



NORTHUMBERLAND HILLS
HOSPITAL

Senior Management
Report to the Board
May 2018

Quality and Safety

Cobourg Police Service delivers active shooter training across NHH

The month of April saw a further strengthening of our collaboration with Cobourg Police Service as officers from the local force deployed departmental and hospital-wide active shooter training to staff, physicians and volunteers across the hospital.

A key action initiated after the October 27th 2017 incident in the NHH Emergency Department, the intensive training began with departmental exercises, on various shifts. NHH policies were reviewed and Cobourg Police Service provided basic instruction on how to minimize risk and maximize safety should an active shooter situation occur. On April 26th a hospital-wide mock exercise was conducted under the review of police, senior staff and observers.

Both the hospital-wide and department exercises received very positive feedback from Cobourg Police Service, which customized training used commonly in schools for a hospital environment, as well as staff. Starting first at the department level and then following with an opportunity to ‘test’ that organization-wide response proved to be a good approach. Police observers said:

“It was a good mock exercise and went really well – one of the best I’ve seen.”

“Staff reacted the way they should and it was very successful and amazing to see.”

“It was a ghost town, an environment you want to create if you are in active shooter situation.”

NHH extends a very special thanks to the Cobourg Police Services team, as well as NHH Quality leads Elizabeth Vosburgh, VP, Corporate Services, and Rohan Gonsalves, Director, Quality and Safety. Also recognized for her work on the enhanced training initiative was Anna Marie Sutherland, Program Director for the NHH Emergency Department.

A further hospital-wide exercise is planned at NHH for this June. More information on the exact time and date will be forthcoming.

Members of NHH’s Patient and Family Advisory Council host Patient Experience Week event for staff/physicians

April 23rd-27th was Patient Experience Week across Canada and members of NHH’s Patient and Family Advisory Council hosted a noon-hour lunch and learn in the NHH Education Centre on Wednesday, April 25th.

Volunteer Advisors **Barry Vail** (Surgical Services) and **Irene Kavanagh** (Emergency Department) presented highlights of the Council’s work during its inaugural year, just completed, and spoke to priorities for the year ahead.

Approximately 30 staff attended and took advantage of the opportunity to learn about the growing role of patient and family advisors across the hospital system, the mechanisms now in place at NHH to ensure they are engaged, and projects they're currently involved in to continuously improve patient and family experiences at NHH.

Four new members were recently welcomed to the NHH PFAC following a public call for interest. They are: Melanie Lyman, Jennifer Sinker, Irene Kavanagh and Katie Conti. For a complete list of Council members, and their related Terms of Reference and Role Description, please see the PFAC page on the hospital website at: <https://nhh.ca/AboutNHH/Accountability/patient-and-family-advisory-council>.

Great Place to Work and Volunteer

NHH volunteers recognized with annual *National Volunteer Week* celebration

National Volunteer Week was being recognized across Canada last month and on April 18th volunteers from the hospital came together in the Education Centre for an annual celebration of volunteers and volunteering.

From fund-raising to governance, way-finding to quality improvement, spiritual care to a heart-warming hello, more than 600 volunteers play an essential part in the daily operation of NHH.

Recognizing the past year's achievements of all its volunteer groups, NHH opened the celebration with a tribute to the outstanding \$2.6 million in community donations raised through the work of NHH Foundation volunteers in the past year—an achievement that surpassed the Foundation's annual target for the year of \$2.28 million. Hospital beds, trauma stretchers and vital signs monitors are just a few of the pieces of much-needed equipment the hospital was able to purchase this year as a result. Under the guidance of **Executive Director Rhonda Cunningham**, **Foundation Board Chair Tyler Hathway** and team, the volunteers continue to answer the 'ask' placed upon them in creative new ways and the community is all the better for this.

Likewise, the volunteers of the NHH Auxiliary, led by **President Pat Page-Hoisak**, were recognized: "dedicated individuals of all ages who work alongside hospital staff every day supporting the work of virtually every department."

Highlighted was the recent expansion of the Auxiliary's service to establish a new team dedicated to the orientation of incoming patients to the hospital's busy Medical/Surgical (2B) unit. Also recognized was the Auxiliary's steadfast commitment to many long-standing activities, including their Inquiry Desk service, operation of the hospital's on-site retail operation—The Little Treasure Shop—and, under the leadership of volunteer **Lorrie Phipps**, management of Petticoat Lane, the thrift shop on Munroe Street in Cobourg.

Combined, the NHH Auxiliary—through its retail operations and other fund-raising efforts—raised \$200,000 for the hospital's high priority equipment needs in the past year alone.

Another very dedicated group was recognized at the celebration: NHH's volunteer Board of Directors.

The Board, and its community committee volunteers, are called upon to dedicate hundreds of hours of service to the governance of the organization each year, monitoring strategic priorities, quality and fiscal health. Gratitude was expressed to attendees **Elizabeth Selby**, NHH Board Chair, Vice Chair **Pam Went** (who also leads the Board's Governance Committee) and community committee member **Barry Gutteridge** to pass along to their fellow Board members.

