

North Bay Regional Health Centre 2016-17 ANNUAL REPORT



Message from the CEO/Board Chair/Chief of Staff

Our vision is simple: working with you to be the best in health care.

Realizing this vision and becoming the best in health care means involving you—our staff, physicians, patients and families, and community partners in how we can best serve our communities.

This past year we launched a new strategic plan. Our new plan allows us to chart our course for the next three years and we couldn't have been successful in defining our new directions without the opportunity to work closely with more than 1550 members of our region.

Our new directions focusing on health and wellness and health equity will provide us with opportunities to be creative and focused while ensuring we provide a sustainable and nimble health care system for our communities.

In this report, you will see the many ways we have innovatively and compassionately worked to become the best in health care. Despite our successes, we still have work to do and we look forward to working with you to be the best in health care.



Michael Lowe

Chair, Board of Directors



Paul Heinrich

President and CEO



Dr. Donald Fung

Chief of Staff

North Bay Regional Health Centre North Bay Regional Health Centre North Bay Regional Health Centre

2016-2017

150

Physicians at NBRHC

887

Babies Born

56,007

Emergency Department Visits

854,155

Laboratory Tests Performed

6,200

Surgical Cases Annually

15

New Physicians Joined NBRHC

NBRHC 2017-2019 STRATEGIC PLAN

In Spring 2016, the North Bay Regional Health Centre embarked on creating a new strategic plan.

We are pleased to share the North Bay Regional Health Centre's 2017-2019 Strategic Plan.

Developed for our patients and with our patients, our Strategic Plan will act as a road map for the next three years--every direction, concept and objective will put the PATIENT FIRST.

We are grateful for the feedback we received from the 1550 members of our communities and through this we learned what is most important to those we serve--safety, wellness, technology, community engagement, cultural competency, access and collaboration.

These themes will help make our 2017-2019 Strategic Plan a reality by defining where we are going and how we will achieve our four strategic directions:

- Access to the right care
- Partnerships with purpose
- Our people achieving their best
- Wise choices

Our health care landscape is changing and this has challenged us to think innovatively about the work that we do and ensure that every decision we make continues to place our patients' well-being above everything else.

Whether your role is at the bedside or in the boardroom, we all have a part to play in doing the right thing to ensure the delivery of equitable, ethical and high quality care that always supports our patient-first environment.

We look forward to working with you to be the best in health care.

[Learn more about our Strategic Plan](#)



We are pleased to provide you with the NBRHC Financial/Operating Statements.

[View the Audited Financial Statements](#)

AWARDS & RECOGNITION

- **2016 Asclepius Awards**
The awards provided the opportunity to recognize the accomplishments attained by our physicians who give themselves for the betterment of others in our hospital and the community.
- **French Language Designation**
The North Bay Regional Health Centre's request for partial designation as a French-language service provider has been granted under the French Language Services Act.
- **Patient Safety Award**
In June staff from the North Bay Regional Health Centre (NBRHC) celebrated being the recipient of this year's MOREOB (Managing Obstetrics Risk Efficiently) Patient Safety Award for Ontario.
- **PhotoVOICE**
NBRHC patients, staff and the community celebrated and recognized the completion of the final photoVOICE principle Strength-based with a gallery and showcase in the NBRHC gymnasium.
- **Virtual Critical Care Unit**
The Critical Care Unit at NBRHC is one of 23 hospitals across northeastern Ontario that has joined the Virtual Critical Care [VCC] Unit, based at Health Sciences North in Sudbury.

