



## Senior Leadership Report to the Board – June 2023

**Our Shared Purpose: People First**  
**Our Values: Integrity, Quality, Respect, Compassion and Teamwork**

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### Connected care close to home

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#### **Mental Health Awareness Month information booth**

A multi-day collaborative effort led by members of NHH's Community Mental Health Services' team and Liane Covert, Patient and Family Advisory Council Partner on the Mental Health Quality and Practice Committee, was held at NHH May 17-19.

Liane, Jake Lauder, Case Manager with NHH's Community Mental Health Services Team, and Kate Orgill, a social work student completing a work placement at NHH, prepared the display and staffed it. They answered questions and pointed visitors with information about NHH's Community Mental Health Services in an effort to raise awareness about the mental health resources and services available in and around Northumberland County.

The three-day event, well received by staff, physicians, midwives, volunteers, patients, and visitors alike, marked the return to what had been a regular cycle of information tables in the stairwell adjacent to the Main Street Bistro prior to the pandemic, and a welcome re-start to in-hospital interactive education opportunities.

The booth will be used for community education opportunities in the future. Special thanks to Liane, Jake and Kate for this effort. Interested in learning more about patient care services for mental health and addictions at NHH? Please see our website, [nhh.ca](http://nhh.ca).

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### Accountable care

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#### **Infrastructure renewal - Replacement chillers procured and scheduled for installation this fall**

Hospitals rely on careful temperature and humidity controls to ensure consistent, comfortable air temperatures at all times of the year as well as the safe management of sensitive equipment.

NHH's chillers—the large units that deliver air conditioning throughout the building—date back to the opening of the hospital almost 20 years ago. An open procurement process has recently been completed and a vendor to replace the chillers has been secured. NHH is anticipating delivery of the replacement chillers this October. Installation will be completed during the fall and winter months

when chilling is not required with the plan to have our new chillers fully installed and on-line for the 2024 cooling season.

At a cost of close to \$2 million, this critical infrastructure upgrade will be funded in part by the hospital with applications for financial support submitted for consideration by the province in the coming year's Hospital Infrastructure Renewal Fund program and other rebate opportunities.

### **20<sup>th</sup> anniversary planning under way**

NHH will celebrate its 20<sup>th</sup> anniversary this fall (Sunday, October 22, to be exact) and to prepare for the occasion a multi-disciplinary Planning Committee has been struck to jointly plan, coordinate, promote and supervise the activities that are being planned to recognize this special anniversary both inside the organization and with the community we serve.

With several meetings already held, the planning team continues to grow, including representation from front-line staff, leaders, PFAC partners, the NHH Auxiliary and Foundation and even a retired community physician.

Charged with co-designing, for review and approval by NHH Senior Leadership, the key tactics that will be used to mark this important anniversary, the team will also organize and facilitate activities inclusive for all NHH staff, physicians, midwives, volunteers and (as appropriate) community partners.

Among the events planned is a 20<sup>th</sup> anniversary community open house this fall and a refresh of NHH's 20-year brand identify. Stay tuned for more details and key dates in future reports as the Committee's work progresses this summer.

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## **Responsive and healthy work environment**

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### **National Nursing Week celebrations held May 8 through 14**

NHH hosted a series of internal events May 8 through 14 recognizing the contributions of the interprofessional team, specifically nurses.

A highlight for the 2023 National Nursing Week activities was the May 10 presentation of NHH's 2023 Nursing Practice Awards. A peer-nominated recognition, the Nursing Practice Award ceremony, hosted by Chief Nursing Executive Kate Zimmerman together with President and CEO Susan Walsh, offered an opportunity to celebrate 10 individual nurses who embody the hospital's core values of quality, integrity, respect, teamwork and compassion in their practice. Also highlighted at the mid-day event were Professional Development Achievements, which recognized eight nurses who have upgraded their skillset through additional training or academic credentials over the past 12 months. Please join us in congratulating the following recipients and all nominees.

