

HEALTH MATTERS

'BUILDING HEALTHIER COMMUNITIES'



ON OUR COVER:

A visitor reads in the KDH Courtyard Lounge beside some of the new artwork installed to help create a healing environment.



Colin Goodfellow,
CEO Kemptville District Hospital

Snapshot

Each time I have the opportunity to reflect on what our Hospital has been up to or read a bit more detail about some of the wonderful people who bring so much to us, I am humbled. On page 3, read about Dr. Wilfred Chung, the Chief of Emergency Medicine at KDH. He has led a transformation of our Emergency Department since the new building opened. He and the team provide superb service of the highest clinical standard. But Dr. Chung is also a strong system leader and represents Eastern Ontario small hospitals on many regional initiatives. Sharing expertise to improve the system is a fundamental mindset that creates excellence in health services.

The Ebola scare, now fading from the headlines, is a great example of lightning fast knowledge transfer. The health system in Ontario went from fear, to action, to confidence in a matter of days. On page 4, I took the liberty of suggesting that Ebola reminded us that we take excellence in public service as a given. But it is not a given – it is advanced and protected every day.

Take a look at KDH's new Board members on page 5 and appreciate that each of these exceptionally skilled people is volunteering his or her expertise to keep excellence in health services a reality for our communities.

It is the same core belief in helping each other that made Take Our Kids to Work Day such a treat this year. On page 8, enjoy the story and pictures of these young people as they begin to explore the idea of working at a hospital. It makes me think of how different hospitals will be by the time they are ready to join the team.

Read the article on page 3 to understand that what we need as health services changes over time, as must those organizations like KDH that are committed to building healthier communities. KDH is not the same organization it was when it was first built, or when the first addition was put on 50 years ago in 1964. We must continue to change to stay relevant and meet changing needs.

Foundational to achieving this change is ongoing robust community financial support. Please review the KDH Foundation pages (centre pullout section) and see how strongly committed to a healthy community local business and individuals are. Hugh O'Neill, another outstanding community volunteer and Chair of the Foundation Board, has done a wonderful thing this year in preparing for 2015, which promises to be a very exciting fundraising year.

A huge unbridled thank you to everyone who has helped KDH become recognized as the best small hospital in the country. Next year we take a step forward.

PATIENT LETTERS

I just want to send a BIG thank you note to the staff in Emerg who treated me yesterday.

I came in when it was very busy and I was feeling very sick, tired and nervous. I was also very reluctant to come in as I didn't think that anything could be done to help me.

After waiting three hours, I asked about how many people were in front of me. It was a BUSY day and there were many people in front of me, but the nurses urged me not to leave and encouraged me to seek treatment. I asked to have a bed to rest on and started crying from pain, impatience and tiredness when I was told there were no empty beds.

However, instead of sending me back to the waiting room, the lady at the welcome centre found me a quiet room and let me take a nap. She could have ignored me, but she helped me! She did not know just how much being in that quiet, dark room helped me relax and feel more comfortable at a time when I was ill.

To make matters even better, I was treated by a nurse and Dr. Conway much sooner than expected. Above and beyond! It turns out that it was a good thing that I came to the hospital because the infection was pretty bad, and the antibiotics needed to be administered by IV three times. I was given an IV right away, I was sent to ultrasound right away, and I was given an appointment with an Ear, Nose and Throat specialist right away also.

I was VERY well taken care of. I didn't feel like just another patient being pushed through the rotation. I felt like I was being cared for with compassion and understanding. All the staff worked together so well, communicated, and also made sure I knew what was going on. They helped me greatly both medically and emotionally. I am so thankful and grateful to the ER Staff at Kemptville District Hospital.

Thank you a million times!

Holly Johnston

Morewood, Ontario

Dear Mr. Goodfellow:

In September I was sent to your diagnostic imaging department for confirmation of a suspected hernia by my family physician. This involved an ultrasound on my lower abdomen, performed by Ms. Barbara Appleby.

As the test progressed, Ms. Appleby started asking me questions about circulation and numbness in my legs. At this point I started to get suspicious that something was wrong. This was confirmed when she asked me to stay in the waiting room as she developed the films. In this digital age I know you do not develop film any more, so this confirmed that something major was going on.

As I waited, Ms. Appleby rushed the scan results to the radiologist and phoned my family physician. When she reappeared, she informed me that my doctor wanted to see me right away and I was to go to her clinic now.

