves local access to key services such as chemotherapy and surgery and it improves the quality of patient care through new investments in services and staff development. It does this while achieving strong financial performance, including a balanced operating budget and repayment of debt.

Quality Health Care Workplace Award Presented to NHH

NHH was honoured at the recent Health Achieve conference in Toronto with a gold-level award recognizing excellence in quality health care workplaces. The award, presented by the Ministry of Health and Long-Term Care and the Ontario Hospital Association, has four levels-- bronze, silver, gold and platinum -- recognizing employer and staff efforts and encouraging self-evaluation, learning and improvement in hospitals and health service providers across the province. Thirty seven hospitals were recognized this year. Tom Closson, President of the Ontario Hospital Association, commended all recipients, noting: "These organizations have inspired us by raising standards of excellence."

Upcoming NHH Foundation events

Reindeer Fun Run

Saturday, December 3rd, 9:30 AM -
Cobourg Waterfront

Light Up a Life

Courtyard Lighting Ceremony
Wednesday, December 14th, 7:00 PM,
NHH, featuring the Trinity Church Bell Choir
and the Shout Sisters! All welcome.

*For more information on these and other
Foundation events, please visit the Foundation
section at www.nhh.ca or call the Foundation
office at 905-372-6811, ext. 3065.*

Upcoming NHH Auxiliary events

Poinsettia Tea... With a Twist and Shout!

Sunday, November 27th, 3:00 - 5:00 PM
Grand Ballroom, Best Western Plus, Cobourg.
Your \$30 ticket includes: a poinsettia to take home,
afternoon tea, music by the Shout Sisters! and an
opportunity to take part in a super holiday draw!

Tickets available until November 22nd
at the Best Western.

Proceeds support the purchase of priority capital
equipment at NHH.



Want to be the first to get updates on your hospital's news?

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

Outstanding Staff Members Recognized at NHH



Hospital staff gathered in the Main Street Bistro on Wednesday, November 2nd for a staff ceremony recognizing "Healing Hands".

Presented to members of the team who demonstrate the hospital's values of integrity, quality, respect, collaboration and compassion, the peer-generated Awards-

presented since 2003--have become one of the most popular forms of staff recognition at NHH. Seven awards were presented this year. Shown from left to right with Elizabeth Vosburgh, VP, Human Resources (far left) and Robert Biron, President and CEO (far right) are: Deborah Zoras, Registered Practical Nurse, Restorative Care; Dr. Andrew Stratford, Surgeon; Angela Schwantz, Registered Practical Nurse/Operating Room Technician; Marie McVety, Environmental Service Worker; Michelle Annis, Registered Nurse, Med./Surg; Yvonne Gaudaur, Registered Nurse, Med./Surg.; and Judith Harper, Physiotherapist.