



NORTHUMBERLAND HILLS  
**HOSPITAL**

Senior Management  
Report to the Board  
March 2017

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**Patients First**

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**NHH now viewing provincial patient information thanks to ConnectingOntario**

eHealth Ontario's **ConnectingOntario** has arrived at NHH! A major step forward in the development of a province-wide electronic health record (EHR), ConnectingOntario will bring benefits to patients, clinicians and the health-care system.

Growing from three major regional 'hubs' (the Greater Toronto Area—which is our hub—the South West region and the Northern & Eastern region), ConnectingOntario will enable province-wide information sharing by building and linking previously isolated systems, so that clinicians, whether in a hospital, community clinic or doctor's office, can access patients' personal health information, anywhere, anytime. Rapid access to complete, up-to-date and accurate information puts clinicians in a better position to provide the best possible care.

As shared with staff in a recent message from our Chief of Staff Dr. David Broderick and Nurse Practitioner Beverly Ryan-James, the clinical co-leads for ConnectingOntario at NHH, our hospital is "connecting" with ConnectingOntario through a two-phased rollout, beginning with access to view information on our patients via ConnectingOntario and, in phase two, progressing to the ability to contribute NHH-specific patient information to the provincial system.

The viewable patient information ConnectingOntario will bring to NHH clinicians' fingertips includes: transcribed reports, visit/encounter information and Lab results from other hospitals as well as documentation from six Community Care Access Centres including our own, the Central East CCAC.

Privacy assessments have been completed, and precautions implemented to ensure that we are observing the necessary privacy protocols within the circle of care.

The patient information we will be contributing (through an automated process) will include: NHH patient visits, transcribed reports and Lab results.

Viewing access began on a pilot basis on April 3rd in the NHH Emergency Department; it is expected to be rolled out to the rest of NHH by the end of May.

To begin, ConnectingOntario access will be available to targeted health-care providers only, including, specifically, all NHH physicians and midwives with credentials, all NHH nurse practitioners, patient flow and our clinical information team.

Further information will follow as the hospital-wide rollout proceeds this spring.

**Medical Assistance in Dying (MAiD) awareness**

Three lunch-and-learn sessions were offered on Medical Assistance in Dying (MAiD) to staff, physicians and volunteers in the NHH Education Centre last week on March 27<sup>th</sup>, 29<sup>th</sup> and 31<sup>st</sup>, with more than 100 staff and volunteers involved to date. Key topics covered included:

- Assisted dying around the world
- Eligibility requirements in Canada
- Conscientious objection
- Ethical implications of our obligation to provide information and support patients' decisions
- Details on the NHH MAiD Support Team
- Overview of current MAiD process at NHH

In addition to the Education Centre lunch-and-learns, additional unit-based education sessions have been scheduled through the month of April. The aim is to accommodate those who have questions, but difficulties stepping away from patient care.

As reported in our January, 2017 report, NHH is working with its system partners to monitor and assess the volume of interest in MAiD and understand the complexities associated with medical assistance in dying so we can, together, meet patient needs.

In cases where an NHH patient requests the specialized procedure in an inpatient setting, we would partner with a nearby regional centre (Peterborough Regional Health Centre) to facilitate that care via the individual patient's healthcare practitioner. At this point in time, no medical assistance in dying procedures have been conducted at NHH.

For further information on Medical Assistance in Dying see the Ontario Ministry of Health and Long-Term Care website at <https://www.ontario.ca/page/medical-assistance-dying-and-end-life-decisions>. A patient information booklet is also available on the Peterborough Regional Health Centre's website at: <http://www.prhc.on.ca/cms/medical-assistance-in-dying>

### **Health Ethics Week activities**

NHH is taking advantage of Health Ethics Week, April 3<sup>rd</sup> to 7<sup>th</sup>, to continue raising awareness of ethics and ethical decision making processes and supports within the hospital. In addition to the ongoing MAiD education events noted above, a number of other educational activities have been coordinated by the professional practice leaders, including:

- daily health ethics seminars (topics include: capacity assessments, mental health, MAiD and medical marijuana);
- a Trillium Gift of Life (TGLN) education display located outside of the main cafeteria with information for staff on how to be a donor in Ontario (further details below); and
- staff-driven conversations around the subject of ethics, sparked by "Ask Me About Ethics" buttons.

Launched in February, the NHH intranet homepage now hosts a dedicated Ethics tab that brings staff directly to a number of ethics reference resources and tools to help support them in their everyday practice. A key focus of the "Ask Me About Ethics" conversations, the intranet Ethics tab contains:

- details on NHH ethics consultants and consultation process;
- the NHH Ethics Framework and relates policies/procedures; and
- hotlinks to provincial/college resources.

### **Influenza vaccination campaign results**

NHH's 2016-17 influenza vaccination rate was improved over last year by 10 per cent for a final total of 54 per cent. Offered again to all staff and physicians, NHH's campaign was launched well in advance of flu season on October 24<sup>th</sup>. Led by NHH's occupational health RN Ellen Woodward, a variety of strategies helped raise awareness across the hospital. Mobile clinics brought the vaccine directly to staff on all shifts to further encourage uptake.