As it turned out, Ms. Appleby had found a 9 cm abdominal aortic aneurysm, commonly called a "triple A". I was rushed to the Ottawa Civic Hospital, where Dr. Jetty operated on me the next morning.

During my recovery at the Ottawa Civic Hospital I was visited by several doctors, as I was something of a unique case. I found out that not many of the doctors had ever seen an aneurysm as big as the one I had. Dr. Jetty said it was just over 10 cm. It was also stated by several doctors that I probably would not have lived to see 2015. It was just luck that I decided to have the hernia attended to before Christmas, as I had contemplated waiting until the New Year.

The point of this letter is to point out that your diagnostic imaging department, and specifically Ms. Barbara Appleby, recognized the problem I had and the urgency of the situation. I know she could not tell me what was wrong, as a doctor has to do that, but she took all the correct steps with urgency when she identified my problem.

Mr. Goodfellow, you have an outstanding team member to be proud of here. Ms. Appleby and the staff of the diagnostic imaging department are a CLASS ACT.

With thanks,

Ken Meiners

Merrickville, Ontario



HEALTH MATTERS

is a community newsletter published twice a year by Kemptville District Hospital to inform readers about programs and services of the hospital, promote health and wellness, and recognize donors to our hospital.

Editor: Jenny Read jread@kdh.on.ca Tel: 613.258.6133 x223

If you would like to make comments or suggestions about hospital services, please contact:

**Colin Goodfellow, CEO, at 613.258.6133, ext 132,
or cgoodfellow@kdh.on.ca**

**Kemptville District Hospital
P.O. Box 2007, 2675 Concession Road
Kemptville, Ontario K0G 1J0
www.kdh.on.ca**



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Building Healthier Communities

Mission:

To build healthier communities.

Vision:

A world of healthy communities.

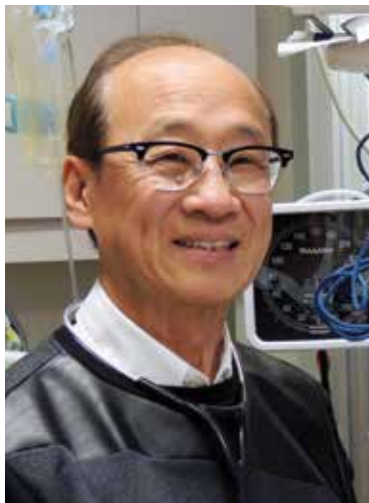
Values:

Safe, community-centred health services
embodying compassion, cooperation and respect.

Dr. Wilfred Chung: Improving outcomes for Emergency Room patients

Dr. Wilfred Chung has seen a lot of changes over his 30-year career as an emergency room physician.

The Chief of Emergency Medicine at KDH reflected recently on the advancements made in the care of emergency patients since the 1980s – improvements that dramatically increase the chances of patients making a full recovery.



Dr. Wilfred Chung

When Dr. Chung was first practicing emergency medicine, the standard treatment for people who had suffered a heart attack was two weeks of bed rest. “Now, within a few hours,” he enthuses, “we inflate a tiny balloon at the site of the blockage to widen the artery and improve the flow of blood to the patient’s heart (angioplasty).”

Similarly, three decades ago there was very little in the way of therapy that physicians could offer to stroke victims. Now, strokes can be treated and even reversed

by the clot-busting drug known as tPA – provided that patients receive the drug within four to five hours of the onset of symptoms.

It was this critical window for improving outcomes for stroke patients that compelled Dr. Chung to change the way these patients are treated in the Champlain region. He spent three years spearheading the development of a new protocol designed to reduce delays in starting treatment for these patients. The protocol, which allows all eligible acute stroke patients in the Champlain region to receive the time-sensitive tPA treatment at one of four designated hospitals in the most timely manner possible, was implemented throughout the Champlain Local Health Integration Network (LHIN) in April of this year.

With the stroke protocol implemented, Dr. Chung has moved on to a new project: developing a process for cutting out unnecessary time delays in the treatment of patients with multiple trauma, which occurs when a person experiences more than one simultaneous injury, such as multiple broken bones, lacerations, or damage to internal organs. Multiple trauma incidents are typically the result of a car accident, crush injury or fall.

Like patients who have suffered a heart attack or stroke, patients with multiple trauma need to be treated as soon as possible for the best outcomes. They need to be transported to a trauma centre without delay, explains

Dr. Chung; they need emergency surgery, and they need specialized care after surgery.

