



Town Hall Series

June 29 – August 26, 2023

Minden Hills (Minden) - June 29

Dysert et al (Haliburton) - July 11

Algonquin Highlands (Stanhope) – August 22

Highlands East (Wilberforce) – August 26

Compassion – Accountability – Integrity – Respect

Welcome

Veronica Nelson, Interim President & CEO

Land Acknowledgement

Highlands History



We gather on ancestral lands, the traditional territory of the Mississauga Anishinaabe and the traditional unceded territory of the Algonquin Anishnaabeg people and in the territory covered by the Williams Treaties which have been inhabited for thousands of years – as territories for hunting, fishing, gathering and growing food. The intent and spirit of the treaties that form the legal basis of Canada bind us to share the land “for as long as the sun shines, the grass grows and the rivers flow.”

HHHS Emergency Department Consolidation

Emergency Department Consolidation



- Not enough staff to safely operate two emergency departments (ED).
- Haliburton ED is physically connected to the inpatient unit where patients are admitted for ongoing care if needed.
- It is in the best interest of our patients to consolidate skilled healthcare workers at this location to keep both the emergency department and inpatient unit open – including ensuring Haliburton County has an ED open 24/7/365 days a year.
- The Minden site of HHHS continues to play an important role in delivering health care to our community and will remain open.

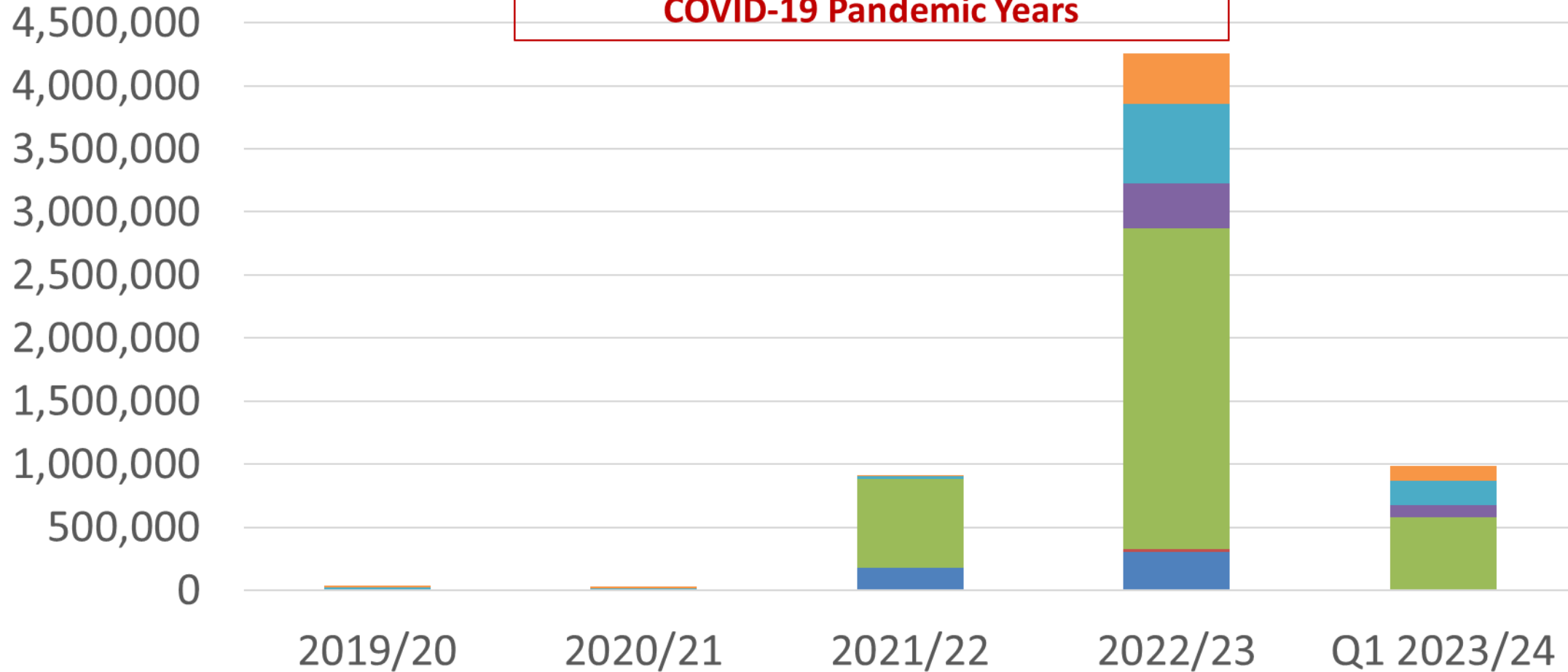


Annual Agency Services Costs



■ LTC (H) ■ LTC (M) ■ ED - (M) ■ ED - (H) ■ Inpatient Unit ■ Admin

COVID-19 Pandemic Years



Some HHHS Outpatient Services



Minden Site

Adult Day Program

Social Recreation

Exercises for Seniors

Nursing Foot Care

Diabetes Education

Physio

GAIN

Mental Health outpatient

Telemedicine

X-Ray & BMD

The County

Emergency Response

Medical Transportation

Meals on Wheels

Hospice

Grief support

Friendly Visiting

Social Recreation

Home at Last

Home Help/Maintenance

Security Checks

Home First

HHHS Minden Site

The **Minden Site** continues to offer the following services:

- Long-term care
- Primary Care
- Minden Urgent Care Clinic operated by Kawartha North Family Health Team
- [Clinic Calendar - Kawartha North \(knfht.ca\)](http://knfht.ca)

