

# Annual Report to the Community 2013/14



## NORTHUMBERLAND HILLS HOSPITAL

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*in conjunction with*

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Cover photo: NHH celebrated its 10th anniversary on October 22nd, 2013. Ten years young!





Five Values Ambassadors (above right) successfully led staff through a series of engagement activities to define and build awareness for NHH's five corporate values. Among their achievements in the past year was the introduction of KUDOS cards for staff-to-staff recognition of a job well done. Building on lessons learned through NHH's involvement in the PATH project, the Ambassadors also published a collection of staff stories highlighting experiences as caregivers at NHH and what the values mean to them in the context of day-to-day patient care.

## Your Hospital at a Glance

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 while post-acute services 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. As well, NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography.

NHH 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.

Today NHH employs more than 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 (Central East LHIN). For more information, please visit [nhh.ca](http://nhh.ca).

## Our Shared Vision

Leaders and partners creating health care excellence.

## Our Mission

Exceptional patient care.  
Every time.

## Our Core Values

Integrity  
Quality  
Respect  
Collaboration  
Compassion

NHH was honoured to receive a second gold-level award this year recognizing excellence in quality health care workplaces. Presented to NHH in November 2013 by the Ministry of Health and Long-Term Care and the Ontario Hospital Association, the award salutes employer and staff excellence while encouraging continuous self-evaluation, learning and improvement in hospitals and health service providers across the province.



## Message from the Board Chair

I have had the privilege of serving my community on this Board since October 2009. The past two years have been particularly rewarding, as I have had the opportunity as Chair to gain further insight into the operations of an organization that is at work 24/7 to deliver *Exceptional patient care. Every time.*

As we celebrate our 10th anniversary year, I am reminded again of how fortunate we are to have a facility like Northumberland Hills Hospital. This community set its sights on a new hospital and came together with government funders to realize that vision. More than a decade later this community's commitment to its hospital has not dimmed.

Some of the strongest evidence for this local support is demonstrated by the work of the NHH Foundation, which provided \$2,430,328 in the past year for medical equipment, such as anaesthetic machines and infusion pumps, and support for gerontological programming. On behalf of the Board and the staff, thank you. Further evidence of community support is the dedicated NHH Auxiliary, who support staff and patients daily and raise funds for capital equipment needs (\$150,000, in the past year alone).

Yet another sign of community support is the NHH medical staff—physicians, midwives and dentists—who alongside their practices elsewhere, support in-patient and out-patient care, thereby sustaining their local hospital.

Among these physicians is Chief of Staff, Dr. David Broderick. After 10 consecutive years as Chief of Staff, he accepted the Board's offer to renew his contract for another three years. NHH has benefited from this stability in leadership as we recruited and welcomed a new President and CEO, Linda Davis, in November of this year. I am pleased that Linda has taken on this very demanding position enthusiastically and effectively.

On behalf of the Board I again extend gratitude to Helen Brenner, Vice President of Patient Services and Chief Nursing Executive, who served as acting President and CEO for seven months. Helen shouldered the additional workload with skill and we thank her for her dedication and leadership in both roles this year.

As I prepare to pass the volunteer position of Board Chair to First Vice-Chair Jack Russell I have been thinking about the changes that will further shape NHH in its next decade. I would like to highlight two: health system integration within the Central East LHIN, and NHH community engagement.

Last year at this time we were part way through a facilitated integration process instituted by the Central East LHIN and involving NHH and six other area health-care providers—the Northumberland Integration Planning Team (or IPT). Representatives of each of the providers met at least weekly and a report was produced containing recommendations to improve the local healthcare system. The Central East LHIN Board accepted most of the IPT's recommendations in March of this year. Today the Northumberland Health System Transformation Council is carrying forward the work of the IPT and widening its scope of involvement.

As noted above, NHH has enjoyed a great history of support from the communities it serves. Our Board is committed to continually strengthen its community engagement approach, building upon past strengths and emerging best practices.

The Board has approved proposed By-Law amendments to further transition the Corporation to a skills-based Board. We have increased the number and role of community members on the Board and its Committees. In addition to our current methods of engagement, the Board is now working on ways to solicit more informed advice with past and present members and others interested in further enhancing our hospital and local healthcare services.

Thank you for your continued support of NHH. We are committed to supporting you and yours today and in the future.

**Chair, NHH Board of Directors,  
Doug Mann**

## Message from the President and CEO

It has been eight months since I arrived at Northumberland Hills Hospital (NHH). Upon reflection, I am struck by the congruency of my first impressions and the reality of life at NHH. My first impressions have proven to be true. This is a great hospital, with caring, competent staff and physicians who care not only for the patients but also for each other; this is a community that sees the hospital as “theirs” and supports it through generous donations and countless hours of volunteer time.

This is a new beginning for me but I also see many new beginnings at NHH.

I see an extremely busy medium-sized hospital with an increasing number of very ill patients who rely on it for care. I see an organization that has introduced further expertise through the recruitment of additional internal medicine specialists, hospitalists, nurse practitioners, full-time emergency department physicians and investments in ongoing education for front-line staff, enabling the team to provide care that is aligned with best practices and the most recent clinical knowledge. I see a hospital that is strengthening care for seniors and well on its way to becoming a centre of excellence for gerontological care.

I see a hospital embracing the emerging concept of experience based co-design in a unique collaboration between The Change Foundation and a team of local partners, among them seniors and their caregivers, on the Partners Advancing Transitions in Healthcare (PATH) project. This project is putting seniors and their caregivers in control of their own health information and enabling them to communicate directly with their health providers through the use of technology combined with other supports.

I see a Community Mental Health program that has reached out to partner with Northumberland

County to deliver a pilot program for those suffering from the need to hoard. This is a very innovative program, one of the first in the province, and it is helping these individuals to live more safely in their homes.