As part of a provincial initiative, the Champlain LHIN has recently formed a Regional Trauma Network to improve trauma care in the region. Dr. Chung is a member of this network, representing KDH. His aim is to ensure that, when new resources are allocated to improve trauma care, patients from the rural areas will benefit from rapid stabilization at a local hospital and the most efficient transportation to a trauma centre for definitive care. For KDH patients, this would be The Ottawa Hospital (Civic Campus).

Dr. Chung’s career in emergency medicine began in medical school: “I did a rotation in emergency medicine, and that was it,” he says. Despite the life or death nature of the work, Dr. Chung doesn’t see emergency medicine as stressful. “My job is to take care of my patients’ acute

“We work as a team both regionally and within the KDH ER. In our emergency room, I really rely on the nurses to help stabilize the patient; we function well as a team.”

-Dr. Wilfred Chung

needs, and I’m not stressed because I know I’m prepared to do my job.”

Dr. Chung received his medi-

cal training in Toronto and Ottawa. He began his career at the Hotel Dieu Hospital in Cornwall, Ontario where he developed its Emergency Medicine program. In addition to serving there as the Chief of Emergency Medicine for many years and later as the Chief of Staff, he was also the Medical Director of the Associate Base Hospital for the Eastern Counties. Dr. Chung helped pioneer the pre-hospital care in the region and promote Advanced Cardiac Life Support and Advanced Paramedics training.

After practicing in Cornwall for more than 20 years, Dr. Chung came to KDH, where he has served as Chief of Emergency Medicine since 2011.

Of KDH he says, “For a small centre we are doing very well, focusing a lot more on real patient care than just on medical procedures. And we are seeing more patients from Ottawa making return visits because they enjoy the personal care.”

Dr. Chung enjoys working in a smaller hospital because he is able to do more. “If a patient comes in and is having trouble breathing,” he says, “I’m the one to take care of that. I know I’m there for a reason, and that’s the reason I come into work.”

He notes that teamwork is an essential part of emergency care. “We work as a team both regionally and within the KDH ER. In our emergency room, I really rely on the nurses to help stabilize the patient; we function well as a team.” Regionally, Dr.

“If a patient comes in and is having trouble breathing, I’m the one to take care of that. I know I’m there for a reason, and that’s the reason I come into work.”

-Dr. Wilfred Chung

Chung is proud of the mutually supportive relationships that KDH has forged with other institutions, like the University of Ottawa Heart Institute, The Ottawa Hospital, and CHEO.

In addition to his commitment to providing emergency care in small Eastern Ontario hospitals, Dr. Chung is passionate about his family foundation, the Philomathia Foundation. Established in 2004 by Chung and his four brothers, the Foundation’s mission is to advance human knowledge through the support of innovative, forward-thinking individuals and ideas at universities both at home and abroad. The Philomathia Foundation has supported research as diverse as a water research project at McMaster University in Hamilton, Ontario, and investigative initiatives at the school of Humanities and Social Sciences at England’s Cambridge University.

With his dedication to improving outcomes for emergency department patients, Dr. Chung is a huge asset to KDH and to emergency medicine throughout the Champlain region.

Building healthier communities in a changing healthcare landscape

Our health system is changing profoundly, and KDH is changing with it.

One of the most significant shifts in healthcare, not just in Canada, but in the developed world, is the identification of the critical need to devote more resources to the prevention and management of chronic disease.

KDH has much to be proud of as an acute care hospital and diagnostic centre. Once a typical small rural hospital, KDH has transformed into a health services hub serving the local needs of North Grenville and South Ottawa, while making a contribution to regional health issues.

KDH now specializes in general and orthopaedic surgery,

performing 5,000 operations per year, where nine years ago the entire surgical program consisted of 149 scopes.

Over the years we have added a number of programs – Interim Long-Term Care, Convalescent Care, Mammography and Bone Mineral Density testing – while visits to our Emergency Department have increased substantially

in both number and acuity.

Keeping pace with the growth and changing clinical needs of North Grenville has resulted in the hospital’s budget expanding from \$9 to \$25 million in less than a decade.

However, this is no time to rest on our laurels.

Our mission, to build healthier communities, remains ever-fresh,

and it is clear that how we honour that must continue to evolve.