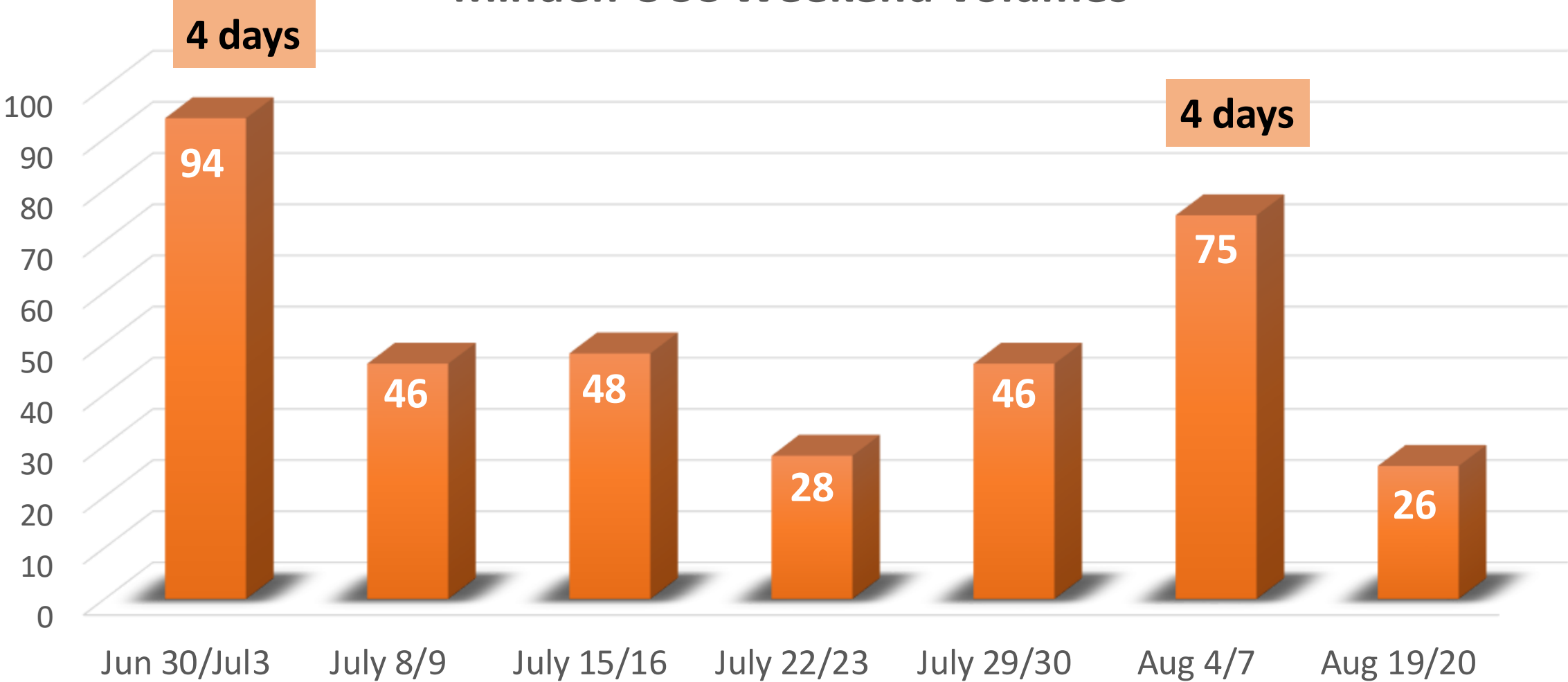


HHHS continues to operate an emergency department at Haliburton Site 24/7

Minden Urgent Care Clinic



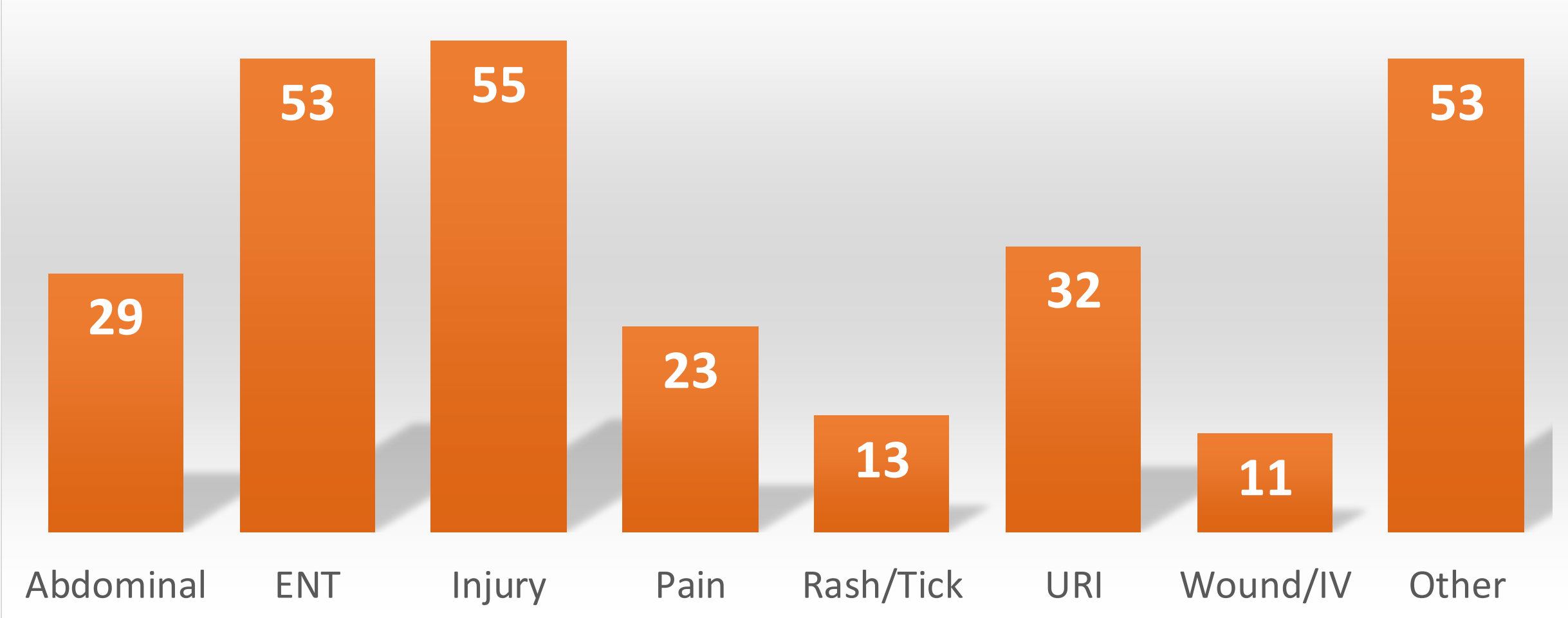
Minden UCC Weekend Volumes



Minden Urgent Care Clinic



Minden Urgent Care Clinic Volumes by Chief Complaint



In Progress: Minden Community Nursing Clinic



Working with SE Health and Paramed through HCCSS to open the **Minden Community Nursing Clinic:**

Patient Benefits

1. Timely access
2. Expertise in specialized nursing services (wound care, IV therapy, catheter care, etc.)
3. Accessible location within Haliburton County
4. Convenient patient scheduling decisions
5. Improved health to speed up recovery proactively

In Progress: Leadership & Staffing



HHHS welcomed:

Peter Kronenberg – HR Manager

Jennifer Burns-West, RN – Chief Nursing Executive & Vice President

Clinical & Community Support Services (CNE/VP)

June 1 – Aug 26, HHHS welcomed:

9 Nursing staff

14 PSWs / HSWs

7 Support / Admin staff



New Services: CT & Mammography



CT Scan – a medical test that helps physicians diagnose and treat medical conditions, by using advanced x-ray technology to take pictures of the body.