I see a hospital that is living its values. Through the opportunities I have had to shadow members of our team in their day-to-day work (nurses, physiotherapists, pharmacists, mental health workers, dietary staff, housekeepers, to name a few), I have seen compassion, collaboration and integrity at work. I have witnessed the respect shown to patients and family members and care delivered with quality as a central focus. I have seen our shared vision in action: *Exceptional patient care. Every time.*

NHH is a hospital where patients come first, staff and physicians are valued as our strength, and operational excellence is a common goal we must achieve. By collaborating with our many partners, among them the Central East LHIN, we are setting NHH on a path that will sustain local, acute care for generations to come. I am very pleased and honoured to be a part of this journey.

**President and CEO,  
Linda Davis**

# Message from the Chief of Staff

2013/14 saw great gains from a physician staff perspective! Plagued with gradual erosion of primary care support, a community of about 40 local general practitioners (GPs) had shrunk to only 20 physicians providing active in-patient hospital services. Happily, a solution to this situation has been found.

Though sixty percent of hospitalized patients admitted to NHH do not have in-hospital care provided by their family doctor, they can now rely on hospitalists to oversee their care while in hospital. Hospitalists are physicians who specialize in hospital care. Introduced in December 2012, NHH's new hospitalist system coalesced this year with the addition of two additional physicians for a total of three hospitalists.

NHH in-patient care has been further augmented by two full-time nurse practitioners, a welcome addition to the team. The remaining 40 per cent of our in-patients receive excellent care from a dedicated group of community family physicians who also provide office clinic services to their community.

We are seeing good results after one year with our Department Chief system and I look forward to nurturing this program further in 2014/15. All departments now have fully engaged Chiefs, with the exception of Community Mental Health Services which is in progress.

The NHH Emergency Department (ED) has seen the benefits of having dedicated physician leadership. Department Chief Dr. Francesco Mule continues to have great success in recruiting full-time ED physicians to the team, many with an extra one to four years of training in ED medicine. We had been heavily reliant on purchasing Emergency physician services from an agency... no more!

NHH, together with a solid contingent of dedicated

local physicians, continues to be strong supporters of family medicine training, accepting medical students from University of Toronto and Queen's. This has paid dividends. As these new doctors work and live temporarily in our community, some choose to come back to Northumberland to practice. One local physician preparing to retire had four family doctors apply for his position and we had to form a committee to select one.

Credit for our community's physician recruitment success must also be given to the Community Physician Recruitment and Retention Committee. NHH serves on this Committee, together with local municipal and community representatives, and it remains an effective tool to attract physicians to our area and encourage them to stay. What a change five years can make!

NHH may be entering a "Golden Age" from a physician perspective. Time will tell but 2014 looks very promising!

**NHH Chief of Staff,  
Dr. David Broderick**

## NHH Department Chiefs

Dr. Matthew Vaughan, Diagnostic Imaging  
Dr. Francesco Mulé, Emergency  
Dr. Kirk Haunts, Family Practice  
Dr. Kathleen Barnard-Thompson, Maternal/Child  
Dr. Rajesh Krishnan, Medicine  
[VACANT], Mental Health Services  
Dr. Allison Collins, Pathology  
Dr. Jay Amin, Post-Acute Specialty Services  
Dr. Andrew Stratford, Surgery



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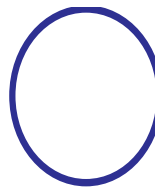
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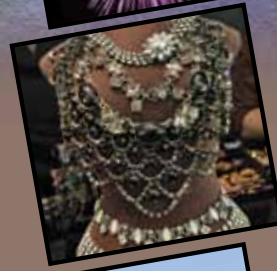
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# Facts and Figures



## NHH commitment to safety recognized with Highly Protected Risk Award

July 2013 - NHH Director of Environmental Services Wayne Goodwin (holding award) and Vice President, Human Resources and Quality, Elizabeth Vosburgh (fourth from left) with representatives from NHH's Environmental Services Department, Occupational Health and Safety Committee as well as the award's presenters from HIROC and FM Global. The Award recognizes the proactive approach taken by NHH to minimize risk and ensure the safety of patients, staff and visitors throughout the facility. NHH is one of only 6 organizations to receive the Award from HIROC, which oversees a large portfolio of 2014 organizations across the country, and ranked #1 among these 6 in terms of safety preparedness.

## SERVICE ACTIVITY

	April 1, 2012 to March 31, 2013	April 1, 2013 to March 31, 2014
Emergency Department Visits	30,757	31,219
Admissions	4,248	4,240
Births	492	458
Surgical Cases	4,968	5,226
Dialysis Visits	6,977	6,924
Chemotherapy Visits	5,005	5,598
Out-patient Ambulatory Care Clinic Visits (Excluding Mental Health)	13,846	14,563
Community Mental Health Visits	29,961	32,183
Telemedicine Visits	51	332

## STAFF

### Medical Staff

Midwives	16
Associate/Active	74
Courtesy (Non-Admitting)	58

**TOTAL: 148**

### Full and Part-time Staff

Full-time	296
Part-time	316

**TOTAL: 612**

### NHH Foundation

(an independently incorporated organization)