Worldwide, chronic diseases have overtaken infectious diseases as the leading cause of death and disability. Chronic disease takes a significant toll on the healthcare system, the economy and the quality of life

-continued on page 4

Kemptville District Hospital is prepared for Ebola

Given the extensive news coverage about Ebola virus disease (EVD), KDH wishes to assure the communities it serves that it has taken the necessary precautions to contain and treat the disease, should an Ebola case present at KDH.

“In the highly unlikely event that you contract Ebola, KDH staff and our regional health system are prepared to treat you in a safe and compassionate manner, while protecting against further spread to staff or the public,” explained CEO Colin Goodfellow.

Led by Infection Control Nurse Sally MacInnis, the KDH infection control team is working

closely with staff throughout the hospital to enhance protocols and practices for dealing with infectious diseases, as well as coordinating with healthcare partners. These measures are in accordance with province-wide directives issued by the Ontario Ministry of Health and Long-Term Care (MOHLTC).

All patients entering KDH for any reason (surgery, a clinic

or diagnostic imaging appointment, or Emergency Department visit) are screened at the point of entry by staff with a series of questions about travel history and symptoms. In addition, signage about EVD is posted at every entrance to prompt self-screening.

Any patient who has a fever and has traveled to any country where EVD outbreaks are occurring (this changing list currently includes Guinea, Sierra Leone, Liberia, and Ba-

mako, Mali), or who has been exposed to EVD in the previous 21 days, will be given a mask to put on and taken immediately to the hospital's isolation room. The patient will be assessed by a physi-

cian and then, on the advice of Public Health, transported to a designated Ebola referral centre, either The Ottawa Hospital or CHEO (depending on the age of the patient) via Ornge, an emergency services provider for Ontario with the ability to keep patients isolated during transport.

Training and practice in dealing with EVD is ongoing

for all KDH staff who might come into contact with a potential Ebola patient: Emergency Department, patient registration and environmental services staff. The training, provided by KDH's infection control team, includes the proper procedures for donning (putting on) and doffing (removing) personal protective equipment (PPE). In particular, the correct doffing of the used PPE is critical in preventing the spread of the disease.

KDH is well stocked with the PPE required by the MOHLTC, including impervious gowns, gloves, and N95 respirators (masks). The infection control team is also fit-testing the masks to make sure they fit each staff member securely.

MacInnis points out that infection control procedures including screening, PPE and fit-testing have been in place in Ontario hospitals since the Severe Acute Respiratory Syndrome (SARS) epidemic in 2003. The province's experience and lessons learned resulted in our healthcare facilities developing sophisticated infection control systems and procedures to protect healthcare providers, patients and all Ontarians.

MacInnis also notes that



KDH Registered Nurses Paula Goddard (left) and Kelcy DePooter demonstrate the correct use of personal protective equipment.

EVD is spread by direct contact with infected body fluids from a sick person – it is not an airborne-spread infection and is not easily transmitted from person to person. A person with no symptoms is not infectious. The virus can be killed with disinfectants, including soap and alcohol-based hand rub.

As yet there have been no confirmed cases of EVD within Canada, while, as MacInnis points out, 4000 to 8000 Canadians die from influenza every year.

MacInnis' advice for staying well: clean your hands, rest, exercise, eat well and keep up to date with your immunizations, including the flu shot.

Outpatient clinics, located in the 1960s era lower level of the original hospital, are bursting at the seams, and programs are frequently disrupted because of the challenge of space. Group-based chronic disease management did not even exist as a concept when our hospital was first built. Reasonably enough, there is no space at all for it in the building.

We are on the edge of a massive transformation of what types of services people turn to the health system for. Your hospital's job is to be ready to serve. 2015 is the year that KDH steps forward to embrace our roll in the health system of the next 50 years. Watch this space!

Ebola: A gift and a reminder from West Africa

- Colin Goodfellow, CEO

How much is reasonable to spend on buying something for yourself that you plan to never use? Or, let's take that a step further, that you will go out of your way to ensure that you never use, and it's invisible. At first blush the answer seems pretty straightforward: if I am never going to use it, why would I spend anything? So, zero. Now let's say it's a fire extinguisher that you will keep beside your stove or fireplace. Oh well, that's different – the risks if a fire broke out are just too great to not have a cheap and simple precaution in place.