## **New risk assessment, monitoring and education process developed to prevent pressure injuries**

Using standardized, evidence-informed tools and following a consistent assessment schedule is the most effective way to assess risk and to provide interventions to prevent skin injury among inpatients. Additionally, providing inpatients and their families with information helps to empower them to help themselves and assist caregivers' efforts in preventing pressure injuries (ulcers).

Every patient admitted to NHH is now receiving a documented pressure injury risk assessment within the first 24 hours of admission using the Braden Scale Risk Assessment tool. For those with lower scores (i.e. at higher risk for pressure injuries), the assessment is repeated daily. Transfers to other patient care areas (for example, from the medical/surgical acute care unit to inpatient rehabilitation) also trigger re-assessment, as do any changes in the patient's clinical condition.

New patient education information has also been developed. This information is now being shared with every patient and/or their family to further support their own efforts in preventing pressure injuries.

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## **Our Team, Our Strength**

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### **Doctor Appreciation in Northumberland - May 1<sup>st</sup> to May 5<sup>th</sup>**

NHH will join west Northumberland's Community Physician Recruitment and Retention Committee (CPRRC) and the Ontario Medical Association (OMA) to recognize the fantastic work of local physicians on **Doctors' Day**. This year, local activities are set to take place May 1<sup>st</sup> through May 5<sup>th</sup>.

Doctors' Day was officially proclaimed by the provincial government in 2011 to celebrate the province's 26,000+ physicians and to mark the birthday of Canada's first female physician, Dr. Emily Stowe.

From May 1<sup>st</sup> until May 5<sup>th</sup>, local patients and their families will be encouraged to sign one of the thank you cards that will be provided in doctors' offices and in the hospital or to simply say 'thank you' to their doctor directly to let them know how much their efforts are appreciated.

Further details will be shared in a joint NHH/CPRRC news release later this month.

### **Transfusion medicine educational opportunity – one example of many of the benefits of telemedicine**

A half-day symposium will be offered this month to NHH staff via our Ontario Telemedicine Network (OTN). Speakers for this year's session, available in both morning and afternoon blocks, include:

- Managing the gastro-intestinal (GI) bleeding patient in the community hospital setting – Dr. Michele Brule (Health Sciences North)
- Dealing with the coagulopathy of liver disease (Dr. Rita Selby, University Health Network)
- Reversal of oral anticoagulants in the patient with GI bleeding (Dr. Marc Carrier, The Ottawa Hospital)
- Quality improvements in transfusion medicine (Dr. Allison Collins, NHH/Ontario Regional Blood Coordinating Network)

More than 720 patient visits were facilitated through Telemedicine last year. In addition to expanding NHH patients' access to specialist care without the need for travel, OTN is also a powerful linkage for hospital staff and physicians to many professional development opportunities throughout the year.

### **2016 Public Sector Salary Disclosure**

The Ontario Ministry of Finance released the province's 2016 Public Sector Salary Disclosure (PSSD) list, also known as the "Sunshine List" on Friday, March 31<sup>st</sup>.

First published in 1996, the list is produced annually by the Government of Ontario to provide taxpayers with the names, positions and salaries of those in the public sectors who earned more than \$100,000 in salary and taxable benefits during the previous calendar year.

Hospitals are among the sectors covered by the *Public Sector Salary Disclosure Act*. Also included are colleges, municipalities and school boards.

In 2016, 19 Northumberland Hills Hospital (NHH) employees were reported on the PSSD list. An additional two individuals employed in regional roles by Seniors Care Network (previously known as the Central East Regional Specialized Geriatric Services, or RSGS) were also reported on NHH's PSSD list. Per agreement with the Central East Local Health Integration Network (Central East LHIN), NHH acts as the paymaster for this organization which is based at NHH but serves the entire Central East region. For details please see the Ministry of Finance website or NHH's news release on [nhh.ca](http://nhh.ca)

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## Operational Excellence

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### **2016/17 achievements in medical/surgical supply expense reduction**

As part of NHH's continued efforts to deliver care as efficiently as possible, a review was completed of the top 20 high use and high cost medical and surgical supplies including items such as wound care products, skid resistant socks and tissue (i.e., Kleenex). The aim was to find opportunities for savings through group purchasing discounts or otherwise.

Since August 2016, more than \$24,000 in savings has been realized through purchasing adjustments. These savings resulted from changing the product used or purchasing it in different quantities as well as new group purchase contracts for selected drug purchases.

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## Collaborative Networks

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### **NHH helping to save lives in Ontario through organ and tissue donation registration drive**

Staff, visitors and volunteers are being invited this week to participate in NHH's Trillium Gift of Life Network's (TGLN) organ and tissue donation registration drive with a simple ask: *check your registration status*.