Staff	4
Volunteers	74

**TOTAL: 78**

### NHH Auxiliary Volunteers

Active	291
Associate	47
Lifetime	21

**TOTAL: 359**

### NHH Board Directors (excluding ex officio)

12

### NHH Board Community Committee Volunteers

9

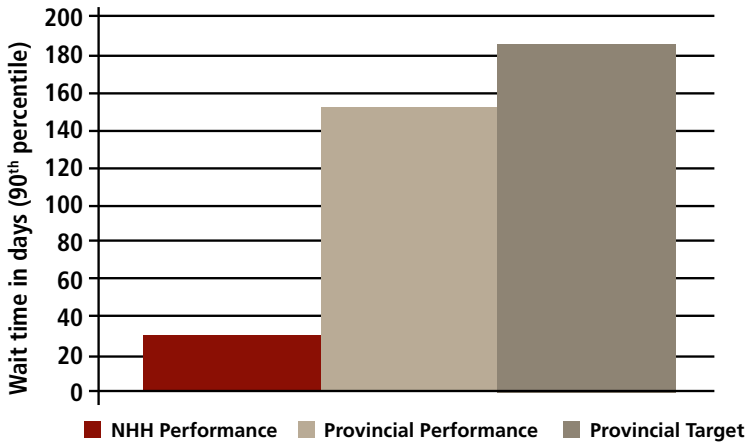
### Volunteer Chaplains

12

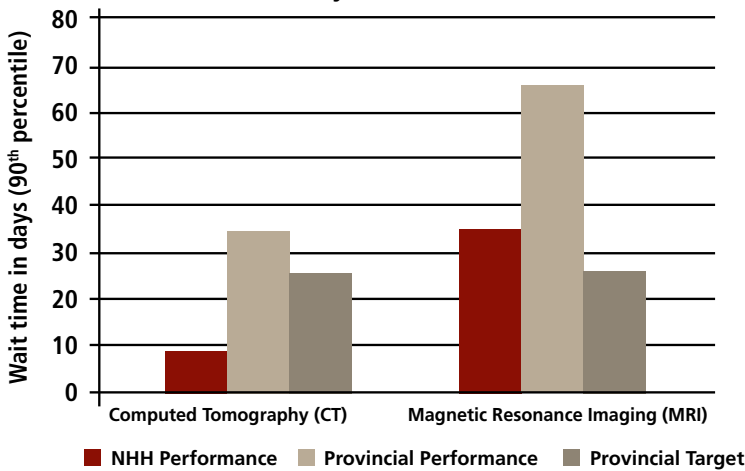
## QUALITY INDICATORS

For more information on quality and safety indicators at NHH see the [Accountability](#) tab under [About NHH](#) at [nhh.ca](#)

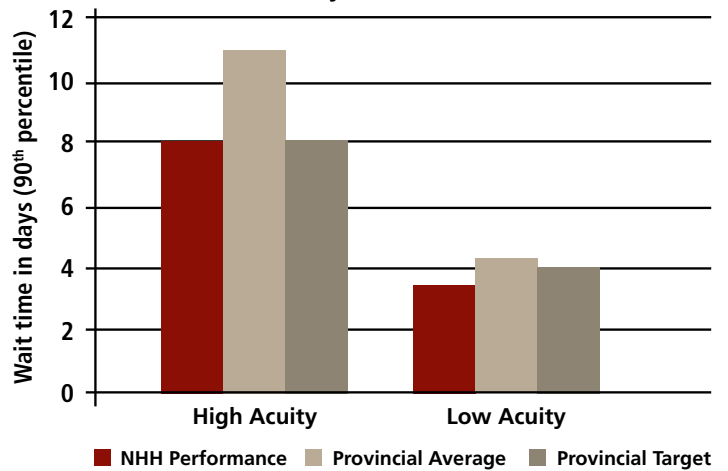
### Cataract Surgery Wait Times (January 1 - March 31, 2014)



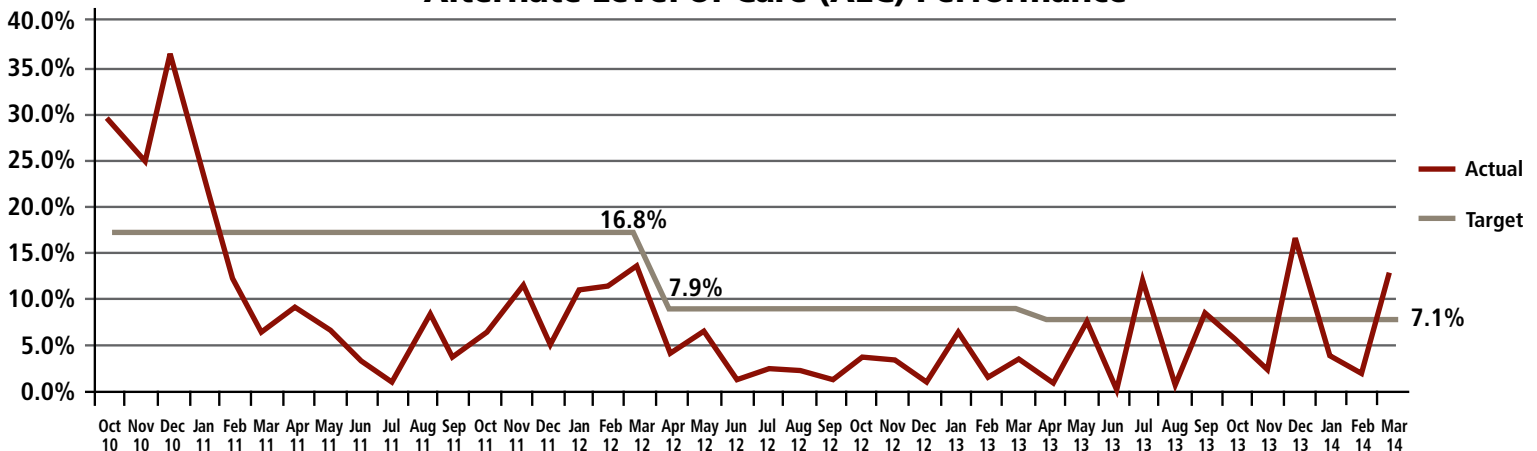
### Diagnostic Wait Times (January 1 - March 31, 2014)



### Emergency Department Wait Times (January 1 - March 31, 2014)



### Alternate Level of Care (ALC) Performance



Note: 90th percentile = the number of days it takes to complete the surgery or exam for nine out of 10 patients.