The Ebola outbreak in West Africa and the ensuing global fear frenzy remind us of the value of public health infrastructure that is invisible and that we all hope is never used. In a matter of days, Ontario had in place a complete, standardized management protocol that protected the public and health workers while ensuring the best possible care for an Ebola patient. And yes, of course, that's the government's job, but I for one was glad that not only was the fire extinguisher in place when we needed it, but when we pulled the pin to keep an outbreak at bay it actually worked. So, again, how much would you spend on something that you hope to never use?

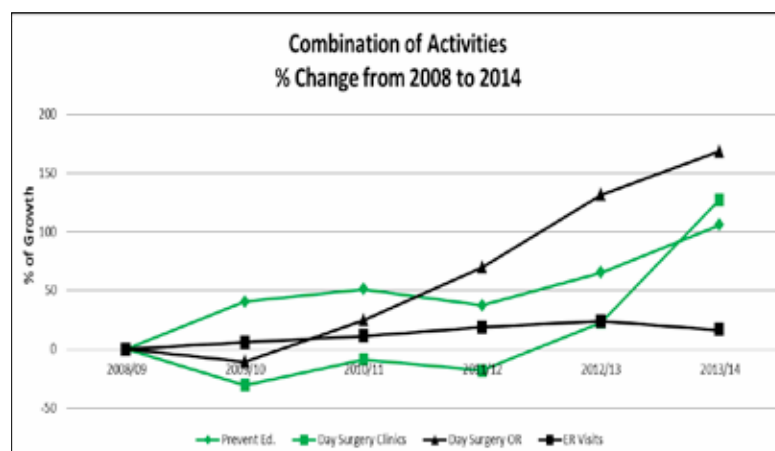
BUILDING HEALTHIER COMMUNITIES- continued from page 3

of our citizens. Consequently, KDH has expanded its services for people with chronic conditions like diabetes, Parkinson's, and chronic obstructive pulmonary disease (COPD) – the fourth leading cause of death and one of the leading causes of hospitalizations in Canada. From the chart below we can see the rising demand for outpatient education and prevention in our own community.

KDH's healthcare teams provide both one on one support and group education for people with chronic diseases. These services have a huge impact on how people manage their conditions

and also save healthcare dollars: when people are given the tools they need to manage their own health, they make fewer visits to the ER, have fewer hospitalizations, and are able to avoid or delay the need for long-term care.

In fact, chronic disease prevention and management has emerged as the fastest growing program at KDH. While the need for these services continues to grow, our physical ability to accommodate them is strained.



A message from the Chair of the KDH Foundation Board

As the year draws to a close, I look back at the last twelve months in the life of the Kemptville District Hospital Foundation. There has been a wealth of activity in support of our Hospital, from our annual Gala in February to the Carol Durie Memorial Golf Tournament in July, our signature Corporate Golf Classic in September, and Kemptville Walks for Mammography in October.



I'd like to express special thanks to the organizers of all the events held by community groups for the benefit of KDH.

Through the generosity shown at all this year's events, as well as the numerous donations made to the

Foundation throughout the year, we have been able to pass on in excess of \$500,000 to the Hospital this year. These funds assist in the purchase of the medical, surgical and diagnostic equipment required to continue to provide the exemplary health service for which our Hospital is known.

As KDH moves forward to respond to the changing needs of our community, the Foundation's commitment to support the Hospital is stronger than ever. Plans are currently in the works to increase program offerings for people with chronic diseases, an important focus in preventive healthcare. Community support will be needed to make these plans a reality, and I know we can count on the communities served by KDH to rise to the occasion, as they have been doing for well over 60 years.

I am very proud of the generosity of our community and sincerely appreciate the financial and volunteer support that makes a difference at KDH every day. Thank you!

My very best wishes for a Merry Christmas and Happy New Year.
Hugh O'Neill
Chair, KDH Foundation Board of Directors

Kemptville Walks for Mammography 2014 a great success

Wearing every shade of pink imaginable, and under a constant drizzle of rain, dedicated walkers took part in the third annual Kemptville Walks for Mammography on Saturday, October 4. The event was organized by the Kemptville District Hospital Foundation in support of the Hospital's digital mammography program.



Approximately 50 walkers from all corners of the North Grenville community completed the 10-kilometre challenge, raising more than \$35,000 for breast cancer screening at Kemptville District Hospital.

Participants walked as individuals or as part of a team, collecting pledges from family, friends and neighbours and giving of their time both during the event and in preparation for the 10k walk.