Mammography – a medical test designed to detect breast cancer at its earliest stage thereby facilitating prompt treatment and improving outcomes for patients.

Patient Benefits:

1. Free up EMS time
2. Access to care locally
3. Reduction in ED and CT wait times
4. Enable quicker access to specialists

Staff / Physician Benefits:

1. Improved recruitment/retention
2. CT scan is gold standard of care for ED
3. MRT advancement opportunities
4. Local referrals for primary care providers

Emailed Questions

Question - Wait Times



We commend Veronica for taking on this very challenging job and we wish her well.

Friends who have recently been to the Haliburton ER describe ballooning wait times. Our summer camps are not yet in full operation and most cottagers haven't yet arrived. How will the Haliburton ER possibly cope with the increased demand?

We look forward to Veronica's answers.

AI

Updated Data

Background: CTAS Levels

Canadian Triage & Acuity Scale (CTAS) level is assigned to patients in EDs according to severity of condition.

Level I — Resuscitation
Level II — Emergent
Level III — Urgent
Level IV — Less Urgent
Level V — Non Urgent

ED Wait Times – Provincial, June 2023



JUNE 2023

Wait Time to First Assessment by a Doctor in Emergency for All Patients:

On average, patients waited

2 Hours

Length of Stay in Emergency for Low-Urgency Patients Not Admitted to Hospital:

On average, patients spent

3.1 Hours

74% of patients finished their emergency visit within target time of **4** hours

Length of Stay in Emergency for High-Urgency Patients Not Admitted to Hospital:

On average, patients spent

4.6 Hours

89% of patients finished their emergency visit within target time of **8** hours

Provincial wait time data for the month of June 2023.

July data is not yet available.

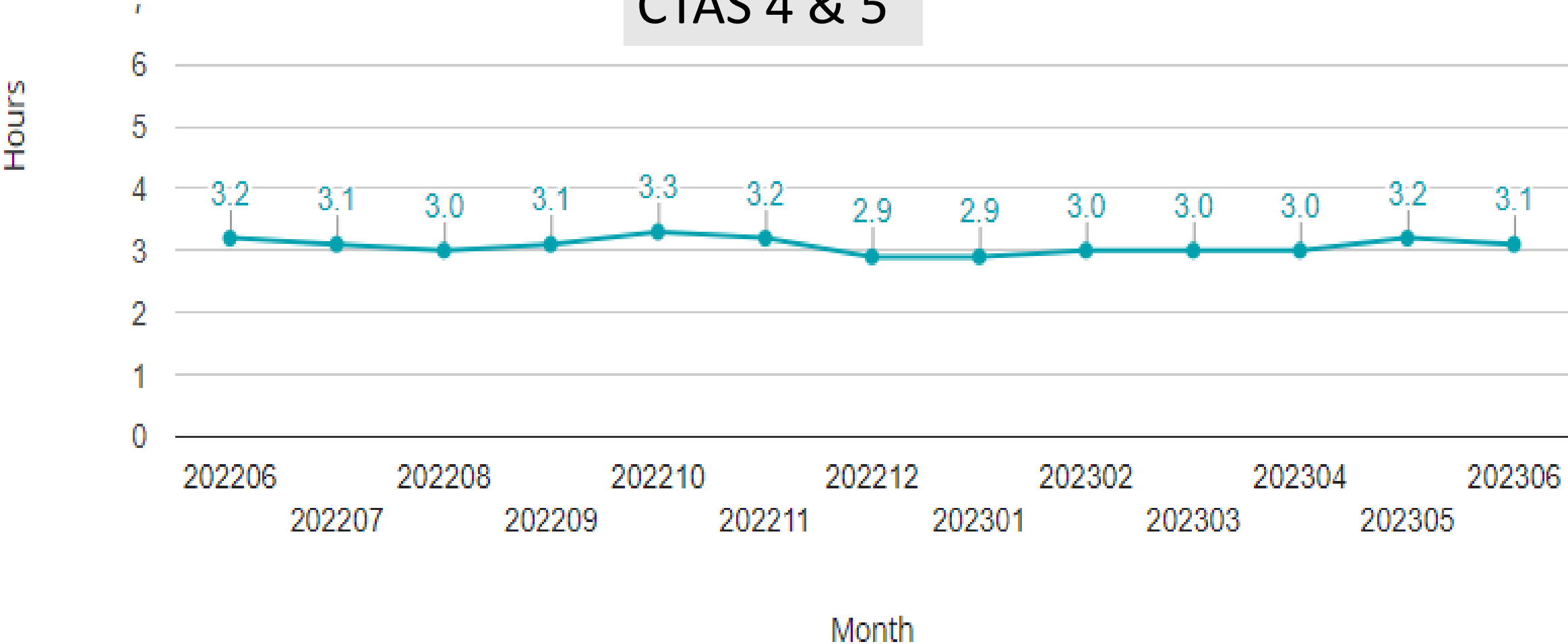
Source:

<https://www.hqontario.ca/System-Performance/Time-Spent-in-Emergency-Departments>

ED Wait Times – Provincial, June 2023



CTAS 4 & 5



Source: <https://www.hqontario.ca/System-Performance/Time-Spent-in-Emergency-Departments>

ED Wait Times – Provincial, June & July



Haliburton - WTIS June, 2023

Wait Time to First Assessment by a Doctor in Emergency for All Patients:

On average, patients waited

Haliburton ED

0.8 Hours

Length of Stay in Emergency for Low-Urgency Patients Not Admitted to Hospital:

On average, patients spent

1.6 Hours

CTAS 4&5

91% of patients finished their emergency visit within target time of **4** hours

Length of Stay in Emergency for High-Urgency Patients Not Admitted to Hospital:

On average, patients spent

3.4 Hours

CTAS 1-3

87% of patients finished their emergency visit within target time of **8** hours

Haliburton - WTIS July 2023

Wait Time to First Assessment by a Doctor in Emergency for All Patients:

On average, patients waited

Haliburton ED

1.2 Hours

Length of Stay in Emergency for Low-Urgency Patients Not Admitted to Hospital:

On average, patients spent

2.4 Hours

CTAS 4&5

88% of patients finished their emergency visit within target time of **4** hours

Length of Stay in Emergency for High-Urgency Patients Not Admitted to Hospital:

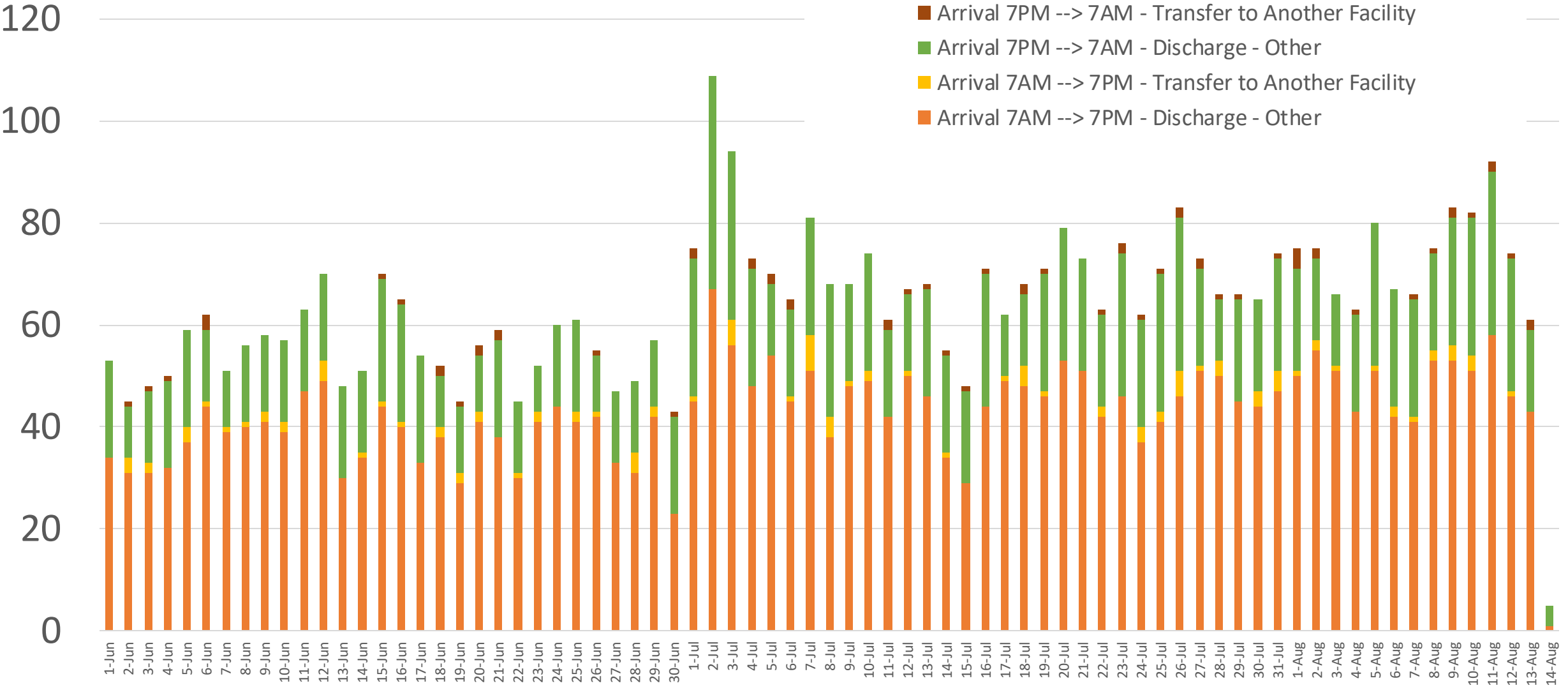
On average, patients spent

4.0 Hours

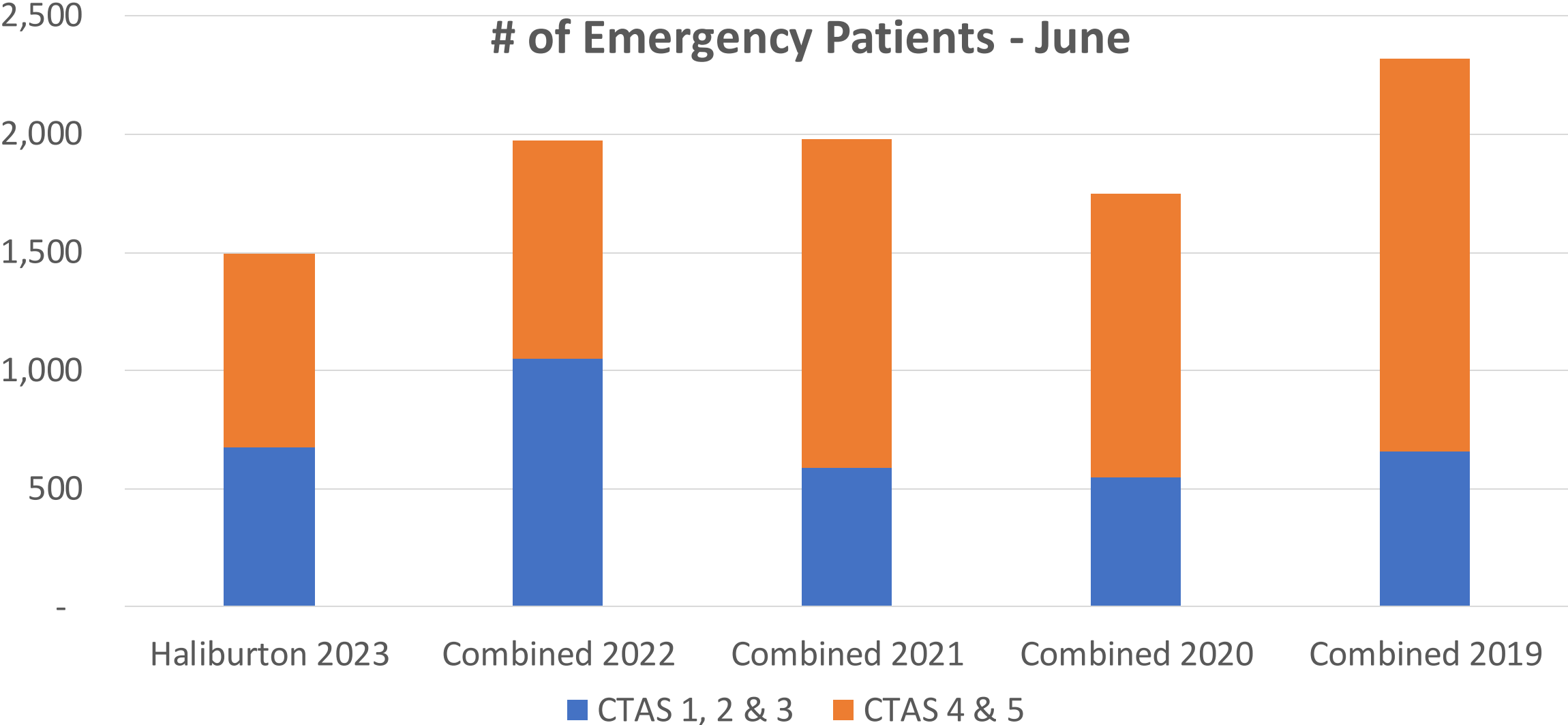
CTAS 1-3

90% of patients finished their emergency visit within target time of **8** hours

HHHS Daily ED Volumes June 1 – August 14



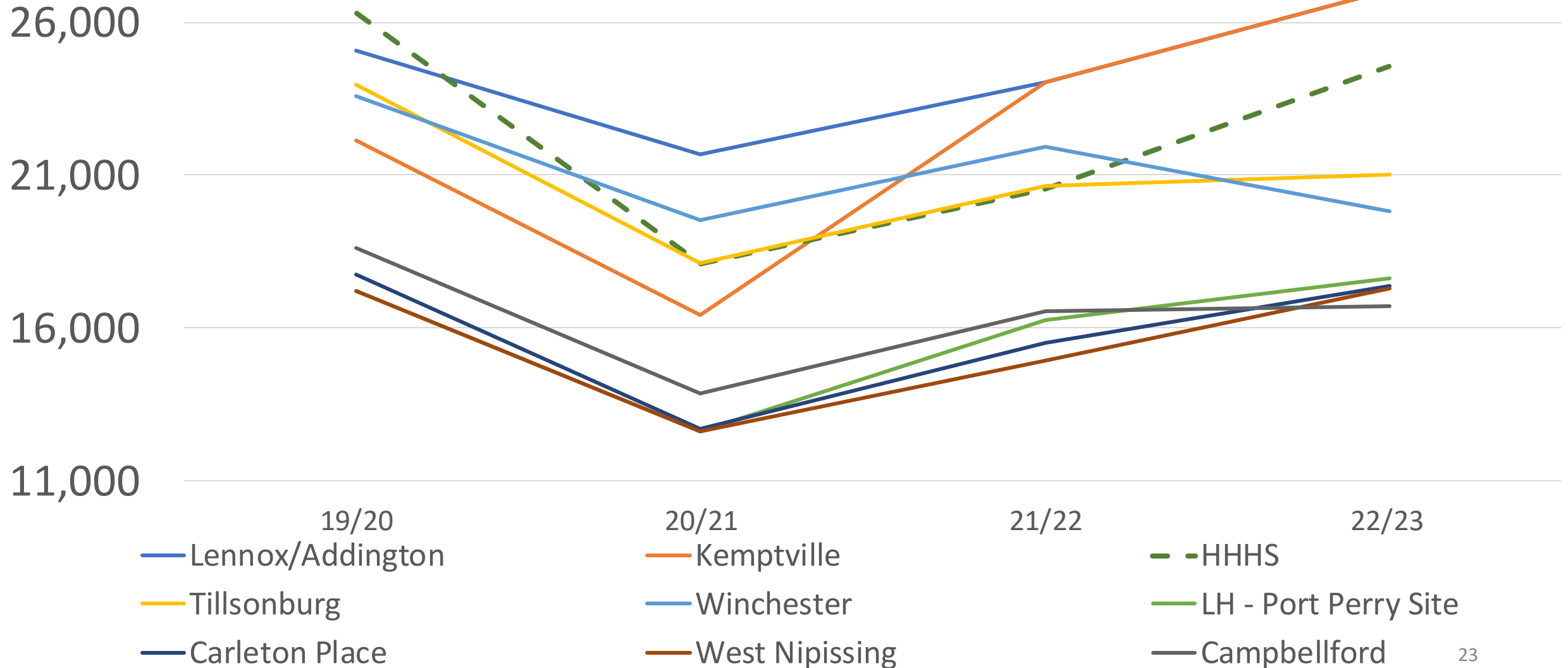
5 Year Trend of Emerg Patient Volumes



4 Year Trend to Total ED Visits - Benchmark



Trend of Total ED Visits



Question – Inpatient/Transfers



How many patients in the past five years, who presented at the Minden and Haliburton ER were immediately, after initial assessment, **admitted to the inpatient unit at the Haliburton Hospital?**