# Financial Highlights

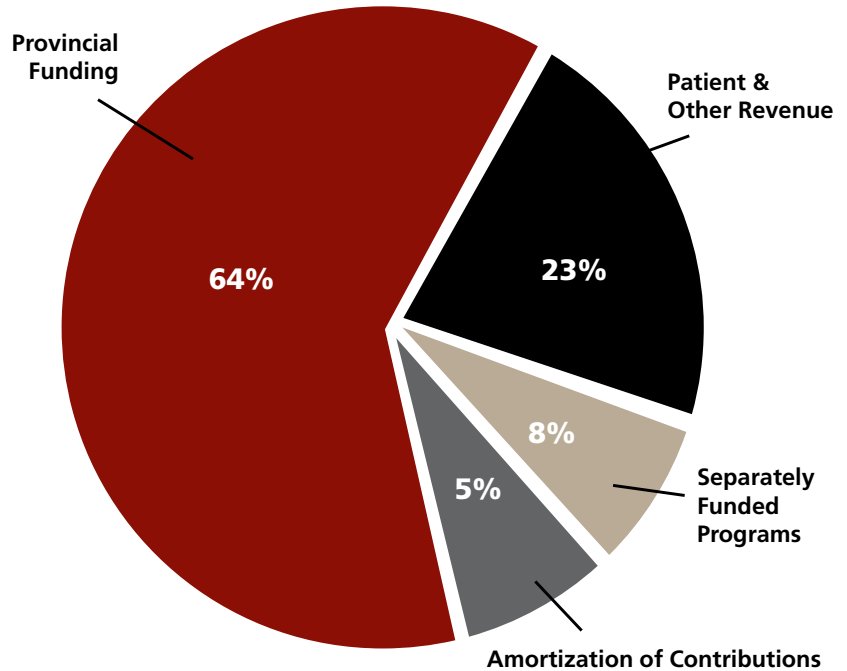
Northumberland Hills Hospital successfully completed the fiscal year 2013/14 with a nominal surplus from operations of \$14,166, meeting its Hospital Service Accountability Agreement requirement. In addition, the hospital received one-time Working Capital Assistance funding in the amount of \$422,900 used to pay down existing debt. This funding was restricted in its use to reducing the Hospital's working capital deficit and was not general revenue for regular hospital expenditures. This additional revenue brings the hospital's excess of revenue over expenses to \$437,066 for the year.

NHH continues to be an efficient provider of quality health care. For the second consecutive year, NHH maximized the funding allowed under the Health Services Funding Reform, receiving a 3% increase. NHH continues to have good wait time performance, low administrative costs, and cost efficient delivery of quality care. The hospital has sustained its lower-than-expected Alternative Level of Care rate.

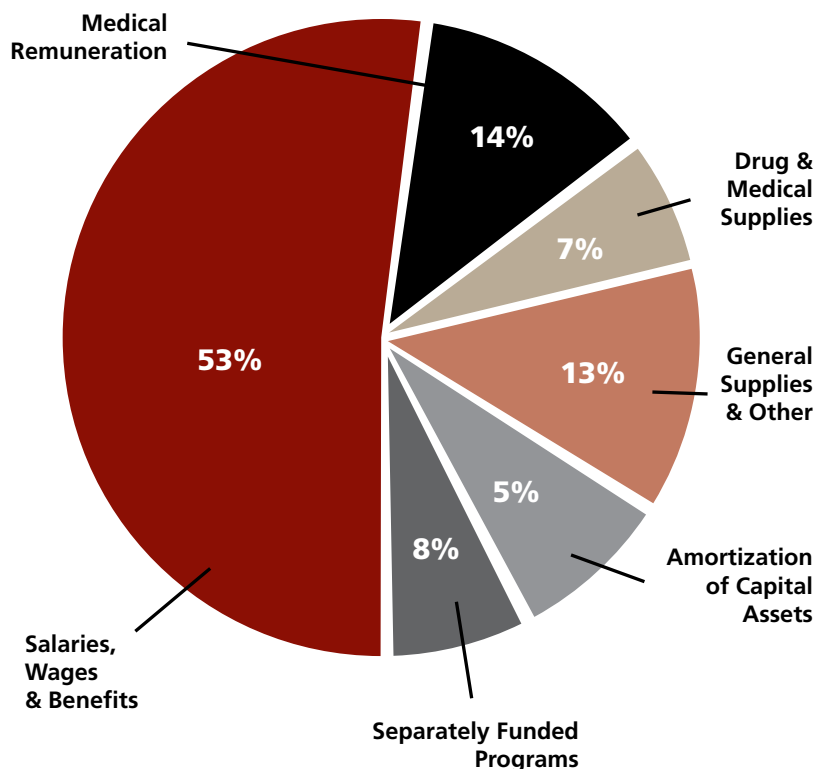
The fiscal year was not without its financial challenges. Like many hospitals in the Central East LHIN, NHH experienced several prolonged surges in acute care patients throughout the year, contributing to unexpected salary and supply costs of over \$195,000. Patient activity and acuity continued to rise from last year resulting in unavoidable increases in staffing and medical supplies. Occupancy in the Medical Care units and Intensive Care unit increased by 9% and 8% respectively, while patient acuity increased by 9%. The Emergency Department was also busier as the acuity increased by 10% and admitted patients escalated by over 30%.

Given these continuing financial challenges, senior management and the Board will be carefully monitoring our financial performance to ensure the hospital maintains a balanced budget in the 2014/15 fiscal year.

## OPERATING REVENUE \$65,300,125



## OPERATING EXPENSES \$64,863,059





## Condensed Balance Sheet

As at March 31	2014	2013
<b>Assets</b>		
Current assets	\$5,552,323	\$5,410,606
Capital assets	\$52,577,032	\$53,313,748
	<b>\$58,129,355</b>	<b>\$58,724,354</b>
<b>Liabilities &amp; Deferred Capital Contributions</b>		
Current liabilities	\$11,179,406	\$11,110,976
Long-term liabilities	\$3,913,203	\$4,106,618
Deferred capital contributions	\$50,344,718	\$51,251,798
	<b>\$65,437,327</b>	<b>\$66,469,392</b>
<b>Net Assets (Deficiency)</b>	<b>(\$7,307,972)</b>	<b>(\$7,745,038)</b>
	<b>\$58,129,355</b>	<b>\$58,724,354</b>

