NHH
Northumberland
Hills Hospital

Senior Leadership Report to the Board

Our Shared Purpose: People First

Our Values: Integrity, Quality, Respect, Compassion and Teamwork

March 2026

Connected care close to home

NHH completes Diagnostic Imaging renovations with installation of new SPECT-CT and MRI machine

NHH and the NHH Foundation marked the completion of renovations to the Nuclear Imaging area of the Diagnostic Imaging (DI) department with two ribbon cutting ceremonies in early March for the new SPECT-CT (Single Photon Emission Computed Tomography) equipment and new MRI machine.

A key component of the department's long-term capital equipment strategy, the new SPECT-CT replaced equipment installed when the hospital opened in 2003. The 100% donor-funded SPECT-CT equipment enhances access to advanced diagnostic procedures for local providers and patients close to home.

Renovation of NHH's MRI suite began on August 6, 2025, with the installation of a temporary MRI trailer, and the decommissioning of the hospital's original MRI machine, which was installed in 2007. The new MRI machine arrived at NHH on December 6, 2025, and work began immediately to install and test the new equipment.

Representing a transformative advancement of NHH's Diagnostic Imaging services, the purchase of the equipment was made possible thanks to an early lead gift from Don and Jane Hunter to the NHH Foundation's *Exceptional Community, Exceptional Care* campaign. The couple were able to join the ribbon-cutting ceremony alongside members of the NHH Senior Leadership, project leads and DI team members.

Stroke Recovery Clinic services warmly welcomed by community

NHH's new Stroke Recovery Clinic welcomed its first patient on February 24 and since its official launch a few days later to March 31 it has delivered outpatient rehabilitation services to 12 patients (and counting!).

Operating on Tuesday, Wednesday, and Thursday from 8 AM to 4 PM, the Clinic team is pleased with the volume of referrals, supported by a direct awareness campaign to area providers as well as local media interest. Kate Zimmerman, VP, Integrated Care has completed interviews with 89.7 FM and 93.3 FM respectively, with additional content shared via online news services *Go Northumberland* as well as Robert Washburn's, *Consider This*.

For details on the Clinic see the related news release on NHH's website here: Northumberland Hills Hospital Launches New Stroke Recovery Clinic.

Reminder - 2026 Health Professions Scholarships applications due April 17

Know a local student pursuing a career in a health profession? Applications for NHH's 2026 Health Professions Scholarship awards are due by 4 PM on Friday, April 17, 2026.

Two awards of $1,500 each are available to applicants enrolled or accepted for enrollment in a full-time study program.

Applicants are evaluated on the basis of their academic achievements, extra-curricular activities, a testimonial explaining their interest in a health-care field and written references.

Full details including instructions on how to submit an application will be found on the NHH website under the Careers tab, or click here: Student Scholarship.

Accountable Care

Caregiver communication enhanced for Day Surgery patients with introduction of new Day Surgery Patient Status Board

On Wednesday, March 18, a new Patient Status Board went live in the recently renovated Day Surgery waiting room. Enabled by NHH's Clinical Information System, which feeds updates directly, the board displays, in real-time, a patient's procedural progress through their Day Surgery journey.

Patients are identified using a unique identifier ('N') which is made available to patients' caregivers through the patient, as appropriate, when they check in.

The Board identifies the various stages of each patient's journey, including pre-procedure, in-procedure, in recovery and complete. A Patient's caregiver is called or receives a text once the patient they are supporting is ready to be discharged.

Created with the support of the Day Surgery team, NHH IT and the Surgical Services unit's Patient and Family Advisory Council representative, the Patient Status Board's impact will be evaluated through NHH Experience Survey data and other direct feedback and adjusted as required.

Master Planning update

Work on NHH's next Master Plan continues with progress moving very well.

Generative discussions continue with community leaders and groups. Representatives from area realtor teams met with Susan Walsh and members of the master planning committee last month and shared both industry trends and demographic insights. Representatives from the Cobourg office of the New

Canadian Centre discussed challenges, resources and initiatives that are available to newcomers in Northumberland County and offered some valuable insights into potential future collaborations and services that may be required in the future to support newcomers' access to health and social services. Most recently, input was received from the Port Hope Police Service through a virtual discussion hosted on April 1.

NHH also launched a radio campaign to raise awareness about the Master Planning survey opportunity specifically. Listeners to Classical FM (103.1) can expect to hear the ads this month.

Survey promotion and in-person and virtual meetings continue through the next 6 weeks. Those who have not had an opportunity to participate are encouraged to reach out to NHH Public Affairs care of Micol Marotti (mmarotti@nhh.ca). For details, including a link to the online survey, please see our website: https://nhh.ca/AboutNHH/master-planning

Accreditation 2026

NHH welcomed Accreditation Canada surveyors on March 22-26. The process that began in June 2025, culminated with the on-site review by three trained peer surveyors who met with individual hospital staff and department managers as well as care providers and support staff, and engaged with patients and families.

Accreditation Canada surveyors shared some very positive initial feedback at an all staff, physician, midwife and volunteer debrief on March 26th. The surveyors' report is now with Accreditation Canada for review, and we look forward to sharing the final result in the coming month.

Responsive and healthy work environment

NHH team exceeds fundraising goals for Coldest Night of the Year event

Canada's Coldest Night of the Year fund raising event was a huge success! The NHH team was one of many teams of walkers that helped Port Hope participant Greenwood Coalition surpass their $60,000 goal! Thank you to team captain Rachel Milne (one of the top fundraisers for the local event) and to all those who participated by walking or donating. Thanks to staff and volunteer (and family) support, our NHH team surpassed its fundraising goal to raise $2,620 in 2026. Congratulations to the organizers on another very successful and well-organized event.

Caring for the Carers (C4C Committee)

NHH's Caring for the Carers Committee offered a kindness cart to thank all NHH staff for their strong support and contributions during the hospital's accreditation process.

Preparations are underway for Easter events including the annual Easter Egg decorating contest and complimentary coffee/tea and baked good for those working on Good Friday.

Exceptional care, every time, for every person

National Volunteer Week and NHH Volunteer Appreciation Lunch

In celebration of National Volunteer Week, NHH is once again looking forward to hosting its annual volunteer appreciation lunch on April 22nd at the Best Western Hotel in Cobourg for the many volunteers who so generously support the many programs, services, and governance at this hospital.

The theme for this year's event is *Ignite Volunteerism: The Power of Caring*, and NHH is looking forward to welcoming keynote speaker Amy Coupal, CEO of the Ontario Caregiver Organization, to discuss the role of volunteers in strengthening caregivers and community.