



NORTHUMBERLAND HILLS
HOSPITAL

Senior Management
Report to the Board
March 2019

Quality and Safety

New walk-in counselling option for youth opening March 19, no referral required

Access to youth counselling in our community will improve on March 19, 2019, with the expansion of an existing adult walk-in service to also serve individuals between the ages of 7 and 16.

The result of an innovative collaboration between **Northumberland Hills Hospital's Community Mental Health Service, Rebound Child and Youth Services** and **Northumberland Community Counselling Centre**, the new youth walk-in counselling option will be accessed through a centralized intake location at Northumberland Hills Hospital Community Mental Health offices at 1011 Elgin Street West, Suite 200, Cobourg.

Based on a model similar to the adult walk-in clinic introduced by Northumberland Hills Hospital and Northumberland Community Counselling Centre in the fall of 2017, the youth walk-in clinic will be available two days a week, beginning Tuesday, March 19th. Hours of operation will be as follows:

- Tuesdays (8 AM to 4 PM) and
- Thursdays (10 AM – 6 PM).

Youth and their family members seeking the walk-in option will not require a referral. Seen on a first-come, first-served basis, walk-in clients will meet first with a community mental health staff member who will assess them for appropriateness for walk-in support. Once confirmed, clients will receive a same day individual counselling appointment with a counselor from Northumberland Hills Hospital, Rebound Child and Youth Services or Northumberland Community Counselling Services. In the event that crisis and/or in-patient hospital support is found to be required, or if additional referrals are needed, this will be coordinated.

There is no limit to the number of times local youth and their families may access the new walk-in counselling clinic. Northumberland Hills Hospital's Community Mental Health Services team will continue to offer long-term counselling and group support, and previously established services will also continue unchanged at Northumberland Community Counselling Services and Rebound Child and Youth Services.

In a February 2018 presentation to the Hospital's Board of Directors on her team's services, Jennifer Cox, the hospital's Integrated Community Mental Health Director, confirmed that after a year and a half in operation, the goals of the walk-in option for adults have been exceeded.

"Wait times for care have decreased, and client access to treatment has increased as a result of the adult walk-in counselling option," Cox confirmed. "We have seen a significant uptake in the option for return counselling visits, and walk-in visitors have risen from 96 visits/month in April 2018, to 173 visits/month in November, 2018."

Area agencies have also observed a rise in the number of youth requiring mental health support.

The total number of youth physically presenting to the Northumberland Hills Hospital Emergency Department for mental health reasons has increased year over since 2014/15, from 2% to 3.04% of overall Emergency Department visits for individuals 17 and under.

Northumberland Hills Hospital's mental health crisis visits involving youth have increased significantly in the same period from 16% of total mental health crisis visits in 2014/15 to 26% in 2018/19.

Rebound Children and Youth Services reached out to Northumberland Hills Hospital in December 2018 to explore a possible collaboration to better address youth needs.

An opportunity to leverage the successful adult walk-in model emerged and the new three-way collaboration between Northumberland Hills Hospital's Community Mental Health Services, Rebound and Northumberland Community Counselling Centre has now been formalized.

"By working together with our community partners in this way, we are able to add real-time, counselling support in Northumberland," said Carol Beauchamp, Executive Director, Rebound Child and Youth Services. "The needs have increased steadily in recent years, and wait lists for youth mental health supports have grown. Our aim with this new walk-in option is to address the challenges affecting area youth and their families, so that they can receive support in a timely and accessible fashion."

Janet Irvine, Executive Director of Northumberland Community Counselling Centre, anticipates a second benefit with the walk-in approach. "For our adult clients, the walk-in model has reduced the bias often associated with mental illness. Our Centre has found that youth and families who may be reluctant to approach their doctors with mental health concerns find self-referral more comfortable; the walk-in setting provides comfort plus an immediate response. Timeliness is everything. The earlier we offer assistance, the more unlikely situations will be to escalate."