## Condensed Statement of Revenue and Expenses

For the year ended March 31	2014	2013
<b>Revenue</b>		
Provincial funding	\$41,727,540	\$40,806,979
Separately funded programs	\$5,071,943	\$5,026,534
Patient and other revenue	\$15,214,553	\$14,658,866
Amortization of deferred capital contributions	\$3,286,089	\$4,394,360
	<b>\$65,300,125</b>	<b>\$64,886,739</b>
<b>Expenses</b>		
Salaries, wages and benefits	\$34,181,455	\$33,785,257
Medical remuneration	\$8,855,756	\$8,738,268
Drugs and medical supplies	\$4,867,804	\$4,894,841
General supplies and other	\$8,181,049	\$8,284,268
Separately funded programs	\$5,071,203	\$4,882,670
Amortization of capital assets	\$3,505,792	\$4,616,612
Restructuring activities	\$200,000	\$437,778
	<b>\$64,863,059</b>	<b>\$65,639,694</b>
<b>Excess (Deficiency) of revenue over expenses</b>	<b>\$437,066</b>	<b>(\$752,955)</b>

The condensed financial highlights are taken from the 2014 audited financial statements dated June 5, 2014. The audit was performed by KPMG LLP, Chartered Accountants. Copies of the audited financial statements are available on our website at [nhh.ca](http://nhh.ca) or in hardcopy on request.

# Our Achievements

At its annual Strategic Planning retreat last fall, the Board of Directors reviewed with senior staff and community partners the hospital's 2010/14 Strategic Plan. The aim of the two-day exercise was to review the status of the goals and achievements related to that Plan, consider the latest information with regard to patient volumes/requirements, affirm (or refresh) the Vision, Mission and Values and deliberate the coming years' priorities.

It was confirmed that the five Strategic Directions that have driven the goals and objectives of NHH in the past four years

still hold true. It was also observed that it would be practical to extend these priorities for the short term while broader health-care system changes (Health System Funding Reform and, in Northumberland, the facilitated integration process directed by the Central East LHIN for select health service providers) progress.

Below are NHH's five Strategic Directions, the factors that inspired them and highlights of our progress to date. Further details on NHH's Strategic Plan—including our Annual Objectives for 2014/15—will be found on [nhh.ca](http://nhh.ca).

## PATIENTS FIRST

- Aging population
- Alternate Level of Care (ALC) patients
- Wait times
- Quality and safety

### PROGRESS TO DATE:

- ALC strategy
- Restorative Care program
- Hospital Elder Life Program (HELP)
- Assess and Restore pilot
- Enhanced therapies
- Home First
- Enhanced in-house expertise in gerontological best practices
- Initiatives to reduce Emergency Department (ED) wait times/enhance patient satisfaction
- Increased cataract surgery funding

## OUR TEAM, OUR STRENGTH

- Aging workforce
- Supply/demand of qualified staff
- Work/life balance
- Regulated Health Professions Act
  - Interprofessional collaboration
  - Expanded scope of practice

### PROGRESS TO DATE:

- Successful recruitment of CEO and Chief of Staff
- Successful physician recruitment (two internists, one general surgeon, general practitioners)
- Continued growth of hospitalist program to address challenge of orphan patients
- Continued investment in geriatric expertise:
  - Geriatric Lead
  - Recreational Therapist
- Continued investment in weekend therapy coverage
- Investment in Mental Health Crisis Worker for ED
- Investment in Access and Patient Flow Specialist
- Continued investment in Porters
- Addition of three Nurse Practitioners (in-patient X2), Emergency (X1)

## OPERATIONAL EXCELLENCE

- Continuous improvement
- Financial performance
- Evidence-based decision making
- Accountability

### PROGRESS TO DATE:

- Maintained efficiencies to maximize funding under new funding formula
- Investment in decision support
- Accreditation (hospital-wide) with commendation (Accreditation Canada, 2013)
- Laboratory Accreditation (Ontario Laboratory Assessment)
- Continued savings through stockless inventory system
- Further progress toward electronic medical records

## COLLABORATIVE NETWORKS

- Patient/caregiver expectation for a more seamless health care system
- Population shifts (aging community)
- Commitment to community engagement
- Opportunities to enhance patient care through interprofessional practice

### PROGRESS TO DATE:

- Growth of outpatient mental health services through voluntary integration with Ontario Shores
- Partnership with Northumberland County to address issue of hoarding
- Continued expansion of outpatient cancer clinic services through joint venture with Lakeridge Health (Central East Regional Cancer Program), including new radiation consultation service
- Expansion of telemedicine services, bringing access to specialized services/educational programming closer to home
- Improvement in transitions of care for local seniors with chronic health conditions and their caregivers through PATH – Partners Advancing Transitions in Healthcare
- Inclusion of patient/caregiver advisers in clinical program development

## BUILDING A SUSTAINABLE FUTURE

- Financial constraints
- Commitment to a culture of learning and knowledge sharing
- Need for new and sustainable revenue streams
- Commitment to environmentally responsible solutions

### PROGRESS TO DATE:

- Confirmation of NHH's mandate as an acute care hospital
- Ongoing investigation of new revenue streams
- With the Northumberland Integration Planning Team, development of a Central East LHIN-approved Integration Plan comprised of recommendations related to how hospital and community-based health services can: improve client access to high-quality services; create readiness for future health system transformation; and, make the best use of the public's investment
- Active participation in the new Northumberland Health System Transformation Council
- Resource awareness program to minimize waste and electricity use

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# Reward and Recognition Highlights

Accomplishments in the areas of leadership, teamwork, education, innovation, long service and volunteerism are celebrated at NHH throughout the year. Shown here are some of the past year's highlights.



Palliative Care RN Kathy Chomitz, 2014 Outstanding Innovation Award



Heather Campbell, Patient Care Manager, Emergency Services and Intensive Care - Education Award for Bachelor of Science, Nursing



Nancy Linton, Maternal/Child RN, 40 years



Celebrating 10 years of service!



