



NORTHUMBERLAND HILLS HOSPITAL

NEWS RELEASE – FOR IMMEDIATE RELEASE

Gratitude the theme for NHH's 2017 Healing Hands Award ceremony

NORTHUMBERLAND COUNTY, Friday, December 1st, 2017—Six Northumberland Hills Hospital (NHH) employees were recognized with Healing Hands Awards yesterday, in recognition of their outstanding demonstration of the hospital's values of **compassion, respect, integrity, quality and teamwork**.

Introduced when the hospital opened in the fall of 2003, the Healing Hands Awards celebrate the day-to-day acts that have made individual staff members stand out among their peers in the past year. Presented by President and CEO Linda Davis in the Bistro at the November CEO/Staff Forum, the 2017 award recipients are as follows. Provided are excerpts from the nominations for each Award recipient.

Brian Barter, Medical Radiation Technologist, Nuclear Medicine – “At a recent community information event, a patient who had received treatment at NHH following a cancer diagnosis highlighted the excellent care she received from Brian during a Nuclear Medicine examination. She commented particularly on his calm demeanor and compassionate attitude. At this time in the patient's life, everything was in turmoil. She had recently been diagnosed with breast cancer. The patient said that the quality of Brian's work was exceptional. He carefully explained the procedure she was about to have and answered all of the questions she had. She said it was people like Brian, who in his kind and caring way, helped her get through her journey with breast cancer.”

Patrick Sweet, Homelessness Liaison, Community Mental Health Services – “Patrick's nomination... submitted with signatures from eight of his colleagues, highlighted the many messages received by the team from individuals he has helped as well as their family members and other agencies, thanking him for his support. His peers point out that Patrick can be found walking the streets, beaches and the woods to locate individuals in need who are homeless or facing homelessness, to connect with them and see how he can help. He uses his expertise to work with clients to reach their goals and provide them with hope for a better tomorrow. Patrick's unique teamwork skills were also highlighted by his colleagues... specifically his work with community agencies to find housing, connect people with health care providers, mental health and addiction supports.”

Emma Taylor, Registered Nurse, Assertive Community Treatment Team (ACTT), Community Mental Health Services – “Emma's personal commitment to quality patient care was highlighted in the example of her pursuit of special foot care expertise, acquired so she could better provide this care directly to her ACTT clients who might otherwise have a hard time accessing it. A true team player, Emma's colleagues point out that she is not only great with her clients, she is also always the first one to volunteer for any job. In addition to her ACTT duties, Emma has answered the call to support the NHH Emergency Department... and regularly accepts requests to go on transfers with clients who require the specialized care of a larger facility, often after a long full day doing her job on the ACT team.” Identified as a great role model for other staff, Emma was also recognized for the active part she plays in the hospital's

professional development training programs for staff: “with her compassion and understanding of clients with mental health diagnosis, Emma is a perfect choice to [coach] staff on the importance of acceptance and understanding.”

Kristina Hunter – Registered Nurse, 2B Medical/Surgical Unit — “Kristina consistently provides high quality nursing care that is person-centred. She develops strong relationships with patients and their families and centres her care approach on compassion and respect. She works hard to ensure that care is holistic and complete.” Also recognized for her commitment to teamwork, another peer said: “Kristina is always willing to help her co-workers. She is very patient and helpful when working with novice nurses... orienting new hires frequently, and serving as a valuable resource for them.”

Sheena Shuck – Nurse Practitioner, Inpatient Rehabilitation Unit – “A great addition to the Inpatient Rehab Unit team... Sheena is the kind of NP who not only demands the best in everything that she does, she also inspires her colleagues to do the same. Sheena manages an excessive workload as a part-time Nurse Practitioner very well. She is respectful and responsive to staff needs and concerns, always taking feedback and willing to change her priorities, according to shifting needs.” Recognized for the advocacy she provides on behalf of her patients, Sheena’s peers also highlighted one particular example of work Sheena did to successfully help a patient obtain a much-needed specialist consultation on an urgent basis.

Erica Mackey, Registered Nurse, 2B Medical/Surgical Unit – Respected by her peers on the unit, Erica was described in her nominations as “exceptional” as a resource nurse on 2B, consistently demonstrating strong teamwork and quality care. “Erica was one of the first staff to help me as a new hire and new grad,” said one nominee. “Erica is a positive staff member and leads by example,” said another. Her consistent contribution to staff development was highlighted throughout her nominations, with peers emphasizing how she regularly supports her peers and builds individual confidence for the benefit of the team within a very busy environment.

A special component to the 2017 ceremony was recognition for the team members and community partners involved in an unprecedented incident within the hospital’s Emergency Department (ED) in late October.

“On Friday evening, October 27th, our hospital experienced a very unusual, unprecedented and tragic event,” said Linda Davis, President and CEO. “Today we want to recognize our ED and broader hospital team members who were on duty at the time of the event, and all those who came to assist that night and the following morning, including physicians, nursing staff, registration and switchboard, housekeeping, clerical as well as maintenance staff.”

“To all of you, we would like to express our sincere gratitude for your actions. You remained calm, continued to care for the patients in the department and were supportive of each other as the reality of what you had just experienced began to sink in. I am truly sorry you had to experience what you did and I am extremely proud of how you reacted and supported the patients and each other.”

Filling the main floor Bistro and the surrounding corridors where the ceremony was held, staff, physicians and volunteers gave a standing ovation as Davis and Dr. Francesco Mulé, Deputy Chief of the NHH ED, presented the teams with an award of merit and ‘challenge coins’ – special international tokens of personal achievement in Emergency Medicine.

Northumberland Paramedics, Cobourg Police Services and G4S Security Services, NHH’s private security provider, were also recognized with awards of merit and challenge coins at the ceremony.

“The NHH team presents you and your teams with this award of merit in recognition of the exceptional support provided to our hospital and the community we serve together,” said Davis.

Chief of Police Kai Liu represented the Cobourg Police together with Deputy Chief of Police Paul Vandegraaf, A/Inspector Jeff Sheils and Rev. Andrew Truter, Chaplain, Cobourg Police Services.

Representing Northumberland Paramedics at the ceremony were: Susan Brown, Deputy Chief, Operations; Devon Richard, Paramedic; John Lindsay, Deputy Chief, Quality Improvement and Professional Standards; and Jennifer Moore, Northumberland County Chief Administrative Officer.

Pam Clement represented G4S Security.

“We all know that our very best work is done when we are closely coordinated and working collaboratively with our partners. This was never more obvious than the evening of October 27th,” said Davis. “We are extremely grateful to all who supported us that night and, by extension, the community we serve.”

The third and final component of the hospital team’s November 30th ceremony was the unveiling of a new bench on the walking path ringing the facility.

The latest in a series of staff-led projects highlighting NHH’s corporate values, the bench—the first of its kind on a path well used by staff and community members alike—now faces the hospital on the north-west side of the path.

Unveiling the plaque that will go on it in celebration of the NHH corporate value of respect, NHH Values Ambassadors Amy Eriksson, Sarah Gibbens and Julie Morgan read aloud the inscription: *“In fond memory of our past NHH colleagues who have gone before us... we find them in our thoughts here.”*

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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).

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