



NORTHUMBERLAND HILLS  
**HOSPITAL**

Senior Management  
Report to the Board  
May 2019

---

**Quality and Safety**

---

**Members of NHH's Patient and Family Advisory Council issue call for interest for new advisors, host 2<sup>nd</sup> annual Patient Experience Week event for staff/physicians**

Patient Experience Week was recognized last month across Canada and, for the second year, members of NHH's Patient and Family Advisory Council marked the week with a special noon-hour lunch and learn for staff, physicians and volunteers.

Volunteer Advisor **Irene Kavanagh** (Emergency Department) presented highlights of the Council's recent work, ongoing projects and priorities for the year ahead. **William Bachellier**, PFAC representative to NHH's Community Mental Health services, and **Peter Hoisak**, the PFAC representative to NHH's Human Resources department, also participated.

Approximately 20 staff and managers attended to learn more about the growing role of the PFAC at NHH, and to discuss ideas for additional opportunities to continuously improve patient and family experiences at NHH.

In conjunction with the staff event, the NHH PFAC has also issued a public call for interest (its third, since forming in December 2016) for new volunteers.

Advisors currently serve for a minimum of one and maximum of three years. Specific opportunities currently exist for Patient and Family Advisors with experience in and an interest in enhancing NHH care in two key areas:

- Maternal/Child Care (two opportunities, one on a regional Baby Friendly Initiative—see below--and one focused on NHH's Maternal/Child services); and
- Surgical Services.

Candidates with direct experience either as a patient and/or the family member or caregiver to a patient who received care in these areas at NHH are invited to consider applying. Interest from prospective patient and family advisors with experience in other areas of the hospital's services, beyond the current Maternal/Child and Surgical Services openings, will also be considered for future program opportunities and special projects.

For a copy of the related news release with links to the Expression of Interest form, a related Question and Answer document and details on the PFAC's Terms of Reference and Role Description, please see the recently updated PFAC pages [on the hospital website here, under the Patients tab](#). Information is also available by contacting the Public Affairs office at 905-377-7757.

---

## Great Place to Work and Volunteer

---

### Volunteer Appreciation

The Main Street Bistro was overflowing on Tuesday, April 16<sup>th</sup> when volunteers from across the hospital came together for NHH's annual Volunteer Appreciation Event to receive some very well deserved recognition for their many efforts over the past year benefitting NHH and the patients and families we serve.

Foundation and Hospital Board volunteers, Auxiliary volunteers, St. John Therapy Dog volunteers, patient and family advisors, students, spiritual care volunteers, transplant ambassadors and more were applauded for all they do for NHH, every day.

Special thanks to Dr. Mukesh Bhargava for this year's keynote address. Dr. Bhargava delivered a fascinating talk on "The Science of Happiness," a previous version of which is accessible to all on the Northumberland PACE website, [www.pacetalks.com](http://www.pacetalks.com).

### Doctors' Day, 2019

On Wednesday, May 1<sup>st</sup>, NHH joined with its partners on [West Northumberland's Community Physician Recruitment and Retention Committee](#) and health care organizations across the province to recognize the exceptional contributions made by Ontario's doctors.

Few people have as close a view of us as our doctors. They're with us for the most stressful parts of our lives, and for some of the most joyful. We grow up with them, we share our fears and questions with them, and they help us to grow old, with dignity.

Each day, doctors treat more than 340,000 patients across this province. Whether in a hospital, long-term care facility, clinic, or at a patient's home, Ontario's doctors are committed to providing the high quality care that patients and their families need and deserve.

Local residents were invited to join in celebrating Doctors' Day, by participating in the Ontario Medical Association's 2019 digital campaign entitled #DoctorsDay, to share inspirational stories and interactions that they've had with their doctor to collectively highlight and celebrate doctors' expertise, dedication and value to patient care in our community, and say thanks. Stories are now being highlighted throughout the month of May on the Ontario Medical Association's social media channels.

"We are extremely fortunate to have such a strong and active community of physicians in west Northumberland," said Linda Davis in [the related news release](#). "Thank you for all you do, here at the hospital and in the broader community, to put patients first."

"On behalf of the West Northumberland Community Physician Recruitment and Retention Committee and the residents we serve we say thank you for all your hard work and dedication," said Gerald Blackstock, WNPRRC Chair. "We know that all of you go above and beyond on a daily basis and we appreciate your commitment to health care in west Northumberland."

For more, please see the related news release at [nhh.ca](http://nhh.ca).

### Nursing Week celebrations planned for May 6<sup>th</sup> through 11<sup>th</sup>

The Nursing Week Planning Committee is busy preparing a week of fun activities, lunch and 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 2019 Nursing Week activities will be highlighted in the Senior Management Team's Report next month.

## **2019 Health Professions Scholarship Winners to be announced June 2019**

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.

The 2019 scholarships (\$1,000 for each student selected) will be presented at the June meeting of the Board of Directors. NHH thanks all the applicants and the individuals and schools who supported them in their applications. Northumberland has a wealth of talent in its youth and this was again very apparent in the caliber of the scholarship applications.

## **National Day of Mourning recognized**

The Canadian flag outside the main front entrance at NHH flew at half-mast on Sunday, April 28<sup>th</sup>, 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 links supplied in [the related news release, on nhh.ca](#).

## **NHH teams participating in regional Every Day in May 2019 Wellness Challenge**

NHH is participating in a regional challenge organized by hospital human resource leaders to inspire self-care among healthcare professional. Teams of 4-7 members (staff, physicians and volunteers) are now signed up in a friendly challenge with colleagues within NHH and across our Central East LHIN region.