2014 Group Achievement Award winners: **the Environmental Service Workers** (left) and **the new Gerontology Community of Practice** (right), an interdisciplinary group of hospital healthcare professionals who have come together around a common interest: care for seniors



(L-R) First winners of NHH Award for Excellence in Gerontology, Elizabeth Morten (Emergency RN) and Sheila Kilpatrick (Dietary Services) with Interim President and CEO Helen Brenner



(L-R) Dr. Andrew Emery, Dr. Jeffrey Knackstedt and Dr. Mark Azzopardi recognized for 35, 20 and 25 years of service, respectively

## Reward and Recognition Highlights



(L-R) Celebrating 25 years: Sandra Prentice, Elizabeth Garinther, Cynthia McElrea, Rhonda Lyttle, Myonne Allan, Cindy Roffey



NHH volunteer recognition event, April 2013



NHH Ontario Telemedicine Coordinator Patti Ley (left), winner of 2014 Outstanding Leadership Award with CEO Linda Davis



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# Reward and Recognition Highlights



2014 Health Professions Scholarship winners Jessica Cable (left) and Breanna Haig



2013 Healing Hands Award recipients



(L-R) Celebrating 20 years: Kim Brooks, Rebecca Rutherford and Doris Chin-Brunton

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# Giving Back to Our Community

Again this year, NHH staff and physicians contributed to many local causes, sometimes on their own, and sometimes as part of a hospital team. By contributing to local efforts like the Big Bike for Heart and Stroke, Cobourg's Bike Week and the Northumberland United Way, NHH is paying forward the immense community generosity that comes into the hospital each year in the form of donations for much needed capital equipment and volunteer hours to support patient services.



NHH's Big Bike for Heart and Stroke team (2013)



Dr. Francesco Mulé, 2013 fundraiser for autism awareness



NHH "Surgical Circus" at the September 2013 Dragon Boat Race for Northumberland United Way



Staff donations to Cornerstone, Christmas 2013



Combined total, NHH and Northumberland County, for Northumberland United Way!



Staff cheesecake competition for Northumberland United Way



Northumberland's rich tradition of giving continued in 2013/14 with another exceptional 12 months of events and fundraisers to support local patient care at NHH. These pages contain just a small sampling of the many acts of kindness directed to NHH in the past year, including NHH Foundation events (the famous Gala being the largest), third-party events organized by local residents (such as the Chris Mansey Golf Tournament) and the retail and other fundraising activities of the NHH Auxiliary.

Also active at NHH is a dedicated team of spiritual care volunteers who support patients and staff of all faiths and denominations, as well as five teams of St. John Ambulance therapy dogs and their "people" who bring smiles to the faces of patients and staff alike during their regular visits.

NHH is grateful for all of the support received in this, our 10th anniversary year, and all the years preceding. Interested in volunteering at/for NHH? Please see the related article on [page 26](#).



NHH President and CEO Linda Davis joins Acting Staff Sergeant Scott Bambridge for the ceremonial puck drop at the Cops versus NHH All-Star Game

**"As I conclude the first year of my term as Chair of the NHH Foundation, I would like to pay particular thanks to my Vice-Chair, Louise Stevenson, who stepped in to carry the Chairmanship role for part of the year. Special thanks also to the dedicated service of the Foundation staff. Without their efforts we would not have been able to profile the impressive list of capital equipment funded by donations in the past year. As I become increasingly aware, the Foundation is a pivotal part of the Hospital's ongoing success and donors and volunteers alike should be proud of their contributions to the hospital itself. Thank you for your support and I look forward to continuing the good work in the second year of my term."**

*Bill Copland, Chair, NHH Foundation*



Members of the NHH Foundation Board preparing hospital's Rotary Club of Cobourg Courtyard for annual lighting ceremony



In celebration of her 7th birthday Julia Percolides (front left) asked for donations to NHH Foundation. She helped raise \$75!

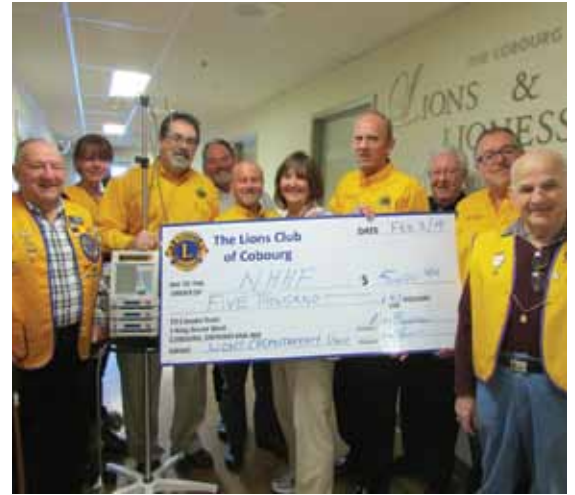


Richard Mansey (left) and Ryan Mullins present Foundation Executive Director Rhonda Cunningham with \$10,000 raised at Chris Mansey Memorial Golf Tournament

# Local Support



Members of the NHH Foundation Youth Cares Committee thank Ralph Moulton of Canadian Tire for his sponsorship support of the Northumberland Street Hockey Festival



Thank you Cobourg Lions Club for your generous financial support of the Lions & Lioness Cancer and Supportive Care Clinic

**“On behalf of the Northumberland Hills Hospital Auxiliary, it is my pleasure to report that we have had a very successful year, raising \$150,000 for the hospital and the purchase of equipment. We recently hosted a hugely successful AGM, with CEO Linda Davis addressing the largest gathering (over 130) of Auxiliary volunteers we have had in a decade. Over 140 volunteers were recognized for their years of active service, including four who received pins for over 40 years of service. There are challenges ahead with recruiting new volunteers, but we will be working closely with the hospital on strategies to address this, and are confident that we will continue to grow and proudly support the hospital.”**

*Gayle Metson, NHH Auxiliary President*



Thank you to the Colborne Rotary Club for your annual financial support to NHH



Diana and John Joynt put their best foot forward at the annual NHH Foundation gala



(L-R) Congratulations to NHH Auxiliary volunteers Merle Zealand, Elizabeth Parken, Carole Lawrence and (not shown) Vera Wellman, on 40+ years of Auxiliary service



Operated by the NHH Auxiliary volunteers, the Little Treasure Shop offers a broad range of gifts and other temptations in support of NHH's equipment needs



## Governments don't fund medical equipment... DONORS DO!

In the past year the NHH Foundation contributed **\$2,430,328** to purchase medical equipment and support gerontological programming to help provide the best patient care experience possible — thanks to you.

