

# North Bay Regional Health Centre Annual Report 2018-19



## **Our Leaders**

Our team at the North Bay Regional Health Centre provides many types of care for our patients—we are the regional mental health provider for all of northeastern Ontario, the provider of district acute care services to North Bay and surrounding communities, and are the district referral centre providing specialist services.

For a lot of people, we are their community—either as patients, staff, volunteers, physicians, or health care partners. Simply put, we are many different things to many different people.

When we look at how capacity pressures impact our Health Centre, we see how the constant and sustained pressure on our system affects every single one of those people in our community.

Some days there are up to 20 patients needing a bed that doesn't exist. These are our mothers, fathers, friends, grandparents—all with people who both care for them and care about them. Often their loved ones join them here at their bedside, wherever that may be in the facility.

There are many of our 419 patients who no longer require, or want, the level of specialized care they receive at our hospital or cannot access the care outside of our walls. For this reason, our organization is committed to work with our community in partnership to ensure patients receive the right care, in the right place at the right time.

Our patients receive incredible care under challenging circumstances from our amazing staff, physicians, allied health and support services, but we know the daily capacity challenges are wearing down our team as they work around the clock to provide the best care possible. This can sometimes mean providing care for our patients in non-traditional spaces, putting strain on every facet of our Health Centre.

The Health Centre's Senior Leadership Team have committed to supporting staff through this period of sustained bed pressure by advocating with our provincial decision makers, renovating our space, adapting our work and creating programs to support our people and patients. Our health care system is evolving. The provincial government has stated that their priority is to build a sustainable, connected and modern health care system that puts patients in the centre. We are mobilized and ready to work with our government and communities in modernizing our system to improve care across the continuum of care.

We want to once again thank our people for pulling together and doing what needs to be done to support each other and continue to provide the best care for our patients when they need us most. Our people make providing the best in health care possible.

**Paul Heinrich**  
President & CEO

**Tanya Nixon**  
Vice President,  
Mental Health

**Tiziana Silveri**  
Vice President,  
Clinical and CNE

**Sara Tonks**  
Vice President of Corporate Services  
and Chief Financial Officer

**Dr. Donald Fung**  
Vice President Quality &  
Chief of Staff

## Our Board



First we must begin by recognizing the exceptional care our staff, physicians and volunteers have provided to our patients and their families this year. In spite of some extraordinary bed pressures putting a strain on capacity, we are very proud of the high quality care our team continues to provide to all of the patients in our region.

As your Board, we are not only directors, but we are community members, volunteers and often, patients ourselves. Our skills-based membership has representatives from across the entire district and regions we serve, dedicated to represent our communities as we act in the best interest of the Health Centre and lead by example in showcasing our values of innovation, compassion, accountability and excellence.

In these times of health care transformation, our vision of 'working with you to be the best in health care' takes on a different kind of significance as we look to our partners to see how we can collaborate to improve the system for our patients. Our Board is ready to support these changes as we work together with our communities to continue to keep our patients at the centre of all we do.

I would like to take this opportunity to offer my personal thanks and appreciation to my fellow Board members for their volunteer commitment of time to NBRHC. Thank you for all you do to support the high quality care we provide here at the North Bay Regional Health Centre.

Gary Jodouin,  
*NBRHC Board Chair*

## North Bay Regional Health Centre Financial Statements

[Take a closer look at the audited financial statements](#)



## Our People



**2100  
staff**



**150  
core physicians with acute privileges**



**300  
volunteers**



There are many staff in our Health Centre that aid in the process of organ and tissue retrieval and delivery, in addition to the bedside staff. In September of 2018, one of those heroes, Ginny Kirby a Medical Radiation Technologist at our Health Centre was recognized.

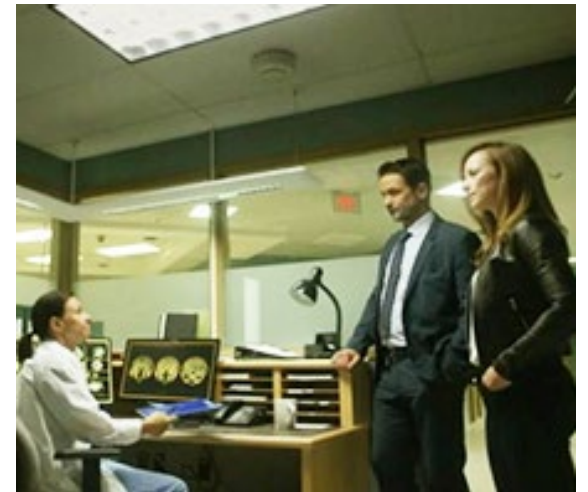
The complex process of determining medical suitability/eligibility for donation often includes organ specific testing, such as chest X-rays, kidney and liver ultrasounds or CT scans, echocardiograms and cerebral angiograms. DI staff work diligently, even staying after hours in some cases to ensure these tests are completed efficiently, knowing the time-sensitive nature of the organ donation process.

