



NORTHUMBERLAND HILLS HOSPITAL

NEWS RELEASE – FOR IMMEDIATE RELEASE

Maintenance engineer, nurse, housekeeper, medical device reprocessing technician and pharmacist recognized by peers with Healing Hands Awards, 13th anniversary of the hospital celebrated

NORTHUMBERLAND COUNTY, Thursday, October 20th, 2016—Five Northumberland Hills Hospital (NHH) employees were recognized with Healing Hands Awards today, in recognition of their outstanding demonstration of the hospital's values of **compassion, respect, collaboration, integrity and quality**.

Introduced when the hospital opened, the Healing Hands Awards celebrate the day-to-day acts that have made individual staff members stand out in the past year. Presented by President and CEO Linda Davis in the Bistro at the monthly CEO/Staff Forum, the 2016 award recipients are as follows. Provided are excerpts from the nominations submitted for each Award recipient.

Jacob Willis, Maintenance Engineer, Environmental Services – “Jacob was instrumental throughout our Hospital Improvement Plan development and year 1 implementation. His role involves oversight of such important components as heat, air conditioning and humidity... all things that we may not think about every day, but have an impact on all the people within our building. He always puts patients first and will assist staff without hesitation when asked. He is a real asset to our department. His daily demonstration of the NHH values, particularly quality and collaboration, are very much appreciated.”

Michelle Annis, Registered Nurse – “Michelle demonstrates the values of our hospital every day. She ensures quality care by developing individuals and guiding them through challenges to develop their skills and long-lasting solutions. She has a calm, respectful way of collaborating with the healthcare team, but still gets the tough work done, including managing through our surge situations. She is positive, has a good sense of humour, and makes decisions in a careful, controlled manner. She is a leader with integrity and has a genuine concern that patients receive excellent care.”

Jeanie Haig – Environmental Services Worker – “Though not a direct health care provider, Jeanie's commitment to quality care was demonstrated when a patient signaled to her that he was in distress while she was in his room cleaning. Jeanie immediately approached, and asked if the patient was OK. When it was clear he was not, Jeanie quickly informed a nurse about the situation and the team went into action. As a result of the quick response, the outcome for this patient was positive because of Jeanie's initial actions and her concern and her compassion. The actions she took truly reflect the values of this hospital.”

Pamela Perrow – Medical Device Reprocessing Technician – “Pam's calm, quiet and very dedicated commitment to excellence and quality is a credit to our team. Very respectful of both her colleagues and those her team supports, Pam clearly puts patients first, considering each procedure she prepares for in the reprocessing department as a procedure that may affect a member of her own family. A leader here at NHH, Pam's work is not in the public's eye but it goes to the very heart of what we do. Safe, highest possible quality patient care, one small step at a

time, every day, of every week, to ensure the patients who trust us get the care they deserve.”

Aaron Grant – Pharmacist – “One of the newer members of our NHH team, Aaron consistently demonstrates integrity and quality. Respectful to his peers and patients, he is held in high regard by the entire interprofessional team for his professional skill and expertise, and his personal commitment to consistently go above and beyond for his patients. Through his new duties as the Emergency Department’s clinical pharmacist, Aaron has directly and successfully prevented unnecessary hospital admissions. It is a pleasure to work with this enthusiastic and positive person.”

Each recipient thanked their peers for the nomination. Speaking to his appreciation for working at NHH, Aaron Grant added: “Thank you so much! Each day I wake up and actually think how much we owe this organization...not the other way around. In my case, I need NHH to carrying the medications I need to do my work... as health care practitioners, we all need this whole set up to practice the professions we chose and love. For that I am very grateful, to NHH and the community and entire system that supports us.”

Also celebrated at the morning ceremony was the hospital’s 13th anniversary, coming up October 22nd.

“This is a special week at NHH,” said Linda Davis in her opening remarks. “Thirteen years ago this week, NHH opened its doors to the first patients served at what was then a brand new facility.”

In the past 13 years, thousands upon thousands of lives have been touched by NHH—and NHH, in turn, has continued to be supported by the very generous community that surrounds it.

“Our mission—*Exceptional patient care. Every time*—is not possible without collaboration,” said Davis. “It is much bigger than any one of us, and it is only together that we can achieve this higher purpose. Thank you for all you do, for NHH and the community we serve.”

For more information please contact Jennifer Gillard at jgillard@nhh.ca or 905-377-7757.

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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