*Below is a summary of your gifts in action:*

PURCHASES MADE APRIL 1, 2013 TO MARCH 31, 2014

Large volume infusion pumps	<b>\$588,025</b>	Mobile table for warming unit	<b>\$1,184</b>
CADD infusion pumps	<b>\$221,672</b>	Cooling blanket	<b>\$12,227</b>
Anaesthetic machines	<b>\$403,156</b>	Tonopen XL tonometer	<b>\$3,862</b>
Lifepak 20 defibrillator	<b>\$11,479</b>	Pyxis medication system	<b>\$18,173</b>
Digital scale	<b>\$1,919</b>	Software for Pharmacy	<b>\$3,000</b>
Patient chair lift	<b>\$12,929</b>	Vac machine upgrades (2) for Wound Care	<b>\$8,813</b>
Vital signs monitors (2)	<b>\$9,189</b>	PCR instrument for C-difficile testing	<b>\$10,846</b>
Patient reclining chairs (3)	<b>\$6,797</b>	Refrigerator with alarm and recorder	<b>\$6,584</b>
Zoneaire mattresses (2)	<b>\$6,431</b>	Incubator	<b>\$2,154</b>
Total Care beds (2)	<b>\$42,734</b>	AW workstations and monitors for CT	<b>\$57,140</b>
Birthing bed	<b>\$20,766</b>	UPS for MRI technologist console	<b>\$2,964</b>
Neonatal monitor	<b>\$31,493</b>	Automatic blood pressure unit	<b>\$1,141</b>
Warming cabinet	<b>\$4,604</b>	CD burner for Diagnostic Imaging	<b>\$22,939</b>
Surgical table	<b>\$45,622</b>	Printers (2) and label printer	<b>\$3,560</b>
Colonoscopes (2)	<b>\$63,859</b>	Freezers (2) and refrigerator	<b>\$9,797</b>
Gastrosopes (2)	<b>\$44,263</b>	Scope reproprocessors (2)	<b>\$96,074</b>
Endoeye scope	<b>\$31,437</b>	Single Sign On (partial)	<b>\$34,136</b>
Flexible fiberoptic scope	<b>\$10,168</b>	Employee Self Serve (partial)	<b>\$23,082</b>
Cystoscopes (2)	<b>\$20,409</b>	SharePoint 2010 Upgrade (partial)	<b>\$7,755</b>
Europrobe for breast cases	<b>\$43,308</b>	Business Intelligence Solution (partial)	<b>\$36,260</b>
Surgical cart	<b>\$4,618</b>	eForms (partial; carry over from 2012/2013)	<b>\$885</b>
Ultrasound	<b>\$43,634</b>	Clinical Information System (partial)	<b>\$13,991</b>
Visual IT system	<b>\$2,002</b>	Medication cart for 2A returned (purchased in 2012/2013)	<b>(\$2,913)</b>
ICU backup tower	<b>\$4,096</b>	Gerontological Program	<b>\$130,762</b>
eMAR for Emergency (partial)	<b>\$1,637</b>	Clinical Educational Program	<b>\$90,000</b>
Entry Point project (partial)	<b>\$4,868</b>	Computer workstations (6) for Diagnostic Imaging PACS	<b>\$28,745</b>
Computers and other hardware	<b>\$54,211</b>	Coronary Care One training in preparation of Cardiac Monitors	<b>\$34,787</b>
Building Improvements	<b>\$37,054</b>		

**TOTAL CAPITAL PURCHASES - \$2,430,328**

For more information, please visit [nhhfoundation.ca](http://nhhfoundation.ca)



Twelve local directors and six “ex officio” members of NHH’s skills-based Board are responsible for developing policy, planning for the future and monitoring operational and financial performance. Direct community participation in the governance of NHH—and succession planning for the Board—is further supported by community members who serve on specific Board committees. In 2013/14 the NHH Board benefited from the expertise of nine community committee volunteers. For more information on the NHH Board, including biographies of current members, agendas of upcoming meetings and meeting minutes, see [nhh.ca](http://nhh.ca).

### 2013/14 Board of Directors



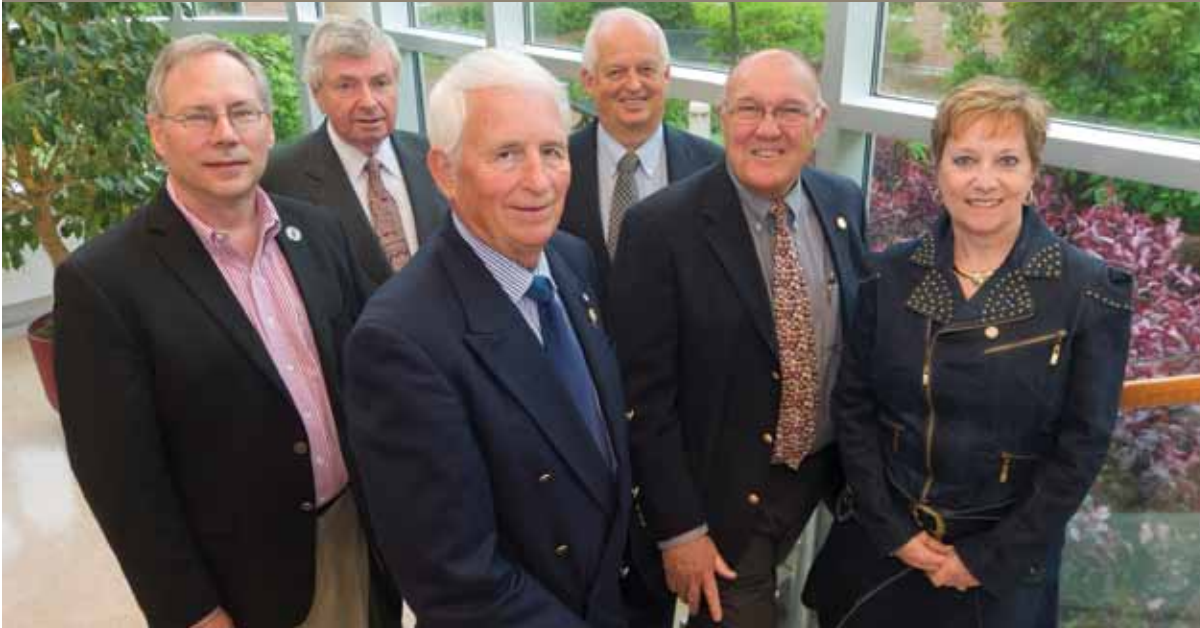
**Front row (L-R):** Dr. David Broderick (Chief of Staff), Doug Mann (Chair), Helen Brenner (Interim President and CEO, Chief Nursing Executive)\*, Jack Russell (1st Vice Chair), and Beth Brook (2nd Vice Chair).