"I would like to offer my congratulations to Northumberland Hills Hospital's Community Mental Health Service, Rebound Child and Youth Services and Northumberland Community Counselling Centre, for their innovative and collaborative new youth walk-in counselling program," stated David Piccini, MPP Northumberland-Peterborough South. "The government is making mental health a priority where every Ontarian is fully supported in their journey towards mental wellness. We applaud the initiative of these health care organizations to better address the needs of our local youth by increasing access to services on a timely basis."

Information on the new walk-in counselling clinic for youth will be found online at: mentalhealthwalkinclinic.ca and on the websites of Northumberland Hills Hospital, Rebound Child and Youth Services and Northumberland Community Counselling Centre.

Quick facts:

- The new youth walk-in counselling clinic will open Tuesday, March 19, 2019 at 1011 Elgin St. West, Suite 200, Cobourg
- No physician referral is required.
- Area youth between the ages of 7-16 will be seen Tuesdays from 8:00 AM to 4:00 PM and Thursdays from 10:00 AM to 6:00 PM on a first-come, first served basis; youth older than 16 will continue to have access to the adult walk-in option.
- [Mental Health Commission of Canada](http://www.mentalhealthcommission.ca) reports that mental health problems and illnesses affect more people in Canada than some of the major physical disorders; 1 in 5 experience a mental health problem or illness in any given year, and 70 per cent% say symptoms started in childhood

Great Place to Work and Volunteer

Celebrating Social Work Week March 4-10

Social workers support patients every day throughout Ontario's health and social care systems. Within each patient's unique context, they are a key part of the interprofessional team, helping to identify the source of stress or problems, strengthen coping skills and find effective solutions.

March 4-10 has been identified as Social Work Week in Canada, and to help recognize the role, and build awareness of the many ways social workers can support patient and family care across the continuum, we're

highlighting NHH Social Worker **Chantal Lelievre** and the work she and her colleagues do at NHH and in the community through a Featured Story on nhh.ca. See an excerpt from that story, below.

*NHH has benefited from the support of Social Worker **Chantal** in a range of roles for close to 9 years, first with Community Mental Health Services, where social workers hold a range of key roles from case management to counselling and, most recently, as a full-time NHH Social Worker shared across inpatient, Cancer and Supportive Care and Emergency care.*

“For me, I enjoy the diversity of the patients and families I get to work with in the hospital sector. From outpatient care to inpatient care, my role is very solution focused while, at the same time, very patient-directed,” says Chantal, who can receive a patient referral from any member of the medical staff or front-line care team as well as from an inpatient or their family directly, as long as that patient is registered at NHH.

“A lot of the work I do flows from patients within the Cancer and Supportive Care program, both here at NHH and through our regional relationship with the Durham Regional Cancer Program. I work closely with our Nurse Navigator Kim Baxter, and, as appropriate, Aboriginal Navigator Kathy MacLeod Beaver to provide counselling to cancer patients, support advance care planning, help them to connect with community resources, access financial or transportation aid and provide support options for caregivers.”

Beyond cancer and supportive care, Chantal is also called on regularly to assist in inpatient care as well, and the Emergency Department.

“Sometimes, the support I provide is very simple. Sitting, and listening to the family of a patient who is very ill, for example, or talking with a patient or a family member brought in by ambulance following an accident on the highway. Quite often, I act as a mediator--between the family and the challenges they face--helping to understand the barriers, break down challenges into manageable parts, and build connections to the people and resources that can help get them through. Understanding each patient’s story helps me to get to the cause of the issue and, together, we can find a solution.”

*Master of Social Work (MSW) students also benefit from Chantal’s mentorship and—through regular preceptorships—support patient care here at NHH. **Courtney Gillard** and **Bradley Beaumont**, above, are two of the most recent MSW students to spend time at NHH. Both from the University of Windsor’s School of Social Work, they are currently working alongside Chantal in her day-to-day work as part of their program’s work placement requirement.*

“Everyone has a story,” says Chantal, “and if we can understand that story, we’re better able to deliver quality care and help someone move forward. It’s a privilege to do what I do, and I really love it.”

See nhh.ca and the March edition of our community newsletter *In Touch* for Chantal’s story.

Call for Nominations – Cancer Care Ontario’s 13th Annual Human Touch Awards

Do you know an individual or a team who exemplifies the very best when it comes to providing compassionate, person-centered care? Nominate them for a *Human Touch Award*.