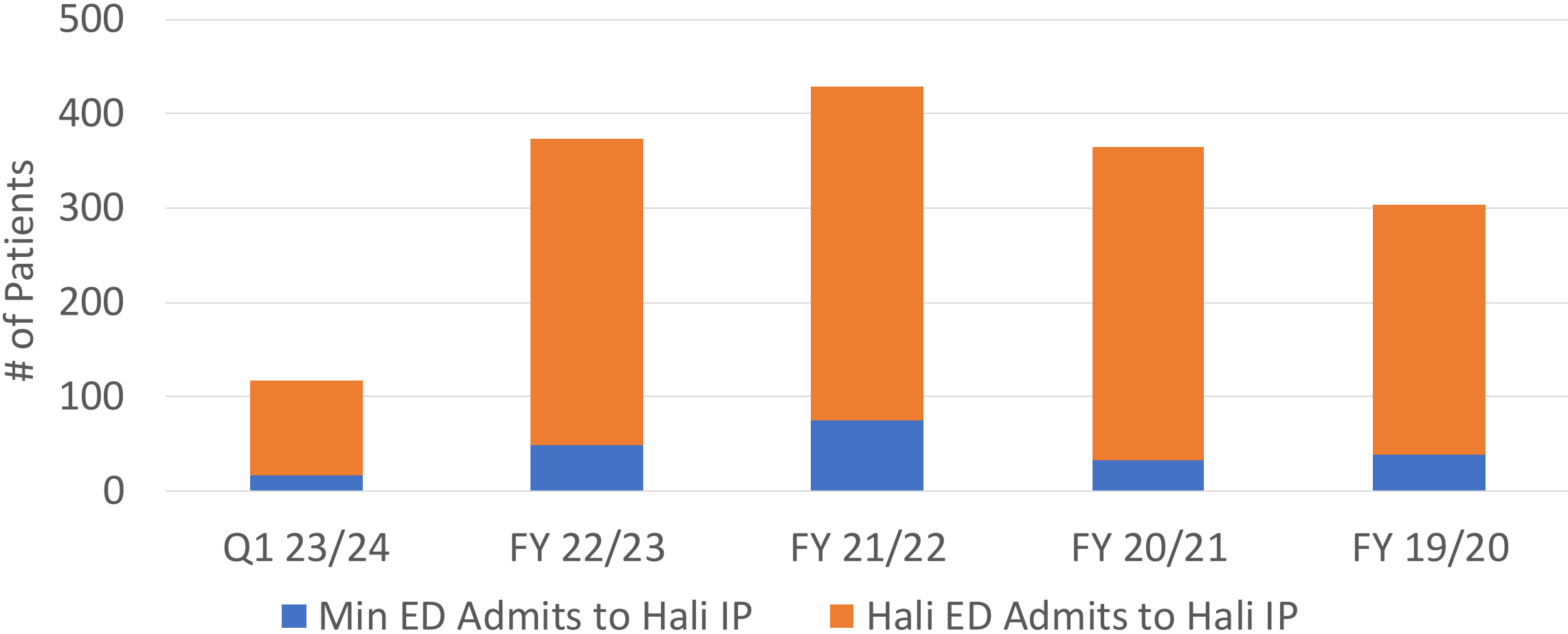
How many patients who presented to the Minden and Haliburton ER, after initial assessment were immediately sent to be **admitted to any hospital outside of Haliburton County?**

Thank you,
B.
Minden

Inpatient Admission Data



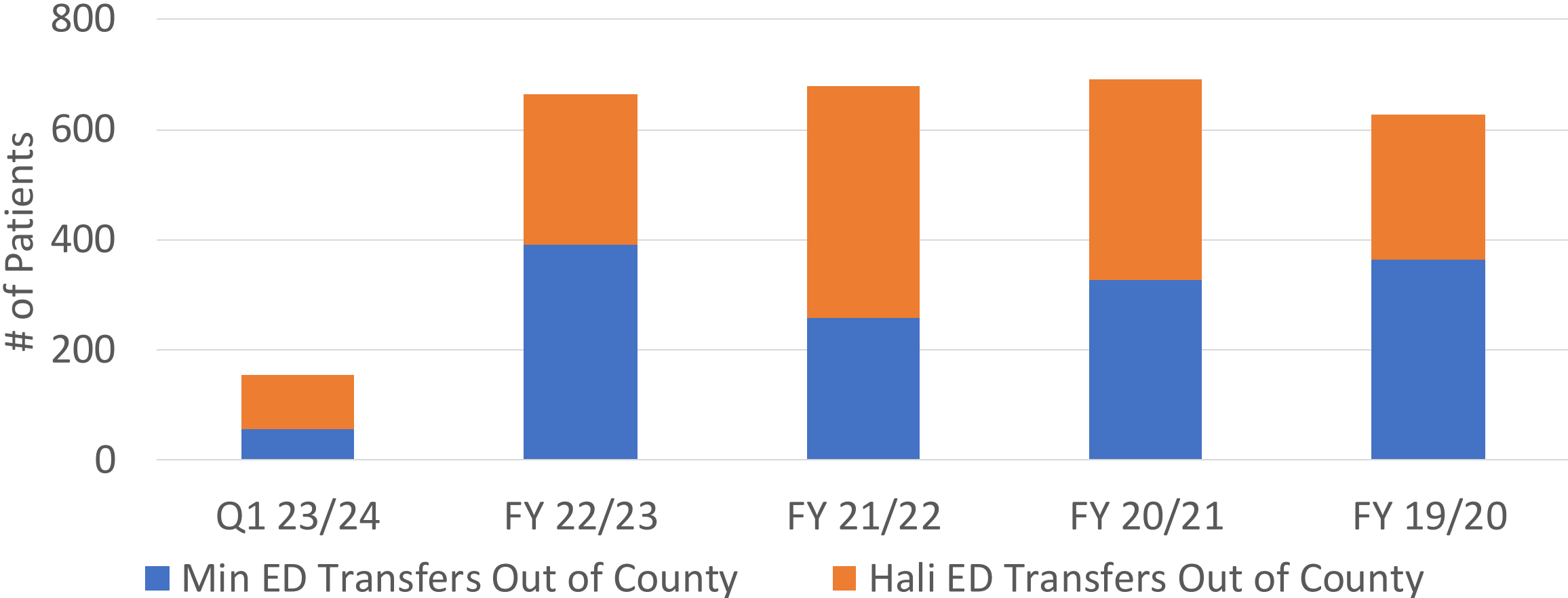
of Patients Admitted Annually to Haliburton Inpatient Unit