The campaign, running April 3<sup>rd</sup> through 7<sup>th</sup>, features an information display and take-away material, continuing the hospital's ongoing efforts to raise awareness inside and outside the organization around the importance of organ and tissue donation and, specifically, the steps Ontarians need to take to be sure they are properly registered.

Every three days, someone in Ontario dies waiting for a lifesaving organ transplant. This situation exists despite the fact that we have the cure, the knowledge and the tools to save them. We simply do not have enough organ donors.

One donor can save up to eight lives and enhance another 75 more through tissue donation. Organ donation in Ontario has tremendous support, but there is a lack of follow-through on intent. Approximately 80 per cent of Ontarians say that giving consent for organ and tissue donation in advance is very important to them, yet only about 31 per cent have properly registered.

Happening across the province, TGLN's 2017 BeADonor month initiative is designed to address this disconnect between intention and action.

"As many as 1.8 million Ontarians mistakenly believe they are registered organ and tissue donors," says Ronnie Gavsie, President and CEO of Trillium Gift of Life Network. "This BeADonor month we are encouraging all

Ontarians to check if they are registered at [BeADonor.ca](http://BeADonor.ca). With over 1,500 people on the waitlist today, we can give them hope by ensuring our wishes are registered.”

Checking registration status is easy. Look on the back of your photo health card for the word “donor” (if it’s there, you are properly registered) or check your status online at [BeADonor.ca](http://BeADonor.ca) which is also accessible on your mobile phone.

For those who check and find that they are not registered but want to be, the process can be completed through a few simple clicks, also at [BeADonor.ca](http://BeADonor.ca). Have your health card number and birth date ready. It only takes two minutes to register!

### **Dr. Philip Stratford appointed Northumberland County sub-region Primary Care Physician Lead**

In a news release issued March 20<sup>th</sup>, 2017, the Central East Local Health Integration Network (Central East LHIN) announced the appointment of a Primary Care Physician Lead for the Northumberland County sub-region.

Recruited through a procurement process supported by the Central East Community Care Access Centre (Central East CCAC), the Primary Care Physician Lead for the Northumberland County sub-region is **Dr. Philip Stratford**. Well known to all of us at NHH, Dr. Stratford is a resident of the Cobourg area. He cares for patients in the community, in long-term care homes and here at NHH. For more information, please see the full news release on the Central East LHIN website, [centraleastlhin.on.ca](http://centraleastlhin.on.ca).

### **Indigenous Mayan midwives and health providers visit NHH for knowledge exchange on maternal, newborn and child health**

The NHH Education Centre was transported to a remote rural landscape in Totonicapán, Guatemala, on Friday, March 24th, as midwives, family doctors, nurses, specialists, students and others gathered to learn and exchange knowledge on maternal, newborn and child health (MNCH).

The unique talk and tour—coordinated by local international development organization [Horizons of Friendship](http://Horizons of Friendship) and NHH health-care providers involved with the group, including midwife Taryn Woolsey and family physician Dr. Paul Caldwell—was part of a combined effort between Horizons and its Guatemalan partner, the Association for Health Promotion, Research, and Education (PIES de Occidente), which is funded in part by Global Affairs Canada. Caldwell, who is also President of the Horizon’s Board of Directors, traveled in February to Guatemala with Woolsey and other local health care providers as Canadian delegates.

The session provided a stark contrast between the world we occupy at NHH and the one the midwives and physician we met must work in in Guatemala. In addition to the teamwork between midwives and physicians, the visitors were very impressed by the exceptional equipment we have to work with, thanks to the generosity of our community and the support of NHH’s hard working Foundation and Auxiliary volunteers.

For further details on the visit, please see the related news release on [nhh.ca](http://nhh.ca)

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## **Sustainable Future**

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### **Corridor lighting conversion under way**

In an effort to continually conserve energy by reducing the electricity consumed at NHH, the hospital is converting to the use of new LED lighting in selected hallway fixtures and pot lights throughout the facility.

A trial of the new lighting was tested for six months in a public area at the end of the main second-floor hallway outside the Board Room and Health Records. 32W fluorescent tube lights and 50W halogen pot lights were replaced with 14W LED tubes and 7W LED lamps, respectively. The trial received positive feedback from both a

patient/visitor perspective as well as from general staff, with agreement that it is very difficult to notice a difference between the original lighting and the new LED options.

The total investment for NHH to convert the identified pot lights and hallway light fixtures with an LED retrofit was estimated at \$17,686. NHH's utility provider offers a custom lighting incentive to switch to the greener option which, in this case, would total \$7,743, therefore reducing the total investment required of NHH to \$8,843.

The reduction in energy associated with the lighting retrofit amounts to an estimated 154,876kWh in reduced energy and an annual cost savings of approximately \$15,487 in electricity cost. Further, the new lighting offers a considerably longer lifespan resulting in additional operating savings due to reduced maintenance cost.

The conversion is now under way with a plan to have it fully completed this summer.