

NEWS RELEASE

NHH enhances inpatient meal delivery across the hospital

NORTHUMBERLAND COUNTY, Thursday, September 12, 2024—The Food Services Department at Northumberland Hills Hospital (NHH) is pleased to announce the successful rollout of new food delivery equipment.

The first major upgrade to this critical equipment since the hospital's opening over two decades ago, the new delivery carts were purchased with community donations coordinated by the NHH Foundation.

Core to the safe and successful delivery of more than 350 meals daily, the new equipment—which consists of seven multi-tray delivery carts, each with a built-in heating and cooling system—ensures that all meals maintain their warmth or chill and minimizes the chance of temperature loss during the delivery process. In addition, the upgraded equipment will enable the Food Services team to expand the types of food that can be served, enhancing variety and better supporting, where dietary restrictions permit, patient choice.

Prior to the upgrade—which occurred this past Monday, September 10—members of NHH's Food Services team underwent training on the new equipment to ensure a smooth continuum of service during this transitional period.

"The patient meal delivery equipment is a welcomed opportunity for NHH to continue enhancing our existing processes to benefit the patient's overall experience in our hospital," said Lola Obomighie, Vice President, People, Culture and Organizational Effectiveness. "This project has been a labour of love for many, including our partners in the NHH Foundation, who raised the funds needed to purchase the new equipment. I would also like to extend my sincere thanks and gratitude to our dedicated Food Services team. They have worked tirelessly over the last two years to ensure this project came to fruition."

"With our meal delivery equipment reaching 'end-of-life,' we were starting to see an impact on food temperature and quality. With this much-needed upgrade to our food delivery system, I am excited to see how we can continue to enhance our patients' meal experience," said Amy Robertson, Director of Food Services. "We are also grateful for the ability to now streamline the preparation and delivery process for members of our Food Services team, who prepare and serve, on average, between 360 to 420 meals daily, which includes breakfast, lunch and dinner."

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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, cancer and supportive care, dialysis and 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 67,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope, Alderville First Nation and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs more than 850 people and relies on the additional support provided by physicians, midwives and volunteers. NHH is an active member of Ontario Health (East)—formerly the Central East Local Health Integration Network—and the Ontario Health Team of Northumberland. For more information, please visit nhh.ca or follow us on Facebook [@northumberlandhillshosp](https://www.facebook.com/northumberlandhillshosp), X/Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp), and LinkedIn [Northumberland Hills Hospital](https://www.linkedin.com/company/northumberland-hills-hospital).

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