Cancer Care Ontario’s (CCO) Human Touch Award celebrates the unsung heroes and teams on the front lines of our cancer care and renal system who provide the true “human touch” to patients across Ontario every day. All part-time and full-time health care professionals, providers and volunteers who provide care in a regional cancer or renal program are eligible to be nominated.

Nominate someone [online](#) before the **Tuesday, March 12, 2019** nomination deadline.

Award recipients will be honoured by CCO at a Human Touch Awards ceremony on June 13, 2019. The Central East Regional Cancer Program will also recognize all nominees from our region, including here at NHH.

For more information about the Human Touch Awards, visit [CCO’s Website](#).

Successful Values Ambassadors skate party at the CCC



The NHH Values Ambassadors hosted staff, physicians, volunteers (and their families!) at the 2nd annual family skate last month at the Cobourg Community Centre (CCC).

“The Pond” at the CCC was reserved for NHH from **noon to 2 PM on Sunday, February 10th**. The latest in a series of fun events coordinated by the Ambassadors, the successful skating event follows on the heels of a very successful holiday dinner and dance held in December with over 250 in attendance. A summer picnic is being planned, together with a ‘quality bake-off’ later this spring.

Collaborative Community Partnerships

Join Librarian Amanda Ross-White on Wednesday, March 20th for the next Northumberland PACE community conversation: “The Good, the Bad and the Ugly: Finding Quality Health Information Online”

The next PACE conversation will take place in the Community Education Centre at Northumberland Hills Hospital on **Wednesday, March 20th at 5:30 PM** with guest speaker **Amanda Ross-White** leading the discussion.

Amanda Ross-White, MLIS, AHIP, has been a librarian at the Bracken Health Sciences Library at Queen’s University, in Kingston for over 10 years. A senior member of the Academy of Health Information Professionals, she has co-authored over 25 peer-reviewed papers. Her book *Joy at the End of the Rainbow: A Guide to Pregnancy After a Loss* won an award from the American Journal of Nursing. Her current research examines the impact of predatory or deceptive publications on practice guidelines.

Using the phrase “IF I APPLY,” Ross-White will guide a discussion of questions we can ask when evaluating health information online. She will demonstrate that, by thinking about and checking our own internal biases before evaluating the information found on web pages, we can help ensure we are getting the best and most recent information on health topics. Using a mix of

“personal” steps and “source” steps, Amanda Ross-White will look at sample web pages to evaluate the information found, in this context!

- Identify emotions attached to the topic.
- Find unbiased reference sources.
- Have Intellectual courage.
- Establish Authority.
- Consider Purpose/Point of view.
- Who is the Publisher?
- What’s in the List of sources?
- What is the Year of publication?

Lasting approximately one hour in length, PACE events consist of a 30-minute talk, a 20-minute question-and-answer period with the guest speaker and a 10-minute moderator summary.

Amanda Ross-White’s PACE conversation will begin at 5:30 PM on March 20th, in the Community Education Centre at Northumberland Hills Hospital, 1000 DePalma Drive.

Bring your questions, your suggestions and your experience and join in what is expected to be another lively discussion! If you have a smart phone, we invite you to bring it, to participate in real-time event feedback. No smart phone? Not a problem. Audience feedback will also be gathered without the help of technology.

Reminder – this and all PACE talks are FREE, but **pre-registration is required** to manage room capacity. Register for Amanda Ross-White’s March conversation today at www.pacetalks.com, where you will also find a listing of the upcoming speaker and topic line-up along with video highlights from recent talks.

Next up for PACE? *The Science of Mindfulness*, with Dr. Jackie Gardner-Nix. Dr. Gardner-Nix’s conversation is scheduled for April 20th, 2019, at the Community Health Centres of Northumberland, 99 Toronto Road, Port Hope. Registration will open in late March.