Many other generous individuals support NHH beyond the larger groups of the Foundation, Auxiliary and Board volunteers and all were recognized at yesterday's event, including student volunteers, volunteers with NHH's growing network of spiritual care volunteers (represented by **Janice Buck** and **Dr. Ewen Butler**), and dedicated volunteers with the local St. John Ambulance Therapy Dog program who visit NHH daily with their pets.

Now in its second year, NHH's Patient and Family Advisory Council was also represented and recognized. These volunteer advisors are bringing the patient and caregiver voice to quality improvement and decision making across the hospital, with seats at program-based Quality and Practice Committees, special project tables as well as the full Council table. **Mary McLeod, Barry Vail** and **Irene Kavanagh**, who work with medicine, surgical services and emergency rooms respectively, represented PFAC at yesterday's celebration.

The keynote address, entitled "Honouring Your Giving Self," was delivered by **Maryanne Brown**.

An advanced practice nurse with 35 years' experience in gerontology, Brown has a Masters of Science from the Faculty of Nursing at the University of Toronto and a research focus on interventions for people with dementia. She has presented at numerous provincial, national and international conferences and was introduced to NHH eight years ago as a geriatric specialist.

For the past 20 years, Brown has also operated an active practice in the healing arts—specifically, energy and energy psychotherapy. It was in this capacity that she spoke to the NHH volunteers, bringing the message that "volunteers cannot give fully to others unless they also take care of themselves."

For further details, please see the related news release on www.nhh.ca

NHH celebrating Doctor Appreciation Week, April 30 to May 4

Every day, more than 335,000 patients across Ontario are treated and cared for by a doctor. Whether it's in a hospital, a family practice clinic, a long-term care home, or in a patient's home, Ontario's doctors are making a positive difference in the lives of patients by providing high-quality care when it's needed most.

NHH is pleased to once again 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, May 1st, 2018, and through the first week of May.**

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 April 30th until May 4th, local patients and their families are encouraged to sign one of the thank you cards provided in their doctor's office and in the hospital by the CPRRC or simply say THANK YOU to their doctor directly to let them know how much their efforts are appreciated.

The OMA will also be sharing physician stories throughout the month of May through a special series called *Defining Moments* at www.OntariosDoctors.com and across their social media channels. Northumberland residents are encouraged to participate by recognizing their own 'defining moments' with their doctors via social media by tweeting their own stories using the hashtags #LoveMyMD and #DefiningMoment or sharing a personal story on the OMA's Facebook page at www.facebook.com/ontariodoctors.

Thank you to all the doctors who support patients in our community so generously.

Nursing Week celebrations planned for May 7th through 13th

The Nursing Week Planning Committee is busy preparing a week of fun activities, lunch & learn opportunities and social events. Nursing Week is a time to recognize the year-round dedication and achievements of Registered Nurses (RNs), Registered Practical Nurses (RPNs) and Nurse Practitioners (NPs), and to increase awareness of their contributions to the well-being of Canadians. NHH benefits from the contributions of all of the above, as well as nursing leaders throughout our management team. Further details on 2018 Nursing Week activities will be highlighted in the Senior Management Team's Report next month.

2018 Health Professions Scholarship Winners to be announced June 2018

Introduced by NHH in 2003, the purpose of the scholarship program is to provide financial assistance to students from west Northumberland who are pursuing a career in the health care sector. 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.

Though typically presented in early spring, the 2018 scholarships (\$1,000 for each student selected) will be presented at the June meeting of the Board of Directors, to better accommodate the schedules of our 2018 recipients.

National Day of Mourning recognized

The Canadian flag outside the main front entrance at NHH flew at half-mast on Saturday, April 28th, in recognition of the annual National Day of Mourning. Thank you to our Maintenance staff for ensuring that this was done.

Each year this day honours those injured, killed or suffering due to a workplace-related accident or hazard.

As care providers and employees, we pause on this day to consider the serious impact of workplace incidents and the responsibility we all have to ensure that every possible safety precaution is in place to minimize risk from workplace hazards. Together with our interprofessional Occupational Health and Safety Committee, NHH is committed to ensuring the highest possible standards for employee health, safety and wellbeing.

The National Day of Mourning is recognized around the world. For further context in Ontario please see the Ministry of Labour website at: <https://www.labour.gov.on.ca/english/hs/topics/april28.php>

Collaborative Community Partnerships

Your Health Matters – All Candidates meeting, Northumberland-Peterborough South

NHH has partnered with four other Northumberland County health care organizations (Community Care Northumberland, the Haliburton, Kawartha, Pine Ridge District Health Unit, the Northumberland Family Health Team and the Port Hope Northumberland Community Health Centre) to co-host an **all candidates meeting on health care on Thursday, May 10th** at Ganaraska Trail Public School in Port Hope.

The meeting will offer a unique opportunity to learn more about the health-care platforms of all candidates in advance of the provincial election on June 7, 2018.

