

## Update—NHH Operational Review

### Message from Linda Davis, NHH President and CEO

Now in week 10 of what is expected to be a 14-week process, Hay Group is on schedule with our External Operational Review. Project lead Mark Hundert, National Director with Hay Group, confirmed at our Steering Committee meeting last week that they are now in Phase 4 (of 4) of their workplan: developing the proposed Hospital Improvement Plan that will address our financial challenges.

Staff and community engagement sessions hosted by Hay Group concluded earlier this month. Staff input was collected through focus groups and one-on-one opportunities while broader community consultation included town hall meetings, telephone town halls and a survey, which closed September 14th.

While exact dates are not yet known, the report from Hay Group is expected to be available at the end of October.

The Central East LHIN's expectations of Hay Group were again set out in a presentation delivered at the LHIN's September 23<sup>rd</sup> Board meeting. The LHIN expects The Hay Group to deliver to NHH:

- a proposed Improvement Plan comprising recommended mitigation strategies and any other remedial actions, including those related specifically to clinical service sustainability, integration, and the management in the short- and medium-term of changes in clinical volume, pricing, and funding due to Health System Funding Reform;
- an implementation plan for each mitigation strategy, including key metrics and timelines;
- a monitoring plan that can be used by the Hospital's management and Board to track the implementation of the Improvement Plan; and
- a reporting schedule based on the implementation plan that will show performance against planned results and scheduled milestones.

For its part, NHH is expected to:

- take the final proposed Improvement Plan to the NHH Board in October; and
- through its Board, transmit a letter to the Central East LHIN Board in October confirming receipt of the final proposed Improvement Plan and any motion related to the implementation of its recommendations.

NHH's Hospital Improvement Plan will be on the agenda at the Central East LHIN Board meeting on October 28<sup>th</sup>.

For additional context on the NHH Operational Review process please see the dedicated LHIN webpage at: [www.centraleastlin.on.ca/accountability/performance/NHHExternalOperationalReview](http://www.centraleastlin.on.ca/accountability/performance/NHHExternalOperationalReview).

For background on NHH's financial challenges, and steps taken to date, please see [www.nhh.ca](http://www.nhh.ca).

Further details on Hay Group's recommendations will follow as they are made available. In the meantime, on behalf of the Board and the entire NHH team, I thank all those who have offered input into this important process. Northumberland's reliance on and appreciation for the services delivered here at NHH have been clearly demonstrated and we look forward to receiving Hay Group's recommendations next month.

Linda

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NHH President and CEO,  
Linda Davis

## Recreational Therapist and Registered Practical Nurse recognized for gerontological excellence at NHH

Northumberland Hills Hospital (NHH) recognizes staff members throughout the year for both personal and team accomplishments. At the latest staff forum held Thursday, September 17<sup>th</sup>, the hospital's Gerontological Excellence Awards were presented to **Amanda Phipps**, Registered Practical Nurse (RPN), and **Amy Ludolph**, Recreational Therapist.

First introduced in June 2013, the Gerontological Excellence Awards celebrate personal achievement in what has become a timely priority for NHH: becoming a true centre of excellence in the provision of acute care that is sensitive to the complex care needs of older adults.

NHH serves a catchment area of approximately 60,000 residents including the Municipality of Port Hope, the Town of Cobourg and the townships of Hamilton, Cramahe and Alnwick/Haldimand. In Cobourg alone the percentage of the population aged 65 and over was 26.5% in 2011, considerably older than both the national percentage of 14.8 and the provincial percentage of 14.6. Looking ahead, that percentage will grow significantly throughout NHH's catchment.

"Gerontology isn't a department or a unit," said Helen Brenner, NHH's Vice President of Patient Services and Chief Nursing Executive, who presented the awards. "It's a specialty we all need to own."

Nominated by four of her peers, RPN Amanda Phipps was recognized for her special combination of skills and compassion which she applies in her day-to-day care of older patients who find themselves at NHH.

Amy Ludolph, Recreational Therapist in post-acute specialty services and the driving force behind NHH's successful Hospital Elder Life Program (HELP), was the recipient of NHH's second Gerontological Excellence Award this year.

For further details on this year's recipients, please see [www.nhh.ca](http://www.nhh.ca).



Award winners Amy Ludolph (left) and Amanda Phipps (right) with NHH's VP, Patient Services and CNE, Helen Brenner.



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