2016-2017

24,000
Volunteer Hours Annually

95
% of Patients were involved in their care to the level that they wanted

5
Youth Volunteers Participate in Healthcare Leadership Program

1,550
Community Members Provided input into the Strategic Plan

300
Volunteers at NBRHC

2,100
Staff at NBRHC

2016-17 YEAR IN REVIEW

- **May 2016: Mammothon**
The Health Centre's Ontario Breast Screening Program (OBSP) screened 98 women in a day for Mammothon.
- **May 2016: Virtual Critical Care award**
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.
- **May 2016: Healthy Living Clinic Wraps Up 14th Year**
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.
- **June 2016: 2016 Physician Recognition Event & Asclepius Awards**
North Bay Regional Health Centre celebrated with our 10th annual Physician Recognition Event and our 4th annual Asclepius Awards on Thursday June 2nd. Attendance at this event included an estimated 190 guests, and provided the opportunity to recognize our physicians for all of the outstanding work they do with our hospital and community.
- **June 2016: NBRHC is the recipient of MORE OB Patient Safety Award for Ontario**
In June staff from the North Bay Regional Health Centre celebrated being the recipient of this year's MOREOB (Managing Obstetrics Risk Efficiently) Patient Safety Award for Ontario. This prestigious award is given to teams who have demonstrated exceptional commitment to improving patient safety within their obstetrical unit, and has only been presented to four maternal teams this year in North America.
- **June 2016: Healthcare Leadership Volunteer Program**
Five volunteers from the Healthcare Leadership Volunteer Program presented their findings to managers, physicians and senior leaders at the North Bay Regional Health Centre following their eight-week program.
- **July 2016: Strategic Planning Started**
The NBRHC embarked on a new strategic planning exercise. The goal of the exercise was to deliver a strategic plan that would guide the Health Centre for the next three years—2017-2019. The 2017-2019 strategic planning exercise was led by Board of Directors representatives and supported by a broad group of internal representatives — senior leadership, administration and frontline staff.

- **August 2016: NBRHC Hosts North Bay's Newest Residents**
 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.
- **August 2016: Congratulations James – recipient of the Volunteer Involvement Award**
 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.
- **September 2016: 100% Notification Rate from the Trillium Gift of Life Network**
 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.
- **October 2016: Indigenous Blessing and Teaching Ceremony**
 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.
- **October 2016: The 10th Annual Our Hospital Walk/Run**
 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.
- **November 2016: Smilezone Transforms Patient Areas at NBRHC & One Kids Place**
 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.
- **January 2017: 2017-19 Strategic Plan Launched**
 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.
- **January 2017: 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.

- **January 2017: Quality Improvement Review**

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.

- **March 2017: Cancer Care Ontario Turnaround Times**

98.6 % of cancer resection reports of all disease sites received by Cancer Care Ontario within 14 calendar days from date of surgery — NBRHC is exceeding the provincial average of 83.2%.

- **March 2017: Patient Ombudsman Visits NBRHC**

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.

2016-2017

45%

Reduction in long stay patients in Oak Lodge

23%

Increase in Mental Health Referrals

21%

Increase in Mental Health Admissions

45%

Reduction in Mental Health Wait Times (Referral to Admission)

65%

Mental Health Admitted from Referral

22,500

Pet Therapy Visits with Patients

OUR STORIES



CODE STROKE

A new process called Code Stroke is saving precious minutes when dealing with a potential stroke at the North Bay Regional Health Centre.

[Learn More](#)



GARDENING THERAPY

Research shows gardening is good for mental health, well-being and the reduction of stress and depression.

[Learn More](#)



HEALING WITH MUSIC

Music has always been a part of Brad Armstrong's life.

[Learn More](#)



A SPECIAL PERFORMANCE

Patients and staff were treated to a special concert by the Robb Nash Project.

[Learn More](#)



PATIENT OMBUDSMAN VISITS NBRHC

Hosted by the North East Local Health Integration Network, Christine Elliot and her team visited NBRHC.

[Learn More](#)



WHEN BATHING ISN'T RELAXING

How staff at the North Bay Regional Health Centre took the stress out of bathing for patients living with dementia.

[Learn More](#)

Message from the Foundation CEO & Board Chair

In the 2016/2017 fiscal year we began creating a new vision for an opportunity that allows our community to have an impact on health care close to home.

We are grateful to our more than 100 Foundation volunteers, along with our patients and families who inspire our community through sharing their personal and compelling experiences of healing, recovery and sometimes loss.

This year, the Foundation provided more than \$11.5 million to the Health Centre. Municipal support accounted for \$9.6 million, the majority coming from the City of North Bay completing its commitment to the building fund for the new hospital. Your personal generosity helped the Foundation provide \$1.7 million for urgently needed medical equipment and programs. In addition, \$115,000 in gifts-in-kind were secured that have a direct impact on patient experiences.