### **2023 Nursing Practice Award Recipients**

Kara Macklin, Acute Care  
Janna Cudmore, Ambulatory Care  
Lindsay Chevalier, Cancer and Supportive Care  
Ann Marie Losell, Dialysis  
Danielle Kohlman, Emergency Department  
Mafalda Concordia, Intensive Care Unit

Melissa Atkins, Community Mental Health  
Lisa Foreman, Maternal/Child  
Tara Redmond, Post Acute Specialty Services  
Tracey Chester, Surgical Services

### **2023 Professional Development Achievements**

CNA certifications – Christina Durham and Laura Eakins  
Bachelor's degrees – Shirley Buell, Lisa Eisler, Stacey Simmons  
Master's degrees – Paula Traini, Dmitri Goold, Amy Dickson

### **Long Service Award Ceremony**

Another annual event that returned to its in-person traditions this spring was NHH's Long Service Award Ceremony, which was held at the hospital the evening of Wednesday, May 31 after virtual celebrations in 2021 and 2022 respectively.

Jennifer Gillard, NHH's VP, Patient Experience, Public Affairs and Strategic Partnerships, served as the evening's Master of Ceremonies with Elizabeth Selby, Board Chair, bringing opening remarks and a territorial acknowledgement and President and CEO Susan Walsh providing the closing messages.

As is the tradition, each recipient was presented their award by their direct manager, who shared with attendees special stories about each individual and their unique contribution to the hospital through the years.

Pins and flowers were presented to individuals marking 10 to 30 years of service to NHH. In total over 70 long-service award recipients—staff, physicians and midwives—were recognized, representing a remarkable 1,045 years of service combined!

Group photos were taken and will be published, with the names of all recipients, in the upcoming *Annual Report to the Community* scheduled for publication later this month! Warm congratulations to all of NHH's 2023 long-service award recipients!

### **Equity, Diversity and Inclusion Advisory Committee Activities – May 2023**

NHH's Equity, Diversity and Inclusion Advisory Committee (EDIAC) celebrated May with an exciting return to in-person activities across the hospital.

On May 19, NHH commemorated Global Awareness Accessibility Day with a lunch and learn discussion organized by EDIAC in the Peter B. and Mary T. Smith Community Education Centre called **Living Legally Blind: Navigating Life through Blindness**. The hour-long event, featuring guest speaker, Beth Milligan and her guide dog, Mesa, was well attended with more than 30 staff and Auxiliary volunteers joining Beth for her presentation and question and answer session.

Beth—who is legally blind—shared her experiences living with visual impairment, which included how she learned to read Braille, dispelling myths about visual impairment, and gave a demonstration with her guide dog, Mesa. She also spoke about the importance of accessibility for those living with visual impairment. Her presentation was empowering and left participants with many takeaways on how NHH can continue to champion and exceed accessibility standards across the hospital.

Other noteworthy dates that were highlighted by EDIAC on NHH's communication channels last month include: Canadian Jewish Heritage Month, National Jewish Heritage Month and the National Day of Awareness for Missing and Murdered Indigenous Women (MMIWG2S), Girls, and Two-Spirit People (May 5).

## **NHH celebrates Pride Month with the installation of a rainbow crosswalk—Pride flag will fly again throughout the month of June**

NHH is commemorating Pride Month with the installation of a new rainbow crosswalk in addition to flying the Pride flag, a tradition that has been observed in years past throughout June.

Located near the hospital's main entrance, the new rainbow crosswalk runs parallel to the hospital's orange crosswalk—first introduced on September 1, 2022—in honour and remembrance of residential school survivors and the many children who never returned home.

“The introduction of a rainbow crosswalk at NHH—an initiative brought forth by NHH’s EDIAC—is the latest of many steps taken by the hospital to continue creating an equitable, inclusive, and barrier-free environment for all,” said Susan Walsh, President and CEO, in the [news release shared May 31](#). “Members of our NHH team are looking forward to participating in community-based Pride activities as well and appreciate opportunities to collaborate with community partners.”