**Back row (L-R):** Tom Sears, Heather Sculthorpe, John Hudson, John Farrell, Bill Gerber, Hon. Christine Stewart, P.C., Bill Copland (Chair, NHH Foundation), and Dean Pepper.

**Missing from photo:** Bob Carman, Dr. Mark Essak (President, Medical Staff Association), Dr. Carson Kwok (Vice President, Medical Staff Association), Gayle Metson (Auxiliary President), and Catharine Tozer.

*\*Helen Brenner served in the interim role from April 15, 2013 to November 15, 2013 before returning to her current position as Vice President, Patient Services and Chief Nursing Executive.*

2013/14 Community Committee Volunteers



(L-R): Peter Chilibeck, Robert McInnes, Gerrit DeBruyn, Michael Parker, John Stalker and Elizabeth Selby. Missing from photo: Eduard Merbis, Lynda Kay and Pam Went.

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# Volunteering Opportunities

## New to the Area and Looking for a Way to Get Involved?

Start a conversation about volunteering opportunities at NHH. There are many ways to get involved, from joining the NHH Auxiliary to lending a hand with a Foundation event. Volunteering has been proven to benefit the donor as much as the recipient!

### NHH Auxiliary

For full details, including an application form, see the Volunteers tab on [nhh.ca](http://nhh.ca) or call 905-372-6811 ext. 4630

### NHH Foundation

For full details on the Foundation's many activities and events, go to [nhhfoundation.ca](http://nhhfoundation.ca); to speak to someone about volunteer opportunities, call the Foundation office at 905-372-6811, ext. 3066

### Spiritual Care Advisors

Call Karen Truter, 905-372-5811, ext. 3212

### St. John's Therapy Dog Program

Call Karen Walker, Unit Coordinator, St. John Ambulance Northumberland Therapy Dog Program, 905-372-0564 or email her at [training.coordinator@on.sja.ca](mailto:training.coordinator@on.sja.ca).



Health promotion - Medical professionals from NHH joined forces with colleagues from Cancer Care Ontario and local community health care agencies in September 2013 to offer an interactive discussion and information displays on current screening practices for "The Big Three": breast, cervical and colorectal cancers. From left to right are some of the event's presenters: Dr. Mark Essak, Dr. Andrew Stratford, Dr. Michael Green and Dr. Kaes Al-Ali. For details on the detailed advice shared, see the related news release on [nhh.ca](http://nhh.ca).





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Call at 1-800-445-1822 or visit  
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For further information on local opportunities contact the Northumberland Family Health Team (call 289-252-2139 or visit [nfht.ca](http://nfht.ca)), the Port Hope Community Health Centre (call 905-885-2626 or visit [porthopechc.ca](http://porthopechc.ca)) or the physicians' offices directly (see your local Yellow Pages under Physicians).



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Want to learn more about the PATH project responsible for this website?

Click [change.foundation.ca/projects/path](http://change.foundation.ca/projects/path),

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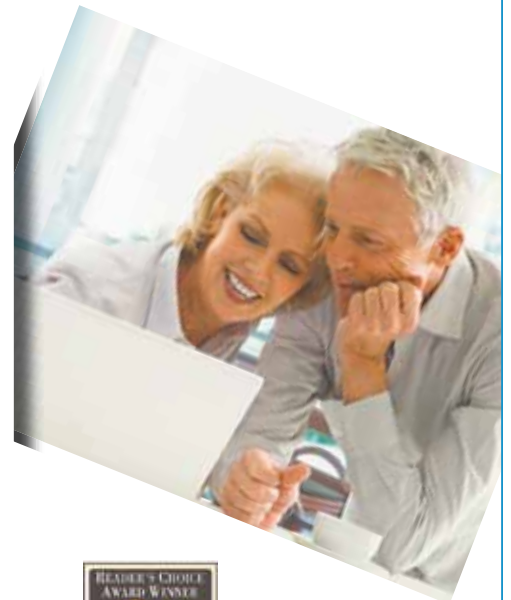
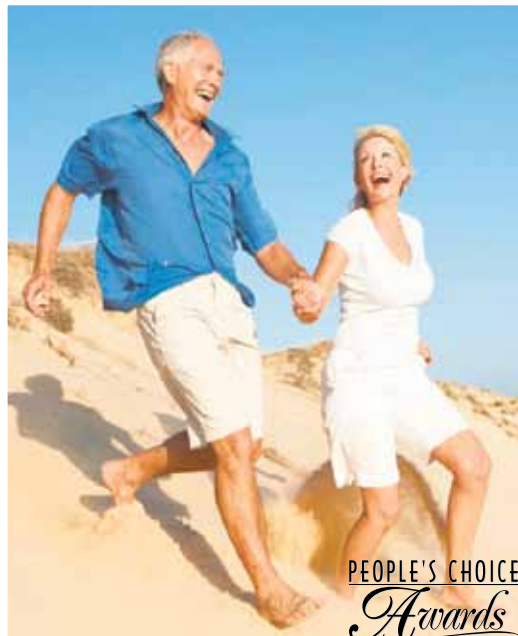


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