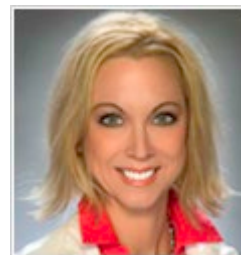
The success of your communities' fundraising effort is having a significant impact:

- The GreenLight Laser for our fathers, husbands, brothers and sons has now been fully funded through your community support. Thank you.
- By funding a substantial cost of establishing a healing environment for the Child and Adolescent Mental Health Unit (CAMHU), your community has ensured children have access to the mental health care they need, close to home. Thank you.
- Because of your support, the hospital is taking steps toward implementing components of the Central Fetal Monitoring System for labour and delivery. Thank you.



Luc Lalonde

Chair, Board of Trustees



Tammy Morison

President and CEO

North Bay Regional Health Centre Foundation North Bay Regional Health Centre Foundation

2016-2017

21

Events Supported by the Community

1,700,000

Dollars Disbursed for Medical Equipment

117

Employees and physicians recognized with Golden Heart Awards

850,034

Donations of Gifts-in-kind

134,000

Dollars raised by the Walk/Run

700

Walk/Run Participants

North Bay Regional Health Centre Foundation Donor List

These donors made cash gifts, pledge payments and gifts-in-kind from April 1, 2016 to March 31, 2017

\$100,000 to \$249,999

Terry McKerrow CAT Scan Operating Fund

\$50,000 to \$99,999

Angela H. Pedley (Charity) Trust
Bishop Alexander Carter Foundation
J.P. Bickell Foundation
J.S. Redpath Limited
Friends of NBRHC-Volunteer Association

\$25,000 to \$49,999

Arthur Gauthier
CTV
Northern Ontario Heritage Fund Corporation
Osprey Links Golf Course

\$10,000 to \$24,999

Dr. William & Pat Hodge & Family
Dr. Cameron & Florence Hunter
Alexander S. Speirs & Elizabeth Campbell Speirs
Alice Wright
BMO Bank of Montreal
The Empire Living Centre
Farguhar Chrysler Golf Tournament
Moose 106.3 FM (CFXN)
Rogers Radio
Scotiabank
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\$5,000 to \$9,999

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McDonald's Restaurants - Haines Family
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Signature Authentics Inc.
Temagami Lions Club
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\$1,000 to \$4,999

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RCAFA 406 Squadron
Shawn Roy, Remax Legend Real Estate Inc., Brokerage
South River Machar Fire Department
Sysco Central Ontario
TechSoup Canada
The Lincoln Inn
The Mortgage Centre
Walmart North Bay
Widdifield Secondary School

The following donors supported the North Bay Regional Health Centre Foundation through sponsorship gifts from April 1, 2016 to March 31, 2017

Able's Locksmithing
Active Running & Therapy Centre
Algonquin Pharmasave
Apotex Advancing Generics
Arbor Works Tree Service
Arnstein Equipment

Atlantic Power Corporation
Average Joe's
Bell Canada
Bernard Rochefort Limited
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Boston Pizza
Caisse populaire North Bay limitée
Carte Blanche Promotional Products Inc.
Cecil's Brewhouse & Kitchen
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CTV
Deacon Wealth Management
Designed Roofing
Diagnostic Sleep Clinic
Diagnostic Ultrasound Services
Dirty Rydz
Edi-Cord Word Processing Systems Ltd.
Enterprise Holdings Foundation
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Galaxy Cinemas
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JP Investments Ltd.
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Karin O'Reilly
Kennedy Insurance Brokers
KIA of North Bay
Knox Insurance
KPMG LLP
Lafarge Canada Inc.
Lincluden Investment Management Limited
London Underground
Max Propane
MD Management Limited - A CMA Company
Miller & Urso Surveying Inc.
Modern College of Hairstyling & Esthetics
Nipissing Orthopaedic Laboratory Inc.

North Bay Computer Doctors
North Bay Hydro Services Inc.
North Bay Nugget
Northern Ontario Heritage Fund Corporation
Ontario Northland Transportation Commission
Ontario Power Generation - Central Hydro Plant Group
Parker's Your Independent Grocer
Pascoe Rentals & Events
Paul Davis Systems - North Bay
Penney&Company marketing design
Plenary Health
Popeye's Supplements North Bay
Price Signs & Decals
PROMUS
RBC Foundation / RBC Royal Bank
Ricci's Printing
Rogers Radio
Scotiabank
See More Graphics
Sellebration Productions
Speedy Glass
St. Louis Wings
Staples
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The Drive
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True-Centre Muffler & Brakes
Twiggs Coffee Roasters
Van's Delivery & Movers Limited
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