



**NHH**

Northumberland  
Hills Hospital

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# Senior Leadership Report to the Board

**Our Shared Purpose: People First**

**Our Values: Integrity, Quality, Respect,  
Compassion and Teamwork**

October 2024

## Connected care close to home

### **Northumberland Hills Hospital welcomes Clinical Nurse Specialist for hospital's Palliative Care service and inpatient unit**

Carolyn Wilson recently joined NHH as a Clinical Nurse Specialist supporting the hospital's palliative care service and inpatient unit.

In her role, Carolyn works collaboratively with palliative care physicians on the unit, acting as a resource for her colleagues, palliative patients, and their families.

"A critical part of my role is to ensure that we are always improving and evolving how palliative care services are delivered at NHH," said Carolyn. "By aligning the Ontario Palliative Care Network's framework with our own organizational practices, we are able to keep the delivery of palliative services standardized and collaborative with other local community partners and care providers. This helps us continue to meet rising palliative care needs, not only on a provincial level, but within the community."

Carolyn often begins each day by monitoring palliative patients across the hospital for any existing or new symptoms, reviewing their current medications to ensure all treatment options are being optimized, and providing support to family members and/or caregivers, who are part of the care journey. Following her patient reviews, Carolyn provides critical updates to the palliative care doctor on-site, while acting as a constant presence on the Palliative Unit.

"What's great about this role is that I'm able to be here on the unit during the week and liaise between the physicians, patients, and family members to make sure that the care we deliver remains consistent. I make myself available to family members, so that they feel comfortable calling with any questions, especially on how to navigate the palliative care system."

Carolyn also works collaboratively with NHH's Professional Practice team to help review internal policies and support staff education about palliative services.

### **NHH joins health care partners in annual Fall/Winter Respiratory Tabletop Exercise**

On September 17th, NHH participated in a virtual Fall/Winter Respiratory

Tabletop Exercise led by the Haliburton Kawartha Pine Ridge District Health Unit (HKPRDHU).

Occurring throughout public health units across the province, the discussion-based exercise provided NHH staff and local health care providers an opportunity to work collaboratively with regional partners through a scenario-based exercise.

This year's exercise focused on readiness planning for the upcoming respiratory season, including the identification of strategies, gaps and risk mitigation; a review of roles and responsibilities to support respiratory season readiness; and, validation of response structures, including coordination and communication.

During the planning exercise, the importance of remaining updated on vaccinations was identified as a critical safeguard against respiratory illness

To that end, per the Ontario Government's [recent announcement about vaccine rollouts and eligibility](#), flu vaccine is expected to be available in the province in early October. Distribution will begin with the most vulnerable and high priority populations, including hospitalized individuals, hospital staff, and residents and staff in long-term care homes, followed by those in retirement homes and other congregate settings and individuals 65 years and older.

Flu shots are expected to be available for the general public aged six months and older starting October 28, 2024, with doctor and nurse practitioner offices, participating pharmacies and some public health units supporting vaccine distribution.

In addition to providing access to patients, as in 2023, all NHH hospital team members, including volunteers, will have access to the flu vaccine through NHH as well as the newly updated COVID-19 booster, which is expected to be available in the province near the end of the month.

Rotating in-house clinics will be hosted at NHH to ensure all staff, physicians, midwives, and volunteers have an opportunity to update their vaccines, as needed. In addition, NHH will work with community partners to share updates about vaccine availability within the community.

For more about the flu shot rollout this fall, see [Ontario.ca/flu](https://ontario.ca/flu). For details on local rates, see the HKPRDHU dashboard: [Dashboard - Respiratory Infections | HKPR District Health Unit](#)

# Accountable Care

## **Ontario Hospital Association releases new report, Ontario Hospitals – Leaders in Efficiency, Second Edition**

In August, the Ontario Hospital Association (OHA) published the second edition of its report, **Ontario Hospitals – Leaders in Efficiency**, offering a wider-lens view of the hospital sector's past and present state.

The first edition, released in 2019 just before the COVID-19 pandemic, validated the efficiency of Ontario hospitals, and the pressures as the province grows.