After all the walkers had crossed the finish line, Dermid O'Farrell, Past Chair of the KDH Foundation Board, thanked the exhilarated participants. "We are very fortunate to have so many individuals dedicated to supporting the hospital and walking with us," he said.

The top fundraising team was 'Arbies Barbies', the RBC Royal Bank team, with a total of \$6,679 raised. Mary Boucher, the Foundation's Director of Development, thanked the team, which had participated for the second year in a row after answering a corporate bank challenge issued by Brenda Hill, the manager at Scotiabank. The 'Scotiabank Striders' were a very close second with \$6,064.



Diana Fisher (pictured here) was the top individual fundraiser in this year's Kemptville Walks for Mammography event, held October 4.

The top individual fundraiser was Diana Fisher, who challenged herself to walk a 30-kilometre route that took much of the day to cover, and raised \$1,785. Myrna Milligan took second place with \$1,380 in pledges collected.

Sponsors for the event were Scotiabank (Silver), RBC (Bronze), Jim Perry Motor Sales (Bronze) and Nature's Way (Bronze). Community support was provided by B & H Your Community Grocer and Jonsson's Independent Grocer, as well as Nature's Way, where shoppers were asked at check-out if they wished to purchase K-cards with a small donation to the Mammography Fund.

KDH opened its state of the art digital mammography unit in the fall of 2011, making it possible for women in North Grenville to have life-saving mammograms close to home. This year's Kemptville Walks for Mammography brings the Foundation close to its commitment to raise \$750,000 for this program.

Thanks again to all the walkers for supporting Mammography at KDH!



Arbies Barbies, the Kemptville Walks for Mammography 2014 RBC Royal Bank team, narrowly beat the Scotiabank Striders in the Corporate Bank Challenge. Shown here (left to right): team members Rachel Brisebois, Amanda Riley, Erin Brown and Debbie Ace.

**The Generous Sponsors of
Kemptville Walks for Mammography 2014**



Welcome to the Winter edition of the KDH Foundation newsletter.

In this issue, on Page 2 you'll find a wrap-up of the KDH Corporate Golf Classic held on September 10, 2014 at eQuinelle.

On Page 3, you will see photos recognizing the generous gifts of donors.

On Page 4, we highlight a new piece of equipment - an ECG machine - provided to KDH by your donations.

You will also find information about the December Tree of Lights program and our upcoming Spring Gala.

As always, please feel free to get in touch with us at any time. You can find all our contact information on Page 4.

Have a healthy and happy holiday season!

In this newsletter...

Master's Raffle winners announced at Annual Corporate Golf Classic

When Mary Steele received a phone call from the KDH Foundation informing her that she and her husband, Bernie, had won a trip for two to The 2015 Masters in Augusta, Georgia, she couldn't wait to tell him. This exciting experience has been on Bernie's bucket list for a long time.

The Steeles, who moved to Kemptville's eQuinelle community in 2013, strongly believe in supporting local businesses and charities, including their local hospital. Bernie's history with Kemptville District Hospital began in 2012 when he had his foot operated on there, a year prior to the couple's decision to make Kemptville their home.

Mary and Bernie were among the first to purchase tickets for the KDH Foundation's Master's Raffle, an exciting addition to the Foundation's annual Corporate Golf Classic fundraiser for the benefit of the Total Joint Replacement orthopaedic surgery program at KDH.

The Foundation's Master's prize includes two tickets to both the Wednesday practice round and the Thursday competitive round at the 2015 event, round-trip airfare, accommodations, and hospitality at Augusta's Azalea House.

The winning ticket was drawn at the sixth annual KDH Corporate Golf Classic, held this year on September 10 at eQuinelle Golf Club in Kemptville. It was a sunny and warm day as 100 golfers took to the course in support of the Hospital's provincially-recognized Total Joint Replacement program.

"We would like to thank our generous sponsors who helped to make this year's KDH Golf Classic a success," said

Mary Boucher, the event organizer. "Our Gold Sponsor was O'Farrell Financial, and Bronze Sponsors were Myers Kemptville, Nelly Van Berlo from Dominion Lending Centre, and IDS Systems."

The winning team for the day was the Walmar Ventilation Products Team, which included Wayne Medgalia, Bill Vanryswyk, Yvon Laflamme and Lise Parent.

Golfers had the opportunity to bid on silent auction items as well as exciting live auction packages. In total, the Golf Classic raised over \$25,000 to support new equipment purchases for the Total Joint Replacement program.