The goal? Practice active 'wellness' in a range of categories, each of which are matched with points that are collected weekly by the team captains and submitted to the regional challenge administrators.

"We know that being active, incorporating more fruits, vegetables and whole grains into our diet, eating protein from plant-based sources, drinking water and practicing simple self-care activities will contribute to overall wellness," said Elizabeth Vosburgh, NHH's VP, Corporate Services and Chief Human Resources Officer. "Health care providers are typically focused on caring for others, so caring for ourselves is, in many cases, last on our 'to do' list. The Every Day in May initiative aims to tap into our competitive spirit to see how we can push ourselves to live healthier lives, better. I am so thrilled to see so many NHH teams participating, and we look forward to the collective benefits... and, possibly, an overall top team prize!"

## **Mindfulness and LEADS professional development training offered at NHH**

Two professional development opportunities are being offered to NHH leaders this spring, with support from the NHH Foundation. Colleagues from regional health and social care agencies are also participating, to maximize class size and minimize cost.

*LEADS In A Caring Environment*—a comprehensive leadership capabilities framework developed at Royal Roads University with support from British Columbia provincial government—is now endorsed by the Canadian College of Health Leaders and integrated into health organizations, authorities and systems across Canada and around the globe.

Focused on building both individual and organizational strengths, the five-day training program offers a comprehensive framework with modules to help individuals increase their effectiveness at leading themselves,

engaging others, developing coalitions and system transformation. Two of the five modules have now been completed, with the course set to conclude later this summer.

NHH is also hosting an upcoming training session for physicians and leaders on mindfulness.

The *Mindfulness-Based Chronic Stress Management Course* training is intended for personal benefit as well as the development of insights into working with patients/clients in the practice of mindfulness.

Facilitated by Dr. Jackie Gardner-Nix and Dr. Anuja Sharma, using materials developed through the NeuroNova Centre for Mindful Solutions Inc., the three-day course will explore the process of and benefits from mindfulness. For context on the merits of mindfulness, see the related article: <https://www.mindandlife.org/meditation-for-mental-health-how-does-mindfulness-compare-to-other-treatments/>. To read more about additional Mindfulness offerings through the NeuroNova Centre, and Dr. Jackie Gardner-Nix, see the Centre's website: [NeuroNova Centre for Mindful Solutions](#).

---

## Collaborative Community Partnerships

---

### **Join Dr. Anuja Sharma for the next Northumberland PACE community conversation: “Caring for your skin” – May 22nd**

The next PACE conversation will take place at Northumberland Hills Hospital's on **Wednesday, May 22nd at 5:30 PM** with guest speaker **Dr. Anuja Sharma** leading the discussion on the topic of skin care.

Dr. Sharma is an Internal Medicine Specialist with the [IM Care](#) internal medicine team at NHH. She has been in clinical practice since 1996. Her clinical interests include diseases of the skin, thyroid disorders, osteoporosis and arthritis.

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.

The last in the 2018/19 series, Dr. Sharma's conversation will begin at 5:30 PM on May 22nd, 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 Dr. Sharma's conversation today at [www.pacetalks.com](http://www.pacetalks.com), where you will also find a listing of the upcoming speaker and topic line-up along with video and Powerpoint highlights from recent talks.

### **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, physicians and volunteers 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, with over \$22,280 raised by our hospital team in the past 13 years. 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.

With heart disease and stroke being the #1 cause of premature death for women in Canada, this year's ride supports the Heart & Stroke Foundation's **#TimeToSeeRed** campaign. We are on a mission to create a better future for women's heart and brain health, and you can help us close the research gap.

Our NHH ride date is set for **Tuesday, June 13<sup>th</sup> at 12:00 noon, at Rotary Harbour Front Park, Cobourg.** We're just getting started, and team pledges are most welcome! Just follow [this link](#) to our 2019 NHH Team page on the BigBike.ca website and select Donate. If you are planning to be in downtown Cobourg on June 13<sup>th</sup>, 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!

---

## Operational Excellence

---

### **2019 Ontario Budget includes hospitals and health care highlights**

On April 11, 2019, the Hon. Vic Fedeli, Minister of Finance, released the 2019 Ontario Budget, *Protecting What Matters Most*.

The budget included an increase of \$384 million (approximately 2.0% overall) for hospitals. Details on how that will be allocated among the province's 150+ hospitals will be further understood in the coming weeks and months. Other key announcements include \$17 billion over the next 10 years to build and renovate hospital sites, amendments to *the Public Sector Labour Relations Act, 1997*, and further investments in the home and community care sector.

The province announced that it would return to fiscal balance in five years. As well, the deficit has been reduced by \$3.3 billion to an estimated \$11.7 billion, with a projection to reduce this number by an additional one billion dollars in the 2019/2020 fiscal year to \$10.3 billion.

### **Clinical Information System**

The Central East LHIN acute care hospitals are in the final stages of negotiating the outcome to a Request for Proposal (RFP) for a Clinical Information System that was issued to the market a little over a year ago.

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 a final agreement with the preferred vendor. Our regional process has been extensive and involved many clinicians in the review process from our own organization and our partners, as well as patient advisors. By this time next year, we hope to be at the stage of the regional configuration of the solution and planning for the first group of hospitals to prepare for the change.

### **Save the date – NHH Annual General Meeting**

The Hospital's Annual General Meeting will be held on Thursday, June 25th at 5PM in the NHH Education Centre. All welcome.