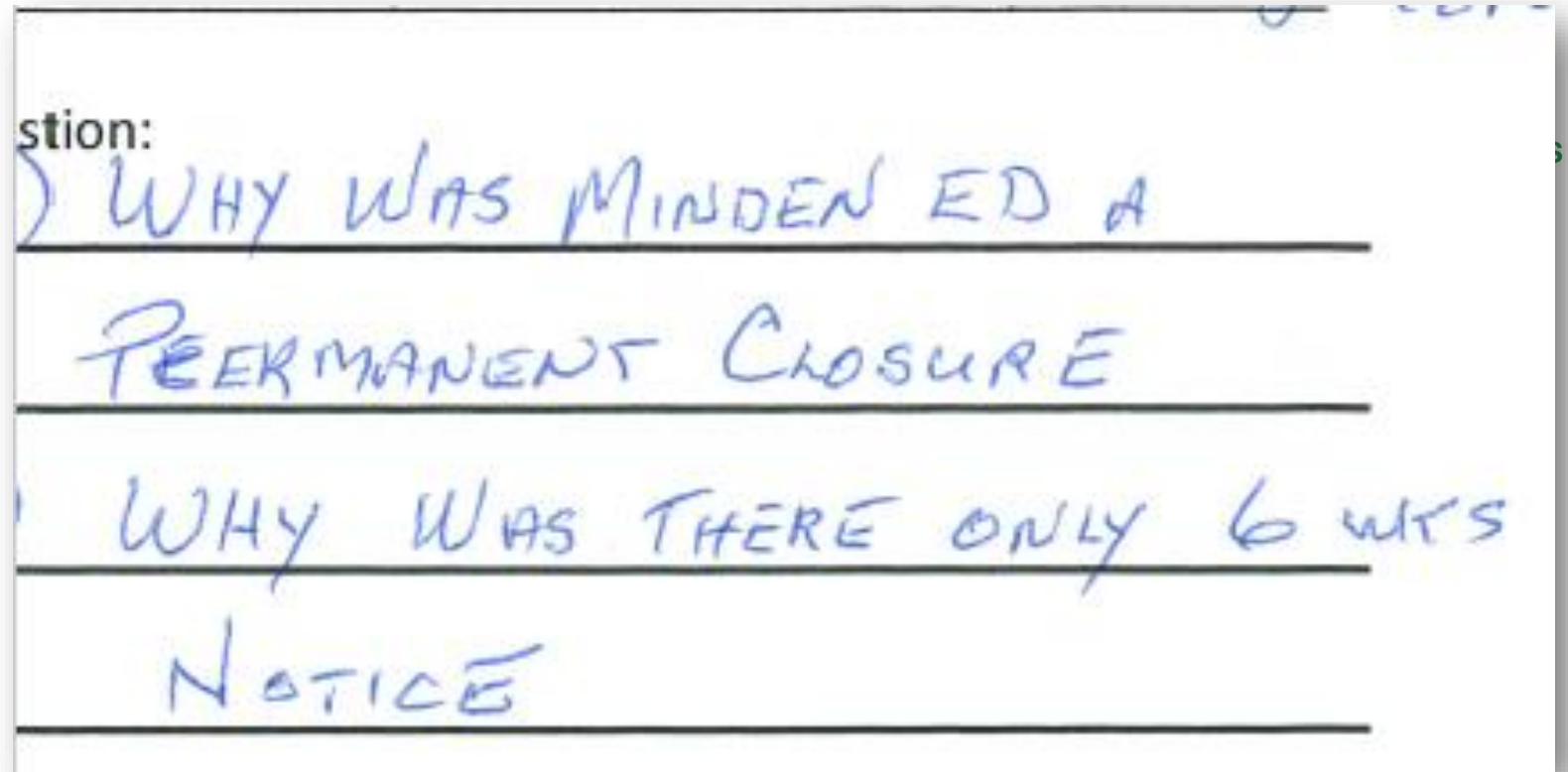
Transfers Out Data



of Patients Transferred Out of County Annually



The Decision



1. Why was Minden ED a permanent closure?
2. Why was there only 6 weeks' notice?

From C.P. - Stanhope Town Hall

The Decision



- HHHS had been facing ED closures at both Minden and Haliburton sites due to ongoing and significant staffing challenges.
- The Board was made aware of these challenges.
- HHHS Leadership completed risk and impact analyses guided by an ethical decision-making framework focused on ensuring high-quality, safe patient care.
- Based on the information presented to the Board – the Board unanimously supported the decision to consolidate the emergency departments.

Physician Feedback



Dear Ms. Nelson,

I'm a locum emergency physician (from St. Michael's in Toronto) and I had the pleasure of working in Haliburton on Sunday overnight. I just want to send along a message about **how amazing your staff are** at HHHS.

I worked in the ED yesterday and the **staff are amazing**. The nurses, Caroline and her team (two other nurses but I can't recall their names) were all amazing. We had a busy shift with a trauma transfer and several sick patients. The **level of skill and commitment was 10/10**.

In addition, Darlene (EPIC lead) was awesome. She came in on a Sunday evening for an hour to make sure my IT setup was seamless and returned the next morning to follow-up! **This is next level**.

I'm a firm believer in high performance being recognized. The staff I worked with achieved just that.

Thank you and **I hope to return soon for another shift**.

Cheers,

Dr. Andrew P.

Question – Community Advisory Committee



There used to be a Community Advisory Committee which would send a report to the Board periodically. Will such a CAC be revived?

From J.T.

Stanhope Town Hall

Question:

There used to be a
Community Advisory
C'ITTEE which would
send a report to the
Board periodically.
Will such a CAC
be revived?

Community Advisory Committee



Patient, Family and Community Advisory Committee (CAC) reports to the Board through the Quality Committee of the Board

Purpose is to:

- advance patient engagement and patient centred care,
- Provide feedback on initiatives and programs,
- Collaborate to establish patient and family centred care principles, and
- Invited to participate on selected projects

Community Advisory Committee



- CAC had been on hiatus during COVID
- Current status & membership to be refreshed
- Resuming virtual CAC meetings:
 - November 30, 2023
 - February 29, 2024
 - June 6, 2024

Question – Hiring

Will you change the policy that ignores nurses' applications unless you're granting an interview?

From P.B.

Haliburton Town Hall

Question:

Will you change the policy that ignores nurses' applications unless you're granting an interview?