Robert Noseworthy of Westerra Homes, who is the Vice-Chair of the KDH Foundation, was the emcee for the event. He noted that many of the golfers participate year after year, and their loyal support for the Hospital is truly appreciated. "Our participants today recognize that KDH is here for our community. They in turn are here for KDH, and we are grateful for that," he said.

For information regarding this event or how you can support the Hospital, please contact Mary Boucher, Director of Development, at the KDH Foundation office: 613-258-6133 x157 or mboucher@kdh.on.ca.



Mary and Bernie Steele of Kemptville won the trip of a lifetime to the 2015 Master's in Augusta, Georgia.



Golfers at this year's Corporate Golf Classic (left to right): Todd Durie, Tony Stockwood, Gary Durie, Wilf Stelzer.



Patricia and John Evans (left) and Lillian and Greg Leonard (right) enjoyed the beautiful weather on the course.

Our Community Partner program is growing

When you shop at your local businesses in North Grenville, you may see a new sign in the doors or windows. It is the symbol for a new project of the Kemptville District Hospital Foundation: the Community Partner program. This program invites local companies to support the Hospital with an annual donation of \$1,000 or more, and provides recognition for those who do.

"The owners of these companies want to help build healthier communities by donating to KDH. We created the Community Partner logo to acknowledge that commitment, and have urged participants in the program to show the community they care by displaying our 'Proud Supporter' stickers in their windows or doors," said Hugh O'Neill, Chair of the KDH Foundation Board of Directors.

The first local companies to sign up for the new program are First Stop Rentals, Five Star Restaurant, Jonsson's Your Independent Grocer, Kemptville Physiotherapy Centre, Love Your Pet and Sam's Pizzeria. Many of these community-minded businesses are located in the Kemptville Shopping Centre. Their early support reflects that original mall's long-standing commitment to customers.

"In addition to these new supporters, some local businesses will be 'grandfathered' into the program in recognition of their major support of the Hospital," added Mary Boucher, Director of Development for the Foundation. These include O'Farrell Financial, Scotiabank, LA Group, Westerra Homes, 97.5 Juice FM, The Pratt Team, RBC Kemptville and Urbandale Construction, builders of the new Country Walk adult lifestyle community on George Street in Kemptville.

The Community Partner program is open to all local businesses; the annual donation can be made by monthly payments or at any time during the year. For more information or to join the program, contact Mary Boucher at the Foundation Office at 613-258-6133 x157.

Thank you very much to all our generous Community Partners. Become a Community Partner today!



Thank you to our Supporters

The Kemptville District Hospital Foundation exists to help you support your hospital.

With your help, we raise funds for crucial medical, diagnostic and surgical equipment and to support patient programs and services in your community.

The amount of support for KDH in the communities the Hospital serves is heartwarming. The organizations featured on this page have made significant contributions since the last issue of Health Matters. *We are grateful.*



Scotiabank Kemptville raised funds for Kemptville Walks 2014, an annual fundraiser in support of the Mammography program at KDH. The 'Scotiabank Striders' walking team collected pledges from their friends, family and customers; these funds were matched by Scotiabank, for a total contribution of \$6,064. In the photo, the team at Scotiabank presents a cheque to

the KDH Foundation. Pictured (left to right): Robert Noseworthy, KDH Foundation Board Vice-Chair; Mary Boucher, Director of Development for the Foundation; Florence Hall, Scotiabank Striders Team Captain; Brenda Hill, Manager of Scotiabank Kemptville; Laura Patterson, Scotiabank Striders Team Member; April Green, Scotiabank Striders Team Member; and Hugh O'Neill, KDH Foundation Board Chair.



Shoppers Drug Mart, Kemptville, raised \$5,379 for the Mammography program at KDH through their Tree of Life 2014 campaign. This is the fourth year running that Shoppers has directed this donation to the KDH Mammography Fund, bringing their total giving to the Benefactor level (over \$25,000). Pictured (left to right): Tree of Life Captain Jennifer Stenhouse; Store Manager, Wendy Boal; Mary Boucher, KDH Foundation; and Pharmacist/Store Associate, Gary Baxter.