“The importance of diversity and equity in any environment—whether its in our personal life, professional life, or both—cannot be overemphasized,” said Lola Obomighie, Vice President, People, Culture and Organizational Effectiveness. “Having a committee like EDIAC at NHH allows us to celebrate the rich cultural mosaic that continues to grow within our community both inside the walls of NHH and across Northumberland County. The rainbow crosswalk is another welcomed addition to the hospital and a visual reminder of the work we have done and must continue to do to ensure NHH is a safe, accepting place for everyone.”

For additional information about how we can create opportunities across the healthcare system to better serve 2SLGBTQI+ communities, please visit the Rainbow Health Ontario website at [rainbowhealthontario.ca](http://rainbowhealthontario.ca).

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## **Exceptional care, every time, for every person**

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### **Masking still required in all clinical and patient care areas, now optional in common areas and non-patient care areas**

While mandatory masking is still required in all clinical and patient care areas at Northumberland Hills Hospital (NHH), effective Wednesday, May 17 masking is now a personal choice in common areas and non-patient care areas, such as: the Main Street Bistro, administration offices, and hallways outside of clinical spaces.

Planning to visit one of the following areas of NHH? Please remember masks are still required and will be provided for the following:

#### *Acute Care*

Emergency/Intensive Care  
2A/B Medical/Surgical Inpatient  
Maternal Child Care  
Surgical Services Post-Acute  
1A/B Inpatient Rehabilitation/Restorative Care

Palliative Care

*Outpatient Care*

Ambulatory Care Clinics  
Cancer/Supportive Care/Dialysis  
Community Mental Health Diagnostics  
Diagnostic Imaging/Women's Health

For more on mask and visitor requirements, see our recently updated *NHH Visiting Guidelines* section of [nhh.ca](http://nhh.ca). Questions? Don't hesitate to reach out to our Public Affairs department at 905-372-6811, ext. 4009.

### **Patient and Family Advisory Council resumes in-person meetings, welcomes inaugural Chair, Bonnie McKee**

Another first last month was the resumption of in-person Patient Family Advisory Council meetings! With pandemic restrictions relaxing and in-person meetings resuming throughout the hospital, the PFAC partners were very pleased to have the first opportunity to gather together in person since the pandemic began.

After three years of virtual meetings, the meeting was the first opportunity many of our newer PFAC partners had to be in the same room with one another and with their respective 'buddies,' the staff leaders aligned with their particular area of interest and experience.

The meeting provided an opportunity to share first-hand the depth and breadth of involvement of PFAC partners throughout the hospital, and to explore areas for growth and opportunity as we emerge from the pandemic. Also welcomed at the four-hour meeting was the group's inaugural Chair, Bonnie McKee, who formally assumed the role of Chair at the May 5 meeting and facilitated a very effective discussion that will help inform the hospital's first Experience Framework now in development.

A member of NHH's PFAC team since July 2022, Bonnie now serves on a number of Committees, including but not limited to Equity, Diversity and Inclusion Committee, the Patient Experience Measurement Working Group and the Seniors Care Best Practice Working Group.

Originally from Toronto, Bonnie spent 16 years in the U.S. prior to moving to Port Hope in 2020 during the height of the pandemic. She holds degrees from Queen's University and a Master's of Science in Creativity and Change Leadership from Buffalo State University as well as multiple professional certifications. Her interest in health care – specifically, senior care – was kindled when she was an essential caregiver for her father who suffered with advanced Alzheimer's and other physical challenges during his time as a patient in the Veteran's hospital in London, Ontario. During that time Bonnie sat on a number of committees to improve the quality of patient experience at Veterans and across the St. Joseph Health Care campus.

For more on PFAC, including biographies of all members, please see [the PFAC page at nhh.ca](#). Interested in joining this unique volunteer team? Know someone in the community who may find PFAC of interest? Find answers to frequently asked questions and the Expression of Interest form on the same page! New partners are most welcome. Of particular note is a current opportunity for a patient or caregiver with experience and an interest in surgical services and ambulatory care at NHH.