All five Northumberland-Peterborough South ridings will be represented. The panel will consist of:

[Green Party Candidate, Jeff Wheeldon](#)

[Liberal Party Candidate, Lou Rinaldi](#)

[New Democratic Party Candidate, Jana Papuckoski](#)

[Progressive Conservative Candidate, David Piccini](#)

[Trillium Party Candidate, Derek Sharp](#)

Moderated by Lynda Kay, the event will provide each candidate the opportunity to share their views on specific health and health-system topics through a set of common questions. Community members will also have an opportunity to ask additional questions from the floor.

Your Health Matters, All Candidates Meeting:

Where: [Ganaraska Trail Public School](#), 34 Percival St. Port Hope

When: Thursday May 10th 2018

- 6:00 pm meet the candidates
- 6:45 pm All Candidates Meeting

External promotion of the meeting is beginning now. See nhh.ca for details as well as our Twitter feed @NorHillsHosp and please help spread the word. All welcome.

NHH team climbing back on the Big Bike for heart and stroke research

Cardiovascular disease is a leading cause of death for Canadian men and women. Again this spring, staff members from NHH will help create more survivors by going for a spin on the Heart & Stroke Big Bike!

All of the money raised through Big Bike goes to the Heart and Stroke Foundation, where it is used to develop life-saving treatments that bring hope to heart disease and stroke patients.

In the last year alone, the Heart and Stroke Foundation has helped create 165,000 survivors. NHH is proud to be part of this success story. Thanks to help from fundraisers such as the Big Bike the Heart and Stroke Foundation can continue to fund this vital research, and return more survivors home to their loved ones.

Our NHH ride date is set for **Tuesday, May 22nd at 12:30 PM, departing from the band shell in downtown Cobourg's Victoria Park**. Team pledges are most welcome! **Just follow the link below to our 2018 NHH Team page on the BigBike.ca website and select Donate**. If you are planning to be in downtown Cobourg on May 22nd, please watch for us in our hospital greens. You may want to give us bit of extra clearance, we've been known to take those corners a bit fast!

<http://support.heartandstroke.ca/goto/NHHBigBikeTeam>

Operational Excellence

New phone system successfully implemented

NHH migrated to a new state-of-the-art telephone system on Wednesday, April 4th. All telephone numbers and extensions remain the same. The benefits of the upgrade include the following:

- A fully digital telephone system
- Increased capacity for handling calls and tracking call volumes
- New voice recognition capacity on the main telephone number
- An upgraded voice mail system

The switchover was made in the early hours of Wednesday, April 4th (4:00 AM to approximately 5:00 AM), when call volumes were low.

Special thank you to our NHH IT team as well as our vendor partners for the smooth implementation. Thanks, as well, to our community partners for helping to share the news when the upgrade was complete.

Peterborough Regional and Ross Memorial hospitals commit to further exploring integration opportunities

A media release was issued last week (Tuesday, April 24th) by our Central East LHIN colleagues at Peterborough Regional Health Centre (PRHC) and Ross Memorial Hospital (RMH) in Lindsay. For details, see: <https://www.prhc.on.ca/cms/integration>

Following direction from the Central East LHIN, PRHC and RMH have begun a process to explore integration opportunities. This includes exploration of opportunities including the delivery of clinical and front-line services, back-office functions, leadership and governance.

This is a significant development within our North East Sub Region.

NHH, for its part, continues to work closely with Campbellford Memorial Hospital in exploring partnership opportunities that would result in benefits to patients across Northumberland. The opportunities found to date have involved some back-office functions and several shared roles. Last week's announcement from PRHC and Ross demonstrates the ongoing interest—and obligation—for Ontario hospitals to look for opportunities to partner. As the news release states, "under current provincial legislation, both the Central East LHIN and the hospitals within it have a legal duty to identify and explore opportunities for integration of the services we provide for patients."

PRHC and Ross have begun accepting community input on the proposed integration. It will take some time for their process to unfold. Further information will be shared as it becomes available.

Clinical Information System

Within the last month, Central East LHIN acute care hospitals jointly developed and issued both a notification to the market place regarding a forthcoming Request for Proposal (RFP) for a Clinical Information System and issued that RFP to the market.

A Clinical Information System securely manages electronic patient records in a manner that provides the necessary access for a given patient's interdisciplinary care team. When in place, this system will harmonize all the necessary decision making and reporting information. This exciting step for NHH has been years in planning and its absence continues to present challenges for clinicians. Some care providers are able to electronically document and share critical information, while doctors and other care providers still need to rely on handwritten records in paper charts, making follow-up, contextual decision making, and appropriate and secure information sharing difficult. Our current system has been in use for 20 years and it cannot effectively take us to a fully electronic record. We need to modernize the technology and position our patients well for the next 15-20 years. Many other hospitals in the province have rapidly advanced their progress and provided many benefits to patients as a result.

NHH looks forward to the vendor responses to our RFP over the coming months. Our regional review process is extensive and will involve many clinicians in the review process from our own organization and our partners. Over the summer months we will be evaluating written vendor responses. In the fall we will be holding and evaluating extensive vendor demonstrations and presentations. By this time next year, we should be deep in negotiations with our preferred vendor. Further updates will follow as this process progresses.

Save the date – NHH Annual General Meeting

The Hospital's Annual General Meeting will be held on Thursday, June 21st at 5PM in the NHH Education Centre. All welcome.