Ginny was recognized because she is always accommodating and sensitive to requests from the Critical Care Unit regarding organ and tissue donation. She “collaboratively makes it work” for both departments. Ginny is always professional and if she is unclear regarding a request she calls to clarify. Thank you Ginny for making such a big difference.

The North Bay Regional Health Centre (NBRHC) was recognized for their work in renal care for achieving their vascular access surgery wait times target as set out by the Ontario Renal Network. The Health Centre met the annual target for the Vascular Access Wait Times (Priority 3) performance indicator and achieved a rate of 64.3% for the 2017/18 fiscal year.



CTV’s critically acclaimed and award-winning drama Cardinal returned to the NBRHC, leasing some vacant space to film part of its fourth season. The money provided by Cardinal for this space is used to support recreational activities for our Regional Mental Health patients, improving our patient experience.



## Our Patients



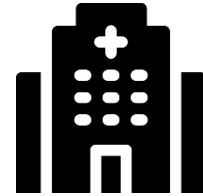
54,930

Emergency Department Visits



801

Babies Born



3,521

Outpatient Mental Health Clinic Visits



36,000

Medical & Fire Calls



8,262

Operating Room Cases



75,093

Outpatient Visits



121,708

Inpatient Days

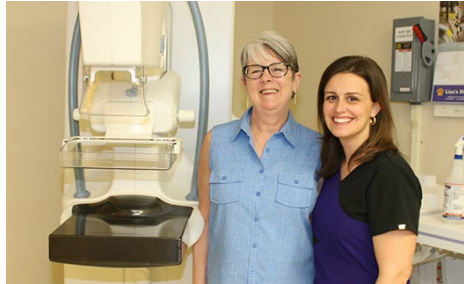
*In August 2017, NBRHC's ALC rates were 7.5%. In October 2018 our rate was 31%-- far beyond the provincial average of 16% for the month of October.*

Letter from NBRHC to Finance Minister and Nipissing MPP Vic Fedeli regarding hallway medicine.

## **Our Accomplishments**

### **Balanced Budget (April 2018)**

The Health Centre announces we were able to successfully balance our books for the second consecutive year.



### **Mammoth Breast Screening Challenge (June 2018)**

For the first time in its history, the Mammoth Breast Screening Challenge in North Bay surpassed our goal (100 women) and screened 108 women in one day.

### **Gardening (July 2018)**

Fifteen community volunteers lent their green thumbs to beautify some of the Health Centre's gardens during a one-time beautification activity.



### **Trillium Gift of Life Network Provincial Conversion Rate Award (September 2018)**

North Bay Regional Health Centre was celebrated by the Trillium Gift of Life Network for receiving the Provincial Conversion Rate Award for meeting or exceeding the target of 58 per cent conversion rate set by TGLN. In 2017/18, NBRHC had two organ donors which led to seven transplants performed from organs recovered from our Health Centre and 26 tissue donors enhancing the lives of many.

### **Patient Passport (November 2018)**

A new guide is launched to help our patients and their caregivers with important information they need to know before they leave the hospital. The interactive passport contains information, check lists and space to write notes to help patients better prepare to leave the hospital.

### **Volunteer Pet Therapy Dog Holiday Showcase (December 2018)**

Six of NBRHC's Volunteer Pet Therapy Dogs competed for cheers, laughs and public acclaim (plus some special dog biscuits) in front of patients, family members and staff who came to watch the Therapy Dog Holiday Showcase held in the Gym on December 27th.



### **Putting smiles on the faces of NBRHC's littlest clients (December 2018)**

Wordplay Jeux de mots site in Sudbury unveiled three revitalized spaces generously donated by the Smilezone Foundation—a refreshed and welcoming Main Waiting room, Infant Hearing Screening room and Group Programming room featuring new wall murals, vibrant paint, custom furniture, storage and equipment.





### **Minister of Finance Tour (January 2019)**

Minister Of Finance and Nipissing MPP Vic Fedeli, together with Chief of Staff Dr. Donald Fung and VP Clinical and Chief Nursing Executive Tiz Silveri talk with staff during the tour.

In January NBRHC hosted Minister of Finance and Nipissing Member of Provincial Parliament (MPP) Vic Fedeli at our Health Centre.



