

# 2015/16

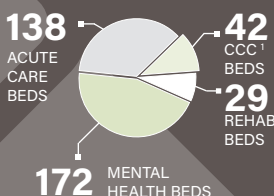
## YEAR IN REVIEW

### NORTH BAY REGIONAL HEALTH CENTRE BY THE NUMBERS

**\$218** Annual  
Operating  
Million Budget

**24,621**  
Volunteer hours

**381** BEDS  
TOTAL



**2100**  
Employees



**3,600** Orphaned patients will receive access to a family physician in the next two years

**58,764**  
Emergency Department visits



**54**  
People received  
the gift of sight  
assisted by NBRHC



**100%**  
Patients received hip  
replacements in  
targeted wait time<sup>2</sup>

**\$124,000** Raised by Our  
Hospital Walk/Run

Annual  
commitment  
statement  
from our  
CEO for  
physical and  
psychological  
health and  
safety of staff



**18** New  
Physicians  
**15** Specialists  
**3** General Practitioners



Quality  
improvement  
initiatives with  
patient  
involvement

**Lowest in province**  
emergency  
department length  
of stay for complex  
patients



**67** Hospital standardized  
mortality ratio (HSMR)  
Canada avg. 96, Ontario avg. 95  
LOWEST IN THE PROVINCE

<sup>1</sup>CCC - Complex continuing care

<sup>2</sup>Q3 data, 2015/16

# SPRING 2015

NBRHC becomes the single provider leading the Ontario-wide work of Behavioural Supports Ontario (BSO) to support older adults with 'responsive' behaviours (i.e. roaming, withdrawing, verbalizations)

NBRHC is one of the provinces' highest performing Emergency Departments for sustaining wait time improvements over the years.

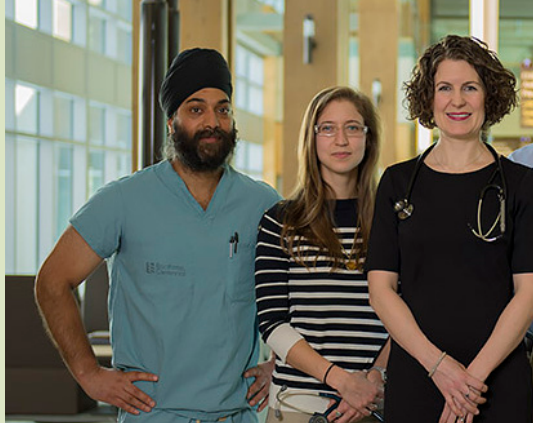
Nipissing EMS pilots Safety Dial Paramedicine program; increasing seniors' safety by inspiring residents to look out for their neighbours.

NBRHC Mammo-Rama Breast Screening Challenge screens 67 women in one day.

Osprey Lodge, NBRHC's new transitional unit, opens to provide treatment and rehabilitation for mental health patients preparing to move to the community.

NBRHC continues to implement a successful health safety management system—a system that uses the Canadian Safety Association standard (CSA Z1000-06) to reduce or prevent injuries, illnesses and fatalities in the workplace.

NBRHC partners with Centre for Addiction & Mental Health (CAMH) in ARTIC's DA VINCI project--an integrated care pathway for patients with both major depressive disorder and alcohol dependence.



# SUMMER 2015

Agreement with North Bay City Council to contribute up to \$175,000 annually (matched by the hospital) for the next three years to family physician recruitment in our community.

Indigenous Ceremonial Area developed for patients and families.

NBRHC achieves LEED (Leadership in Energy and Environmental Design) certification.

NBRHC partners with Nipissing Mental Health Housing and Support Services to successfully transition eight patients to the community.

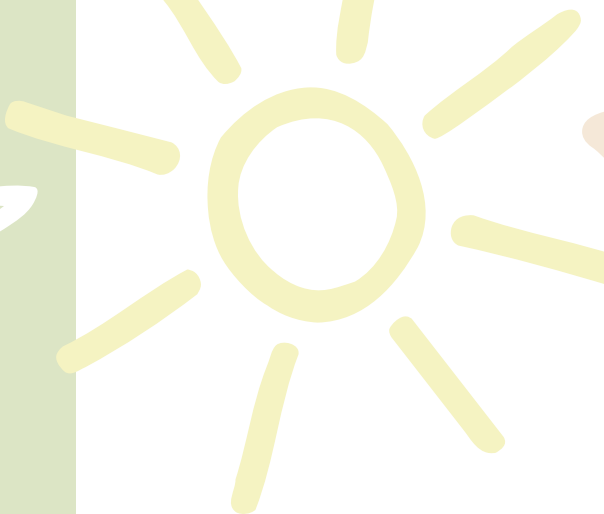
NBRHC Seniors' Education Day provides education to seniors and their caregivers about programs and services available at the hospital.

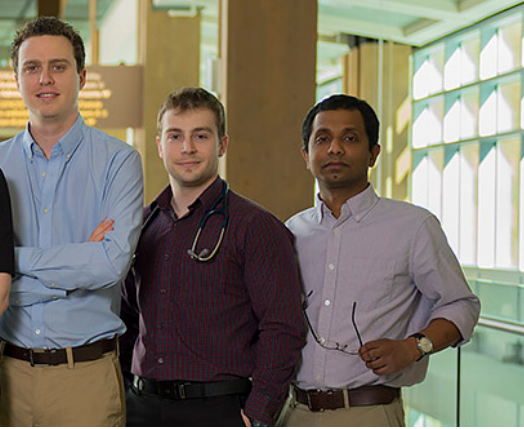
Annual Physician Recognition Event recognizes physicians for the outstanding work they do in hospital and community.

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## *Her Excellency*

**Sharon Johnston Visits NBRHC**  
***"I was touched by the care and attention patients receive at the @NBRHC and @OneKidsPlace. Thank you!" - Sharon Johnston (Twitter)***





## FALL 2015

NBRHC announces the finalization of its Hospital Improvement Plan. Savings identified; how and where services are delivered, and staffing requirements. NBRHC estimated approximately 150 jobs could be impacted.

President and CEO, Paul Heinrich shares how NBRHC will continue to ensure access to hospital services for those who need it via opinion piece in local newspaper.

Eleven patients enter the CAMH's integrated clinical pathway, a structured, evidence-based approach to care focused on treating aggressive behaviour and symptoms of dementia through Oak Lodge, Kirkwood location (Sudbury).

New volunteer childcare program at the NBRHC Mental Health Clinic (King Street) helps those in our community overcome barriers to accessing care.

NBRHC & North Bay Hydro open the cogeneration project at the Health Centre to ensure a more efficient and independent power supply for years to come (85-90% efficiency range).

NBRHC and the Sisters of St. Joseph of Sault Ste. Marie sign a partnership agreement to provide patients and families an affordable bed and breakfast option.

NBRHC is a community partner in the development of the Nipissing East Parry Sound Health Link to develop processes for complex, high users of our health care system in our district.

## WINTER 2016

New Bronchoscopy Clinic opens at NBRHC as we welcomed the city's first ever Respirologist.

NBRHC and Health Sciences North partner to review mental health and addiction services in the northeast and develop a Blueprint to help improve care; work collaboratively for better care transitions; and ensure the work is guided by patient and family involvement.

NBRHC physician leadership plays a significant role in quality improvement through enhanced clinical documentation to better capture patient condition and treatment received, and improve opportunities for funding and services.

NBRHC earns Accredited with Commendation from Accreditation Canada.

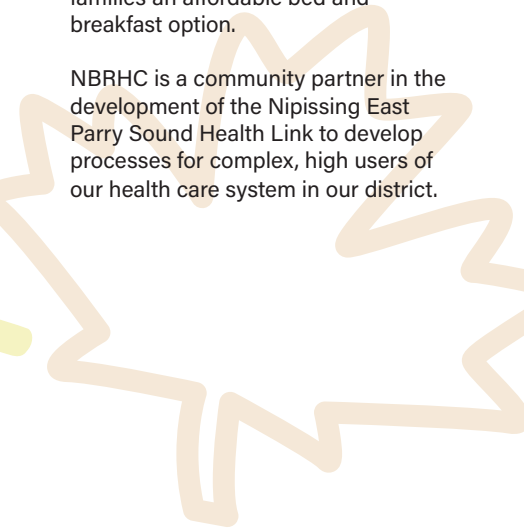
President and CEO, Paul Heinrich addresses Workplace Safety via opinion piece in local newspaper.

NBRHC hosts International Health Study Tour from Nigeria.

Safewards, an evidence-based best practice model of care proven to reduce conflict is introduced at NBRHC.

25 individual recipients and two departments recognized by NBRHC Foundation through Grateful Family donations and Golden Heart Awards.

The NBRHC Mental Health Clinic (King Street) improves community wait time for individual and group therapy from eight weeks to one week.



North Bay Regional  
Health Centre



Centre régional  
de santé de North Bay

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