You may email your question to mhenry@hhhs.ca

Question – Hiring Process



- Jobs are posted on various places i.e. website, Indeed, etc.
- Applicants apply to specific job
- All applications are sent to the Manager
- Manager reviews and contacts qualified applicants for an interview(s)
- References are completed on preferred interviewees
- Offer letter sent to successful person
- Unsuccessful interviewees are provided with feedback

Question – Transportation



We do not have a public transportation system in Haliburton County. This places severe hardship on families and seniors who do not have vehicles to travel the 25 km or more to access service in Haliburton. Not every emergency requires an ambulance. Many seniors and families in Minden catchment area do not have a family doctor, or a walk in clinic to access.

How is HHHS going to address this very real problem?

Thank you,

B.

Minden

Transportation

1. Emergency needs please call **9-1-1**

2. Providing health care service options in Minden:

Urgent Care Clinic open weekends with plans to expand
Working on opening a HCCSS Community Nursing Clinic
Outpatient services i.e. physiotherapy, diabetes clinic, x-ray

3. HHHS Transportation Services includes:

Door-to-door transportation by volunteer drivers at a low cost
Wheelchair Accessible Van Service to medical appointments and/or
other destinations

***Future: Passenger van to hold 7 clients/patients**



Transportation

Hyland Taxi – Haliburton County

705-457-1777

TOK Coachlines

TOK Coachlines

Bancroft Community Transit

Bancroft Community Transit - Home



Currently 3-days a week service
Mon, Wed & Fri
until further notice

TOK AGENTS and STOPS		
Haliburton	Shamrock Service Centre (705) 457-1633	42 Highland St
Lindsay	Lindsay Dry Cleaners (705) 324-2166	211 Kent St. West
Norland	Norland Convenience (705) 454-1111	3465 Monck Rd

FLAG STOPS	
Allsaw	TOR. Bound - Hwy 21 & Osprey Rd. HAL. Bound - Hwy 21 & Wigamog Rd.
Bowmanville	TOR. Bound - on Hwy 2 across from Metro Grocer HAL. Bound - on Hwy 2 Metro Grocer
Canadian Tire Gas Bar	TOR. Bound - Canadian Tire Gas Bar 377 Kent St. West, Lindsay HAL. Bound - Across from Canadian Tire Gas Bar
Cameron	TOR. Bound - on Hwy 35 at Cameron Rd. HAL. Bound - Cameron General Store at Hwy 35 & Cameron Rd.
Coboconk	TOR. Bound - Souter's Variety & Gift --- 6652 ON-35, Coboconk HAL. Bound - Across from Souter's Variety & Gift
Courtice	TOR. Bound - on Hwy 2 @ Trulls Rd. Northeast Corner HAL. Bound - on Hwy 2 @ Trulls Rd. Southwest Corner
Fenelon Falls	TOR. Bound - Across from Lily's Variety ---109 Lindsay St. HAL. Bound - Lily's Variety ---109 Lindsay St.
Hwy 35 & Hwy 115	Park & Ride
Hwy 35 & 7A	TOR. Bound - on Hwy 35 just North of Hwy 7A/Twigg Rd. HAL. Bound - on Hwy 7A right after Edgewood Rd.
Minden	Shell Gas Station --- 12285 ON-35
Miners Bay	TOR. Bound - Hwy 35 & Miners Bay Rd. HAL. Bound - Miners Bay Lodge--9718 Hwy 35
Moore Falls	Corner of Hwy 35 & R. R. #2
Newcastle	TOR. Bound - on Hwy 2 @ Rudell Rd. Northeast Corner HAL. Bound - on Hwy 2 @ Rudell Rd. Southwest Corner
Oshawa	on Centre Street between King & Bond
Rosedale	TOR. Bound - Esso --- 5645 ON-35, Fenelon Falls HAL. Bound - Harrison Auto Sales --- 5644 ON-35, Fenelon Falls
Scarborough	Scarborough Centre Bus Terminal / Platform #5 AS OF OCT 3 / 22 Beside McCowan Station on Bushby Dr., Facing East (McCowan & Bushby)
Vaughan	Vaughan Metropolitan Centre (Subway) [NEW!] P/U on Millway Ave. between Apple Mill & Portage *Please note* - Pickup will be on Millway Ave.

NORTHBOUND READ DOWN		Toronto - Lindsay - Bowmanville - Haliburton		SOUTHBOUND READ UP	
Mon, Wed & Fri	Holiday Schedule	Table No.	2580	Mon, Wed & Fri	Holiday Schedule
			←----- FREQUENCY -----→		
17 00	19 30	Lv	Vaughan Metropolitan Centre on Millway & Btwn Apple Mill & Portage	Ar	12 30
P 17 30	P 20 00	f	Scarborough Centre Bus Terminal As of Oct 3, '22 - Beside McCowan Station on Bushby Dr., Facing East	D	11 45
18 15	20 30	f	Oshawa, ON	11 15	17 35
18 25	20 40	f	Courtice, ON	10 55	17 15
18 35	20 50	f	Bowmanville, ON	10 45	17 05
18 50	21 05	f	Hwy. 35 & Hwy. 115, ON	10 30	16 50
19 00	21 15	f	Hwy. 35 & 7A, ON	10 20	16 40
19 20	21 25	Ar	Lindsay, ON (Lindsay Dry Cleaners) Lv	10 00	16 30
19 35	21 35	Lv	Lindsay, ON (Lindsay Dry Cleaners) Ar	09 45	16 15
19 40	21 40	f	Canadian Tire Gas Bar (377 Kent St. W)	09 40	16 10
19 50	21 50	f	Cameron	09 25	15 55
D 20 00	D 22 00	f	Fenelon Falls	09 15	15 45
20 15	22 10	f	Rosedale	09 00	15 30
20 25	22 20	f	Coboconk	08 50	15 20
20 35	22 25	◆	Norland	08 45	15 15
20 40	22 30	f	Moore Falls	08 40	15 10
20 45	22 35	f	Miners Bay	08 35	15 05
D 21 00	D 22 45	f	Minden, ON	08 20	14 50
21 15	22 55	f	Allsaw, ON	08 10	14 40
21 25	23 05	Ar	HALIBURTON, ON	Lv	08 00
					14 30

- ◆ TOK Coachlines Agency
- f Flag stop. Times are approximate
- D Stop to discharge only - NO pick-up
- P Stop to pickup only - NO Drop-off

Please purchase tickets online
tokcoachlines.com

Helipads



Helipads at both Minden and Haliburton will remain operational.

Moving Forward, Together.

Optimizing health and wellbeing in Haliburton County.

THANK YOU!