### **Modernization of Health Care (March 2019)**

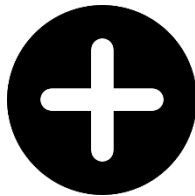
Tuesday March 13 the Honourable Christine Elliott, Minister of Health and Honourable Victor Fedeli, Minister of Finance led a dialogue at the North Bay Regional Health Centre about the modernization of health care.

## **Our Sites**



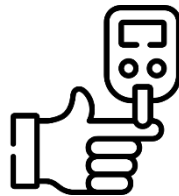
### **50 College Drive North Bay**

Acute care services, district referral centre & specialized mental health services for northeast Ontario.



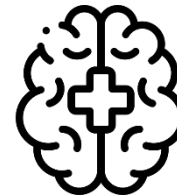
### **Kirkwood Campus Sudbury**

Regional mental health service programs for adults and seniors.



### **Devonshire North Bay**

The Diabetes Education Centre & Regional Outreach Services for individuals living across Northeastern Ontario who experience severe and persistent mental illness.



### **King Street North Bay**

Nipissing Detoxification and Substance Abuse Program & Mental Health Clinic offering community-based mental health supports to people who reside in the District.



### **Seymour Street North Bay**

Emergency Medical Services land ambulance station is a partnership between DNSSAB and NBRHC to provide services to the District.



### **Ferris Drive North Bay**

Central Ambulance Communication Centre handles emergency calls, dispatch emergency professionals and equipment and render life-saving assistance.

## Our Three Priorities

### Health Information System (HIS)

NBRHC is a participant in the ONE Initiative, with a vision of improving the delivery of patient and family-centred care through one electronic health information system across northeastern Ontario. Patients transferred from one participating care provider organization to another will not have to undergo duplicate tests or have to tell their medical “story” over and over. This single system will also facilitate a platform for further participation across providers.

### Staff & Patient Safety

Safety continues to be a priority for our organization. Some of the highlights over the last year include more than 68 workplace violence risk assessments completed, the creation of a workplace safety council and a new poster to bring awareness to the issue of workplace violence (pictured).

### Patient Flow

Patient flow is a serious issue affecting our organization. NBRHC has been under extreme bed pressures for the last 18 months, often with more than 20 patients waiting for a hospital bed. Our Health Centre has no choice but to open unconventional and inefficient areas to care for these patients, and in extreme circumstances, cancel elective surgeries. One of the ways we are tackling this issue is with the introduction of the Estimated Length of Stay passport, a tool that empowers and engages patients in being partners in planning for their transition home or to then next level of care.





## Our Volunteers

Lottie Frenssen started volunteering for the North Bay Regional Health Centre (NBRHC) and its legacy organizations for one simple reason: to help people.

It's a journey of volunteering that spanned a whopping 50 years. Lottie played a vital role on the Friends of NBRHC (formerly the Volunteer Association), serving several terms as President and helping to raise funds for capital equipment through a variety of programs and services.

After a full-half century Lottie decided it was time to retire from volunteering. Her legacy to NBRHC however, lives on.

In 2018, the Health Centre's Volunteer Involvement (VI) Committee decided to create the Lottie Frenssen Volunteer Award to honour her years of service. "The award is a small way to pay tribute to Lottie and share her legacy with new volunteers," says Colin Vezina, member of the VI Committee. "It honours those who share Lottie's tireless efforts and devotion to the Health Centre and set the standard for volunteering, leadership and caring."

Since its inception, the Lottie Frenssen Volunteer Award has recognized five volunteers for their exceptional service to the NBRHC.

Ron Walsh, a patient visitor, was celebrated for providing positive companionship on a weekly basis to patients with our seniors' mental health programs. He was nominated by three different people, and each person mentioned the compassion he demonstrates when volunteering. "Ron's main goal is to put a smile on every patients' face - he will not finish a shift until he achieves his goal," explains Colleen Harrison, a recreational therapist at NBRHC.

Four volunteers in the Emergency Department (ED) - Marylou Tomlinson, Carrie Bell, Anne McNutt and Pat Madill – were honoured for their compassion, respect and excellence in the often busy and thankless ED environment.

"Having a volunteer make the rounds in the waiting room brings a kind presence that benefits everyone," wrote Naomi Cheechoo, registered nurse in the ED. "Being able to sit with a patient or family member, and listen to fears, provide support or get a blanket assists staff and reminds us all what unselfish kindness can look like."

For more information on the award, visit [www.nbrhc.on.ca](http://www.nbrhc.on.ca)



# The North Bay Regional Health Centre Foundation

The Foundation's annual report shares the incredible impact our community is having on advancing care available, close to home.

