



NORTHUMBERLAND HILLS HOSPITAL

NEWS RELEASE – FOR IMMEDIATE RELEASE

Call for Interest – NHH Patient and Family Advisory Council

NORTHUMBERLAND COUNTY, Tuesday, September 20th, 2016—If you or your family member has been a patient at Northumberland Hills Hospital (NHH) in the past three years, and you're over the age of 18, the hospital would like you to consider joining its new **Patient and Family Advisory Council**.

Ontario has identified person-centred care as the top priority in its *Patients First: Action Plan for Health Care*, with a commitment to put patients at the centre of health care by providing the right care, in the right place, at the right time, while also highlighting the need to partner with patients to continuously improve our complex system.

A new vehicle to ensure patient and caregiver perspectives are understood and actively considered throughout NHH, the Patient and Family Advisory Council will meet regularly to provide input to hospital staff, management, physicians and the Board on a variety of hospital activities, projects and committees. Opportunities will vary from short-term projects to participation in longer-term, standing committees.

“The patient and caregiver perspective is an essential resource that hospitals are looking to more and more to help continuously improve quality. Ours is, for the most part, a system designed by those who work within it. By considering how our processes are experienced by patients and caregivers, and working *with* them to develop solutions, we can learn a great deal and realize many improvements,” said Linda Davis, NHH President and CEO. “Enhancement of patient-centred care has been a strategic priority of our Board for the past six years. In that time, NHH has been inviting and incorporating patient perspectives in many ways, with excellent result. The Advisory Council will provide further structure to these efforts while opening the door for additional dialogue.”

Residents of west Northumberland who are interested in volunteering their time on the Council are invited to review the related **NHH Patient and Family Advisory Council - Frequently Asked Question** document and complete the **NHH Patient and Family Advisory Council - Expression of Interest Form** available at www.nhh.ca. Hard copy Expression of Interest forms may also be picked up at the Inquiry Desk in the main (front) lobby of the hospital. If you do not have Internet access, and would like to receive an Expression of Interest form in the mail, please call the NHH Administration office at 905-372-6811, ext. 4004.

The inaugural NHH Patient and Family Advisory Council is expected to consist of five patient/family advisors and two NHH staff. The Council will meet as a group a minimum of four times per year. In addition to attending the quarterly Advisory Council meetings, Patient/Family

Advisors will be expected to participate—as experience/interest directs—on specific hospital initiatives, projects and committees.

Completed Expressions of Interest must be received by October 21st for consideration in the inaugural Council.

Questions? Please contact Jennifer Gillard, Director, Communications and Community Engagement (905-377-7757 or jgillard@nhh.ca).

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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