



NORTHUMBERLAND HILLS HOSPITAL

NEWS RELEASE – FOR IMMEDIATE RELEASE

NHH celebrates its first decade!

NORTHUMBERLAND COUNTY, Friday, October 25, 2013 – Staff, physicians and volunteers filled the Main Street Bistro on October 22nd for a celebration of the hospital's 10th Anniversary.

With memorabilia from moving day exactly 10 years prior, remarks from hospital leaders highlighting the many patient care services delivered in the past decade, and presentations of the 10th annual Healing Hands Awards, the mid-day event wrapped up with a group photo on the front lawn.

“Today – October 22nd – marks 10 years to the day that NHH welcomed its first patient through the doors here at 1000 DePalma Drive,” said Doug Mann, NHH Board Chair, in remarks shared in full in the [October 24th edition](#) of the hospital's community newsletter, *In Touch*.

“While many of us still think of this as our ‘new’ hospital, a full decade has passed and thousands of lives have been touched by NHH. This is a community hospital making a difference.”

To illustrate the point, NHH released a snapshot of the service, donor and volunteer activity from the past 10 years. In the first 10 years of its life, NHH has had:

- 37,943 admissions
- 5,392 births
- 27,774 chemotherapy visits
- 14,721 community mental health clients served
- 68,899 dialysis visits
- 331,243 emergency department visits
- 174,423 out-patient ambulatory care clinic visits
- 47,517 surgical cases
- 104 telemedicine visits
- 700,000 volunteer hours
- over \$24 million in new medical equipment made possible by direct community donations to the NHH Foundation and NHH Auxiliary.

With a current operating budget of \$63 million, NHH has grown to be the second-largest employer in the community (after Northumberland County), with 600 people on the payroll.

“In reflecting on the past 10 years I am most impressed by the depth and breadth of services delivered at NHH today. As we know well here at NHH, great things can be achieved by teamwork. The short but remarkable history of NHH thus far is the result of a very successful partnership between a generous community of volunteers and donors, a forward-thinking province and a dedicated team of health professionals who, together, work each day to deliver on NHH’s shared vision of *Exceptional patient care. Every time.* I can hardly wait to see what will be accomplished here in the next 10 years!”

Five staff members and one physician were presented with 10th Anniversary Healing Hands Awards at the ceremony. Given to members of the team who demonstrate the hospital’s values of **compassion, respect, collaboration, integrity** and **quality**, the peer-generated Awards – introduced when the new hospital opened in 2003 -- have become one of the most popular forms of staff recognition at NHH.

Presented by Helen Brenner, Interim President and CEO, the names of NHH’s latest Healing Hands Award recipients are provided below, together with excerpts about the special qualities of each as shared by the peers who put their names forward.

Denise Pyke, Registered Nurse with the ACTT (Assertive Community Treatment Team), NHH Community Mental Health Services – “Denise is an extremely skilled and knowledgeable mental health nurse with a wealth of experience in both inpatient and outpatient mental health care. Exceptionally compassionate, thoughtful, caring, and a hard-working member of the ACT Team, Denise goes above and beyond to serve her clients, always with respect, empathy, and client-centered care.”

Heather Nowee, Food Service Worker, Nutrition Services – “Heather consistently demonstrates compassionate and person-centered care by going out of her way to accommodate patients’ requests. She is always kind and she maintains her composure even under the most stressful situations. Heather is a pleasure to work with!”

Karen Calberry, Registered Nurse, 2B – “Karen is a very solid member of her interprofessional team who gives each staff member, patient and family special respect and consideration. She goes the “extra mile” for all of her patients and families...whether it’s a call to a doctor with concerns about a particular patient, a quiet chat with a family in need of emotional support, a check-in with Pharmacy about trying a different medication, or a visit at the bedside of a patient who just needs someone to listen, Karen takes the time.”

Sarah Cressey, Rehabilitation Assistant, Inpatient Rehabilitation – “Sarah truly lives every one of the NHH values. Recognized for her commitment to holistic care, another character trait her peers highlighted was her sincerity, noting that Sarah always listens closely to her patients and their stories and has a special ability to draw even the shyest patient into a conversation. Sarah’s personal approach results in many positive outcomes for NHH patients. She strengthens their bodies and their confidence by simply taking the time to make them feel good about themselves.”

Aileen MacDonald, Environmental Services Worker – “Aileen gives 100% to her work every night. She cares deeply that NHH is clean for both patients and their families, and she always provides that little extra by helping others so the next person who comes on shift will benefit.”

Dr. David Moorsom, Internist with special certification in palliative and geriatric medicine – “An active member of the NHH medical staff for more than five years, Dr. Moorsom understands and appreciates the specialized area of palliative and geriatric medicine. He cares for patients and families in a holistic way, helping his patients ‘live until they die’ with dignity and respect. He approaches challenging and complex situations with confidence, compassion and empathy. Dr. Moorsom can often be found helping patients with meals and even the occasional bathroom visit. In addition to his work at NHH, he often visits patients in their homes—at all hours—helping them to stay in their homes as long as possible.”

Photos of the Award winners and the 10th anniversary group shot are available to media on request. For more information, contact Jennifer Gillard at 905-377-7757 or jqillard@nhh.ca.

About Northumberland Hills Hospital – Located approximately 100 kilometres east of Toronto, Northumberland Hills Hospital (NHH) delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, and obstetrical care. Post-acute specialty services (PASS) include restorative care, rehabilitation and palliative care. 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.