To date, the sector continues to demonstrate these high efficiencies measurable in the key evidence provided in the report. Find the full report here:

[OHA-Hospital Efficiency Paper\\_August2024\\_FINAL.pdf](#)

## **NHH enhances inpatient meal delivery across the hospital**

The Food Services Department recently completed 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 thanks to community donations skillfully 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 on 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, in a related news release. “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.”

## Responsive and healthy work environment

### **NHH EDIA Committee supports NHH recognition of Truth and Reconciliation**

Ahead of the National Day for Truth and Reconciliation on September 30, NHH’s Equity, Diversity and Inclusion Advisory Committee (EDIAC) hosted a fireside chat, on September 9, themed, ‘Tales by Moonlight’ with guest speakers, Dr. Cyndy Baskin and Rick Beaver.

The storytelling and Q&A session—which filled the NHH Education Centre for EDIAC’s highest event attendance to date—provided staff, physicians, midwives and volunteers with an opportunity to celebrate the rich diversity of Indigenous culture, while recognizing the collective journey that is shared towards achieving truth and reconciliation.

In addition to the fireside chat, NHH installed a permanent window mural in the corridor opposite the Main Street Bistro. Designed with the artist’s permission and input, the window mural uses artist Rick Beaver’s original painting, ‘Forming Kin.’ Also completed this month was a refresh to NHH’s previously installed Seven Feather crosswalk located at the hospital’s main entrance. Finally, NHH hosted an Indigenous Artisan Show with members of the Ishkōdé Indigenous Art Collective and Workshops.

Feedback for the activities both from staff, patients and visitors inside the hospital, and community members, has been very positive, further illustrating

for NHH the importance of these ongoing equity, diversity and inclusion discussions within our hospital and health care context as we work to create a *People First* culture where everyone feels valued, heard and supported.

### **Take Our Kids to Work Day returns on November 6!**

NHH is pleased to announce the return of Take Our Kids to Work Day, which will be held on Wednesday, November 6.

A long-standing program in Canada, Take Our Kids to Work Day invites grade 9 students into the workplace of their parent, guardian, or volunteer host to explore different career opportunities.

At NHH, students from across Northumberland County will enjoy a day of activities, job shadowing, and an opportunity to learn more about the many unique and rewarding career paths available to them in health care.

### **Certified Human Resources Executive designation awarded to NHH leader Lola Obomighie**

The pursuit of excellence is as much a personal effort as it is a team effort and NHH is pleased to share a particular personal achievement of one of its senior team members, Lola Obomighie, VP, People, Culture and Organizational Effectiveness.

Lola, who joined NHH's Senior Leadership Team in January 2022, has recently completed all the rigorous requirements for the global designation of Certified Human Resources Executive. Awarded by the Human Resources Professionals Association (HRPA) to a very small number of senior HR leaders world-wide, the designation is only achieved after candidates successfully demonstrate, to a panel of global peers, senior-level experience and expertise across 15 core competencies.

As one of only 239 in the world to earn the CHRE designation, NHH is grateful to have Lola on its team and looks forward to being the beneficiary of her commitment to excellence and continuous professional development in the ever-evolving field of human resources. Together with her team please join us in congratulating Lola on this significant achievement. For details on the CHRE designation, see the HRPA website: [CHRE - HRPA](#)

## Exceptional care, every time, for every person

### **Senior Leadership Announcement – Interim VP Finance/CFO**

NHH's Senior Leadership Team recently welcomed Dee Perera, FCPA, FCMA, in an interim capacity while the hospital's search for a permanent

replacement for the vacant role of VP Finance/Chief Financial Officer moves forward.

Dee brings over 20 years of strategic and operational management experience and expertise in the Ontario health care system. A Fellow of the Chartered Professional Accountants of Canada (FCPA) and a Fellow of the Certified Management Accountants of Canada (FCMA), Dee also holds an International Banking Designation and a Bachelor of Commerce degree from McMaster University.

