



**“I now understand what emergency stands for”
Patient feedback on how important it is to have the ED
there when you need it!**

Message from Helen Brenner, Interim President and CEO

Many letters reach my desk each week from our patients. All are logged, shared as appropriate, investigated in the case of a concern, and responded to.

Last Thursday a patient emailed us with a link to a message she had posted about NHH on her personal blog. While her message speaks to her personal experience with emergency care on a specific day, it is a thoughtful and powerful reminder of the purpose—and process—of an “Emergency” Department – not just here at NHH, but at every other hospital in Ontario.

With Ms. Marchand-Pegg’s permission, I’m sharing an excerpt of her message below. For the full text of her September 26th post, and my response, please go to her blog at <http://iview.petech.com>. Thank you to Drs. Gibbons, Moorsom and all those staff members who worked together to achieve ‘exceptional patient care’. We know that we will always have work to do to minimize wait time, particularly for those with minor conditions, but this heartfelt message speaks volumes about the importance of having access to this emergency service when we need it most. For the latest on wait times across the province, see the Ontario Wait Times website at www.health.gov.on.ca.

Northumberland Hills Hospital, Cobourg, ON, September 26, 2013

I know there have been times in the past where I have ranted and raved about the wait times and care I've received at the Northumberland Hills Hospital emergency department....Dealing with the frustration of all that waiting when you are not feeling well is at times overwhelming. But, in all fairness to the staff and the hospital, in the past three days I received a wake up call which told me that each of my previous visits did not put me in an extreme crisis situation. Hospital Emergency Services is really for crisis emergencies and during poor health we as individuals are so focused on what our personal medical issue are in that moment ... all we know is that we don't feel well. We sometimes miss that emergency services is defined as “A serious, unexpected, and often dangerous situation requiring immediate action”.

....Today though I am putting into perspective what Northumberland Hills Hospital, doctors and staff really do for real crisis emergencies and to say thank you. You saved my life or at least prevented me from losing mobility through my neck and spinal column and brought clarity to a very serious situation.

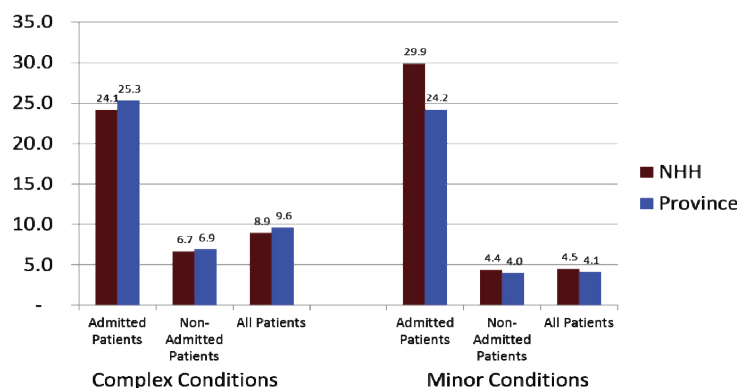
Dr. Gibbons...was able to go above and beyond my original diagnosis to investigate, analyze and research my symptoms. He used his powers of deduction and analytic skills to realize I had a potentially fatal situation going on in my neck. His quick thinking and consulting with Dr. Moorsom resulted in a next day MRI and a rush to start treatment the following day at the Oshawa Cancer Centre. His calm bedside manner, dedication and concern along with the aid of the nurses over those two very scary days resulted in my being here to write about it and say thanks because I know as medical professionals their jobs are tough and sometimes as selfish humans it's always easier to criticize [than] to give praise when it is due.

I now understand what emergency stands for. I can't promise that I won't complain about my next long wait time, but I'll know if I'm waiting, there is probably someone in your care in need of emergency services with a capital “E” and that I need not worry that you will be there for me should I be in a health threat crisis again....

Thanks....
Sheilagh Marchand-Pegg

EMERGENCY DEPARTMENT WAIT TIMES

Wait Time in Hours for 9 out of 10 Patients – August 2013



Miss The Big Three cancer screening information event? Get the facts from the presentation, now live on www.nhh.ca!

The NHH Education Centre was hopping on Wednesday, September 18th when more than a dozen local health care providers came together to offer a one-stop-shop on the latest screening recommendations for breast, cervical and colorectal cancers.

Hosted by NHH in partnership with the Northumberland Family Health Team, the Haliburton, Kawartha, Pine Ridge District Health Unit and the Central East Regional Cancer Program (Cancer Care Ontario’s local arm), the interactive event highlighted where, when and how to be screened.

One point all presenters emphasized: cancer screening is the best way to find cancer early... and early detection can lead to better outcomes.

A copy of the full presentation has been published on the hospital’s website at: www.nhh.ca. NHH looks forward to partnering with these and other health providers in the community to host other education sessions in the future. If you have feedback on an education session you would like the hospital to host, share it with Jennifer Gillard at 905-377-7757 or jgillard@nhh.ca!

Staff meet Linda Davis, incoming CEO



Andrea Martin (centre) and Carol Wright (right) were among those who welcomed incoming President and CEO Linda Davis at a staff meet-and-greet event September 27th. The event was the first opportunity staff, physicians and volunteers had to chat with their future boss who begins her new role at NHH November 18th. For more on Linda see the Board’s August 16th news release on www.nhh.ca

**NHH Foundation Gala tickets
ON SALE NOW!**

OSCAR NIGHT... Inspired by a Touch of Hollywood – Saturday, November 2nd, 2013.

OSCAR NIGHT Doctors’ Raffle
Spearheaded this year by Chief of Emergency Medicine, Dr. Francesco Mulé, several doctors have contributed funds to feature a raffle with outstanding prizes. **First Prize:** 8-day - San Francisco & Wine Country Delights OR an \$8,000 travel Voucher. **Second Prize:** Design Your Dream Getaway - \$2,000 Value. **Third Prize:** iPad with Retina display. Only 500 tickets available! **You do not need to attend the gala to purchase a ticket!**

Raffle tickets are \$100 each or 3 for \$250. They can be purchased at the NHH Foundation, The Avid Reader (Cobourg), Expeda Cruiseshipcentres (Cobourg), The Beauty Clinic (Cobourg) or Holton Flowers (Port Hope) or through the Gala web site, www.nhhgala.ca.

For more information about the Gala or raffle please contact the Foundation office at 905-372-6811 ext. 3068 or visit www.nhhgala.ca.



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