

15th anniversary of Northumberland Hills Hospital's opening celebrated with community open house, Healing Hands Award presentations

Five Northumberland Hills Hospital (NHH) staff members and one physician were recognized this week with Healing Hands Awards, in recognition of their outstanding demonstration of the hospital's values of **integrity, quality, respect, compassion and teamwork.**

The annual event was particularly special this year, as it fell on the exact day the hospital received its first patients 15 years ago: October 22nd, 2003.

Held in the heart of the hospital, in the Bistro, the internal award presentation and celebration followed a community event for the 15th anniversary, hosted from the same space last week.

On Thursday, October 16th, hospital staff, physicians and patient/family advisors—in partnership with the NHH Foundation and the NHH Auxiliary—welcomed visitors at an open house and behind-the-scenes tour, to thank area residents for their continued support, demonstrate the many services available at NHH today, and highlight services and supports expected to grow in the coming years.

The community event was well attended, with guests receiving guided tours by staff and physicians to Dialysis, Cancer and Supportive Care, Diagnostic Imaging, Surgical Services, the Laboratory and the Birthing Suites.

Both the internal and external celebrations highlighted the increases in patient activity seen at NHH in just a decade and a half, including Emergency Department visits (up 26%) patient admissions (up 30%), chemotherapy visits (up 415%, dialysis visits (up 427%) and community mental health visits (up 855%).

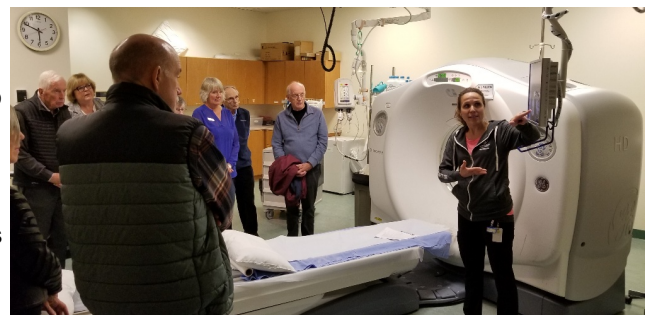
"This tells me that each and every member of this team is doing not just important, but essential work in this community," said President and CEO Linda Davis, in her opening remarks at the staff Healing Hands Award ceremony, "and your skills, whatever they may be—from front-line to housekeeper and all the roles in between—are needed more and more by this hospital as our community grows and ages and we work to bring as much care as possible close to home."

"As we look to our next 15 years and beyond, we see increasing patient needs in many critical areas," said Davis. "Medical/surgical care will need increased bed spaces to better meet inpatient volumes; cancer care will require expansion and redesign of its physical space, to improve patient flow and care; dialysis services will need to grow, to meet rising local demand; ambulatory care will need an assessment of current offerings against new opportunities, and a plan for physical space requirements; and, our Emergency Department design requires review, to see where we can improve the use of space to enhance patient and staff flow."

To plan for these growing needs, NHH is embarking on a master planning exercise—with the support of the NHH Foundation—to determine the future programs and services needed to properly support care in the community over the next 15-25 years, and the physical infrastructure required to deliver that care. Further details will be communicated as this process moves ahead.



There were many special moments at NHH's recent open house including this one: Dr. Andrew Stratford, Chief of Surgical Services, brought visitors into one of NHH's three surgical suites to demonstrate laparoscopic instruments and the advances in care realized since their introduction. The laparoscopy tools, which have a range of patient benefits from smaller incisions to shorter hospital stays, were funded by the community through the efforts of the NHH Foundation. With more than 5,000 patient cases per year, NHH's surgical program provides a range of services, including general surgery, gynecology, ophthalmology, orthopedics, otolaryngology, plastics and urology as well as dental/oral surgery.



NHH offers Magnetic Resonance (MR) imaging, Bone Mineral Densitometry (BMD), advanced Computed Tomography (CT) scanning, diagnostic and screening mammography, nuclear medicine, interventional radiography, general X-ray, fluoroscopy and ultrasound on an emergency, inpatient and outpatient basis, with more than 61,000 exams performed in 2017/18 alone. Tours of NHH's Diagnostic Imaging department included demonstrations of many of these. Shown above, highlighting NHH's CT service, is Medical Radiation Technologist Mary Quemby.



Nominated by their peers, these individuals stood out in the past year for their demonstration of the values of integrity, quality, respect, compassion and teamwork. Shown from left to right are NHH's 2018 Healing Hands Award recipients: Karen Walsh, Food Service Worker; Valerie Rumball, Admitting Clerk; Wendy Scott, Senior Medical Radiation Technologist, Mammography; Rachel Chard, Case Manager, Community Mental Health; Mariette Pelletier, Registered Nurse, Medical/Surgical Inpatient Unit; and Dr. Peter Barnett, physician and Department Chief, Emergency Department. Congratulations to all our nominees and Award recipients! For details on the individual achievements recognized, please see the related news release at nhh.ca.