

## **LHIN BOARD RECEIVES HOSPITAL REVIEW REPORT** *Hospital Improvement Plan to be submitted in December*

### **NEWS**

November 2, 2015

The Board of the Central East Local Health Integration Network (Central East LHIN) held their monthly open board meeting in Oshawa on October 28<sup>th</sup> where they passed a motion related to the Northumberland Hills Hospital – External Operational Review.

Based on information presented by Stewart Sutley, the LHIN's Senior Director of System Finance and Performance Management, the motion directs the hospital to return to the LHIN Board in December with an NHH Board-approved Hospital Improvement Plan.

This is the latest step in a process that began in August 2014 when the hospital advised the LHIN of a projected in-year deficit which, under the current Hospital Service Accountability Agreement (HSAA) between the hospital and the LHIN, led to notice of a performance factor resulting in a Coaching Review in December 2014 and the External Operational Review in July 2015.

The External Operational Review conducted by the Hay Group, an independent third party, concluded that while the hospital provides quality services, is efficient and has a high functioning Board, there are areas that could be further improved that should be included in a Hospital Improvement Plan to ensure that the hospital can balance its budget and become financially sustainable.

The review did not recommend any change in the volume or types of services currently being provided at NHH.

Recommendations related to operational and clinical efficiency improvements, integration and revenue maximization were included in the report with the understanding that LHIN support will be required in order to deliver on some of the longer-term recommendations.

A proposed Hospital Improvement Plan, contained in the External Operational Review Report, incorporates the recommendations, suggested timelines and an implementation strategy which NHH can now use to develop their own plan.

### **QUOTES**

“It is recognized that the leadership, governors, staff and physicians at Northumberland Hills Hospital have been working hard to continue delivering high quality, accessible services to their patients while at the same time tackling their financial challenges. The LHIN's goal has always been on the long-term sustainability of NHH as it provides acute care services to a growing and aging population and we look forward to receiving the Hospital Improvement Plan.”

- Deborah Hammons, CEO, Central East LHIN

“The Board of Directors of Northumberland Hills Hospital greatly appreciates the effort that has gone into this third party assessment of the governance, management and operations of NHH and the insight the Report provides on peer comparators. We welcomed the Hay Group’s affirmation of several key facts, namely, that NHH is, by and large, an efficient hospital and, further, that the services currently provided by NHH are appropriate and needed by the community (i.e., no service reductions recommended). NHH intends to actively pursue the recommendations in the proposed Hospital Improvement Plan as we work together with the Central East LHIN on future financial sustainability for NHH.”

- Jack Russell, Chair, NHH Board of Directors

"The Board of Directors and staff at Northumberland Hills Hospital continue to work diligently towards financial sustainability. The Central East LHIN is working closely with the hospital and I know will be looking forward to receiving the NHH Improvement Plan before the end of the year. The Improvement Plan will be an important piece moving forward to attain long-term sustainability for the Northumberland Hills Hospital."

- Lou Rinaldi M.P.P., Northumberland-Quinte West.

### QUICK FACTS

- The External Review Team consulted with the community, hospital staff and other key stakeholders regarding the health care needs of the residents of Northumberland County and the hospital’s strengths and opportunities to support the development of the proposed Hospital Improvement Plan.
- This included face-to-face meetings with local elected officials, focus groups with foundation and auxiliary members, interviews with other acute and community-based health service providers in the LHIN and a series of public and telephone town halls with local residents, supported by a paper and web-enabled survey.

### LEARN MORE

To review the presentation from the October 28<sup>th</sup> LHIN Board meeting, please visit the Central East LHIN website – [www.centraleastlhin.on.ca](http://www.centraleastlhin.on.ca) – and click on “[Board and Governance – Board Meetings – 2015 Board Meetings – Board Meeting October 28, 2015 – Northumberland Hills Hospital – External Operational Review.](#)”

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