



NEWS RELEASE – FOR IMMEDIATE RELEASE

Outcome of internal review of recent emergency at hospital main entrance

NORTHUMBERLAND COUNTY, Wednesday, May 17th 2017—An emergency occurred in the entryway leading into the main front entrance of Northumberland Hills Hospital (NHH) last week (May 9th).

While NHH is not able to speak to the medical circumstances of the individual involved in the incident due to our obligation to comply with privacy requirements, we can confirm that steps were taken immediately and care was administered to an individual by Emergency Management Services (EMS) as well as members of the hospital's Emergency Department staff.

While a situation exactly like this one leading into the main front entrance has not occurred at NHH before, emergencies within and immediately outside hospitals do occur, and NHH has a sound policy and protocol in place to guide response and provide support should a situation arise.

“Our internal review of the recent emergency and NHH's response concluded earlier today,” said Linda Davis, President and CEO. “It included interviews with individuals involved or passing through the area when the emergency occurred and a review of NHH's existing policies and education regarding these policies.”

Seven recommendations were made as a result of the review. They are as follows:

1. Refresh education to all NHH staff and volunteers on the existing hospital policy directing the use of the existing 5555 telephone service to report emergencies on hospital property, regardless of where they occur
2. Instruct staff and volunteers to ‘err on the side of caution’ when calling emergency codes – they can be easily cancelled if found they are not required
3. Instruct volunteers to reach out to closest available staff if immediate assistance is required, so that a staff member may take over
4. Remind staff located at/near all entrances of their role to assist volunteers should they be in need of assistance
5. Add regular emergency code exercises in hospital entrance ways and parking lots to existing mock emergency training
6. Place prominent *Emergency? Dial 5555* stickers on specified phones
7. Review the current process regarding emergency preparedness education for volunteers and staff during orientation and enhance as required

“NHH will act immediately on the seven recommendations resulting from this review,” said Linda Davis, NHH President and CEO. “While we know that steps were taken immediately in this particular situation, and care was administered, we can never be too prepared for an emergency response. We thank all who stepped in to assist this individual.”

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About Northumberland Hills Hospital – Located approximately 100 kilometres east of Toronto, NHH delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, obstetrical care and palliative care. Post-acute specialty services (PASS) include restorative care and rehabilitation. Mental health care, chemotherapy, dialysis and 16 other ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography. The hospital serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 60,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs approximately 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East Local Health Integration Network. For more information, please visit www.nhh.ca or follow us on Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp).