

North Bay Regional
Health Centre



Centre régional
de santé de North Bay

2016/17

YEAR IN REVIEW

NORTH BAY REGIONAL HEALTH CENTRE

2100 Staff



55% Response
from employees for
engagement survey

300 Volunteers

24,000
volunteer hours

6200
surgical cases
annually

877
babies born

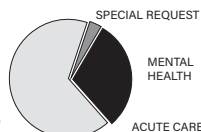


participants have taken
over 1000 pictures
during the 10 Years
of photoVOICE

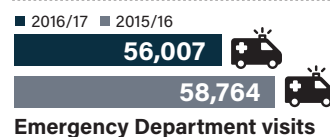
22,500

Pet therapy
individual
patient visits

1550 community
members provided input
into our Strategic Plan



5 Youth Volunteers participate in
a Healthcare Leadership Program



150
Physicians

15 new physicians
Started and/or were signed to
our hospital and community.



2 Psychiatrists	1 Urologist
2 Pathologists	1 General Surgeon
2 Internal Medicine	3 Emergency Physicians
4 General & Family Physicians	



SPRING

The Health Centre's Ontario Breast Screening Program (OBSP) screened 98 women in a day for Mammoth.

The Critical Care Unit at NBRHC along with 23 hospitals across northeastern Ontario receives the VCC (Virtual Critical Care) award. Under the VCC model of care a team of intensive care physicians, specially trained nurses and intensive care unit respiratory therapists based at Health Sciences North are available for around the clock consultations and follow up visits for critically ill patients.

The Healthy Living Clinic wrapped its 14th year in May with a celebration of patient achievements. The majority of the patients succeeded in losing an average of 5% of their body weight and increased their muscle and bone mass during the 16 week program. Patients participated in either three days a week of aquafitness or team sports and weight training with weekly educational sessions and metabolic monitoring.



SUMMER

NBRHC is the recipient of MORE OB Patient Safety Award for Ontario.

In June, NBRHC celebrated our 10th annual Physician Recognition Event and 4th annual Asclepius Awards.

Strategic Planning started in July.

A Healthcare Leadership Volunteer Program at the Health Centre allows local youth to work on real-world projects that support quality patient care and gain first-hand experience in a healthcare organization. The goal of the program is to encourage these volunteers to eventually return to our community as health care professionals.

NBRHC hosted 13 students from the North Bay and District Multicultural Centre. The students were studying the topic of health and came to the Health Centre to learn more about its programs and services as part of the Multicultural Centre's summer English as Second Language (ESL) program.

The NBRHC Volunteer Involvement Committee awarded the first ever Volunteer Involvement Award to James Bunker, a fourth-year student from Nipissing University in the Bachelor of Science Nursing program who volunteers in the Hospital Elder Life Program. This new award recognizes NBRHC volunteers who exemplify our values and make a positive impact in our Health Centre.



FALL

NBRHC achieved a 100% notification rate from the Trillium Gift of Life Network – meaning the hospital reported all potential organ and tissue donation opportunities to Trillium.

Patients, families, staff and community partners attended a blessing and teaching in the outdoor Indigenous Ceremonial Area led by respected Nipissing First Nation Elder, Peter Beaucage. The cultural celebration was an opportunity to share in Indigenous culture and develop a deeper appreciation and respect for the Indigenous ceremonial space at the Health Centre.

NBRHC's Walk/Run marked its 10 year anniversary and reached an important milestone –more than \$1 million in total funds raised for your hospital.

The Smilezone Foundation transformed the space in NBRHC's Child and Adolescent Mental Health Unit to create more vibrant areas through paint, murals, iPad station, inspiring wall graphics and a tactile station.



WINTER

NBRHC's Board of Directors officially launched the 2017-2019 Strategic Plan. Developed for our patients and with our patients, this plan will act as a road map for the next three years--every direction, concept and objective will put the PATIENT FIRST. 1550 members of our communities provided input into this plan, and we learned what is most important to those we serve—safety, wellness, technology, community engagement, cultural competency, access and collaboration.

Pediatric Virtual Critical Care program goes live – expanding on the award winning Virtual Critical Care Program for adults in partnership with CHEO and the NE LHIN.

A quality improvement review of the central referral for tertiary mental health services resulted in 45% reduction in wait times from referral to admission. There was also a significant improvement to patient flow, access to care and communication with patients/partners as a result.

NBRHC welcomed Ontario's Patient Ombudsman, Christine Elliott during her cross-province tour. She was here to learn more about patient-centred initiatives taking place at the Health Centre and to educate us about the role of the Ombudsman in the patient complaint process.