Dee is a lecturer at Lazaridis Scholl of Business at Laurier University. Her community partnerships include serving as a Board member for Finance Executive International and a volunteer advisor for Lansdowne Children Treatment Centre Major Capital Redevelopment project. Dee has been a grateful recipient of Business Woman of the year award from Women in Business Management and Gold Medal award for leadership from Dale Carnegie Institute.

She is excited to be sharing her insights and creativity to enhance financial governance and sustainability models to support the growth plans of NHH by equipping and inspiring our people.

### **NHH's Food Satisfaction Survey returns favourable responses**

Prior to the introduction of the new inpatient meal delivery system noted above, NHH's Food Services team conducted a Food Satisfaction Survey to collect feedback from inpatients about their dining experience while admitted in hospital.

Distributed twice a year—in July and December—this important survey collects responses for a variety of markers, including the quality of meals served, courtesy of the staff, and overall satisfaction.

In total, 108 responses were recorded for the month of July with the overall feedback being positive.

Key highlights from July's survey results were:

- **60%** of respondents reported eating **greater than 50%** of their meal.
- **94.5%** of respondents rated the courtesy of service staff as **good, very good or excellent**.
- **77.8%** of respondents rated the overall meal satisfaction as **good, very good or excellent**.

Congratulations to NHH's Food Services team, who go above and beyond to provide exceptional care through the meals and service that they deliver to patients. The team is looking forward to monitoring the impact of the new meal delivery equipment on patient satisfaction in future surveys.

### **New privacy curtain installation completed at NHH**

Upgrades to NHH's existing privacy curtains were completed in late August throughout the Medical/Surgical inpatient units, the Intensive Care Unit (ICU) and Maternal Child Care Unit.

The new curtains, which are the same length as the previous, can be removed more efficiently—no longer requiring the use of ladders during disassembly—and support expedited cleaning times.

With the support from an external vendor and NHH's Environmental Services team, this project took approximately two weeks to complete.

### **Volunteer engagement (and interest) on the rise at NHH, and we are grateful!**

NHH staff and volunteers were pleased to participate in the community volunteer recruitment fair hosted by Community Care Northumberland on Wednesday, September 25<sup>th</sup>. The afternoon event drew prospective volunteers to the Lion's Centre in Cobourg to learn about the many opportunities available across the region.

The diverse volunteer opportunities available at NHH, from governance opportunities on the NHH Board, to a wide range of opportunities available through the Auxiliary, Patient and Family Advisory Council (PFAC) and Spiritual Care team, to name just a few, were highlighted.

Thanks to Brooke Galonski, NHH Volunteer Manager, Rick Riley, Vice President, NHH Auxiliary, Susan Thivierge, Executive Assistant to the NHH Board of Directors and PFAC Chair Bonnie McKee for supporting the NHH table. Many new connections were made and interest sparked.

At a recent meeting of NHH volunteers, Manager Brooke Galonski reported that 128 applicants have been welcomed to the NHH Auxiliary alone since the start of that team's recruitment campaign a year ago this past July. Thirty-one additional volunteers are set to join the team, pending the necessary paperwork and matching of interest to opportunity, with another 7 expressing interest. With the exception of the NHH Emergency Department and main entrance Inquiry Desk evening and weekend shifts, all other



Auxiliary volunteer service area schedules are filled and most have float volunteers to support absences. All coordinator and Board positions on the Auxiliary have also been filled.

The NHH PFAC is growing with a new member being onboarded this month to join the team in November as the newest PFAC representative for NHH's Maternal/Child Care Quality and Practice Committee. New opportunities have also been filled for both Diagnostic Imaging and the Laboratory, thanks to existing PFAC partners stepping up to take on additional roles.

For details on all the volunteer opportunities at NHH, see the links below. We could not be the hospital we are without the exceptional support of volunteers.

Volunteer information:

NHH Board of Directors: <https://nhh.ca/AboutNHH/BoardofDirectors>

NHH Patient and Family Advisory Council (PFAC):

<https://nhh.ca/AboutNHH/Accountability/patient-and-family-advisory-council>

Northumberland Hills Hospital Auxiliary (including Student volunteers, Spiritual Care and St. John Therapy Dog volunteers):

<https://nhh.ca/Volunteers/Volunteering>