Date	Topic	Speaker	Location
March 20, 2019	The Good, the Bad and the Ugly: Finding Quality Health Information Online	Amanda Ross-White	NHH
April 17, 2019	Science of Mindfulness	Dr. Jackie Gardner-Nix	CHCN
May 22, 2019	Caring for your Skin	Dr. Anuja Sharma	NHH

Northumberland Partnership to Advance Social Determinants of Health and Well Being

At the invitation of the Haliburton Kawartha Pine Ridge District Health Unit, NHH has been participating in the development of a new table to advance social determinants of health and well being in our community.

A diverse collaborative of health, social care and support agencies from across Northumberland County, the group has come together to proactively identify ways to serve, reach and care for Northumberland County residents who are living in poverty, who are at greater risk of poor health, who are marginalized and who are experiencing barriers to achieve optimal well-being.

Joining NHH and the HKPRDU representatives at the table are area primary care teams, legal aid, spiritual care and support agencies.

A set of guiding principles has been developed and strategic priorities for the next two years. To begin, the team will:

Listen – Connect with Northumberland County individuals with lived experience of health inequities to listen, learn and collaboratively identify priority areas for program planning and service delivery;

Connect – Collect and support consistent and innovative use and cross-promotion of resources;

Document – Identify data needs, collect, collate and share data. Collaborate to produce information packages and/or presentations highlighting local impacts of the social determinants of health and opportunities to engage in health equity strategies that are consistent, accurate and evidence based;

Share – Raise awareness of inequities through targeted, collaborative presentations/information sharing to local agencies and influencers to raise the profile of priority needs and development of potential solutions.

An opportunity for representatives to share local data with the NHH Board and Community Committee members will be welcomed as the work moves forward.

Operational Excellence

Health System Transformation – Bill 74

Details on the Government of Ontario’s long-term plan to transform the public health care system were released on Tuesday, February 26th by Christine Elliott, Deputy Premier and Minister of Health and Long-Term Care. The announcement revealed Ontario’s plan to “*improve access to services and patient experience by:*

- *Organizing health care providers to work as one coordinated team, focused on patients and specific local needs.*
- *Providing patients, families and caregivers help in navigating the public health care system, 24/7.*
- *Integrating multiple provincial agencies and specialized provincial programs into a single agency to provide a central point of accountability and oversight for the health care system. This would improve clinical guidance and support for providers and enable better quality care for patients.*
- *Improving access to secure digital tools, including online health records and virtual care options for patients – a 21st-century approach to health care.*

For details on the government’s announcement, please see the news release and related background documents, available here: <https://news.ontario.ca/mohltc/en/2019/02/ontarios-government-for-the-people-to-break-down-barriers-to-better-patient-care.html>

On February 26, 2019, the provincial government introduced Bill 74, The People’s Health Care Act, 2019.

If passed, Bill 74 will propose a series of amendments to several pieces of legislation as part of the provincial government’s efforts to end hallway medicine.

One of the most significant structural reforms in recent memory for Ontario hospitals and health service providers, Bill 74 includes three key components:

Schedule 1 enacts the *Connecting Care Act, 2019*, which establishes Ontario Health (a new super agency) and authorizes the creation of integrated care delivery systems.

Schedule 2 amends the *Ministry of Health and Long-Term Care Act* to provide for an Indigenous health council and a French language health services advisory council to advise the Minister.

Schedule 3 provides for the amendment and repeal of specific pieces of legislation to facilitate implementation.

Proposed changes related to Bill 74 include, but are not limited to the following:

- Multiple provincial agencies, including all Ontario local integration health networks (“LHINs”), will be transitioned into the Agency to provide for a single point of accountability and oversight.

- Health service providers and other organizations will be organized to work in integrated care delivery systems (formerly “MyCare Groups” and now known as “Ontario Health Teams”).
- The designation of Ontario Health Teams is currently voluntary but would be subject to prescribed requirements, including the ability to deliver at least three prescribed services.
- There are amendments proposed to over 29 pieces of legislation, with the majority related to the Agency assuming funding, accountability and integration functions of the LHINs.

If passed, the implementation period for Bill 74 will likely take place over several years. As such, details on exactly how these announcements will impact care delivery here in Northumberland are not yet known. The direction is in step with many of the recommendations advanced by the Ontario Hospital Association. Further updates will be shared as received.