Each Christmas, Cruickshank Construction makes donations to local charities in honour of its employees. A committee made up of Cruickshank staff decides which charities will receive the donations. This year, the KDH Foundation was pleased to learn that Cruickshank had designated a \$5,000 donation to be used towards the purchase of a blanket warmer for the KDH Surgical Care Unit. Pictured in front of the blanket warmer that Cruickshank funds are helping to purchase (left to right): Mary Boucher, Director of Development for the KDH Foundation; Cruickshank's Evan Bancroft, a member of the deciding committee and a Quality Control technician who has been with the company for four years; and Julie Summers, Team Leader of the KDH Surgical Care Unit.



Kemptville's B&H Your Community Grocer made a donation of \$1,880 in support of the KDH Mammography Fund. The money was raised by B&H customers and staff through the store's K-Card campaign during the month of October. Pictured (left to right): B&H staff member Cathy Nesbitt; Jim Beveridge, B&H co-owner; Mary Boucher, Director of Development for the KDH Foundation; and Judy Beveridge, B&H co-owner. Cathy Nesbitt, along with fellow staff member Bailey deHann, collected the most K-Card donations.



Jonsson's Independent Grocer held a K-Card campaign in support of KDH. A total of \$1,372 was collected from customers during the campaign and donated to the Hospital's Mammography Fund. Jonsson's is a member of the KDH Community Partner Program and a long-time supporter of the Hospital. Pictured, owner Steve Jonsson presents the cheque to Mary Boucher, the Foundation's Director of Development. For more information on the Community Partner Program, visit www.kdhfoundation.ca.



St. Michael Catholic High School in Kemptville made a donation of \$952 to the KDH Foundation. The money was raised by a \$2 participation fee paid by students on casual days. The school plans to make this an annual program in support of KDH. In the photo, St. Michael's Student Council representatives Kyleigh Jampen and Josh Gilchrist (on the left), join Principal Richard James and Vice Principal Dawn Finnegan (on the right) in presenting the cheque to Hugh O'Neill, Chair of the KDH Foundation Board (centre).

Your donations at work

KDH staff frequently express their gratitude for the ongoing financial support of the Hospital by members of the community. Generous gifts from donors help provide KDH with vital medical equipment, which is not funded by the provincial government.

Thanks to our donors, one of the pieces of equipment the Foundation was able to provide funding for the Hospital to purchase recently was a new electrocardiogram machine.

An electrocardiogram (ECG or EKG) is a simple, fast test that checks for problems with the electrical activity of a patient's heart. An

ECG translates the heart's electrical activity into line tracings on paper. The test is used for a number of reasons, including to find the cause of chest pain or the symptoms of heart disease, such as shortness of breath, dizziness, fainting or palpitations.

KDH's new ECG machine cost just over \$15,000. The machine allows Emergency Department staff to acquire, process, record, archive, analyze, display and print electrocardiograms at the patient's bedside.

Cathy Burke, KDH's Manager of Nursing Services, commented that, "The new ECG machine enhances the way we care for patients who

present in Emergency with possible heart problems. It is a huge asset to the KDH

Emergency Department. Thanks to the donors who made this possible."



KDH RNs Rosalind Giffen (left) and Annette Rayment stand on either side of the Hospital's new ECG machine, purchased thanks to the generosity of our donors.

KDH FOUNDATION BOARD OF DIRECTORS 2014-15

Hugh O'Neill, Chair
Director,
Ontario East Agriculture
Bank of Nova Scotia

Robert Noseworthy, Vice Chair
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Dermid O'Farrell, Past Chair
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Chris Napior
President
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Strategies Inc.

Mark your calendars now for the KDH Foundation Spring Gala 2015



Mick Armitage Band

You won't want to miss the Foundation's must-attend annual event: the Spring Gala!

This year's Gala is in support of the KDH Equipment Fund, which furnishes the Hospital with the medical, diagnostic and surgical equipment it needs to provide patients with the highest quality of medical care.

The 2015 Gala will be held Friday, March 27, 2015, at the North Grenville Municipal Centre. Cocktails will be served starting at 6 pm, with dinner at 7.

Dance the night away to the music of the Mick Armitage Band. Mick and his bandmates are guaranteed to get you out on the dance floor. The evening will also feature both live and silent auctions.



Tickets are \$100 each. To order your tickets or for more information please contact Mary Boucher at the KDH Foundation Office: 613-258-6133 x157, or mboucher@kdh.on.ca.

McGarry Family supports KDH Tree of Lights

The Christmas spirit is alive and well in North Grenville. Once again the Kemptville District Hospital Foundation shared the brightness of the season with its "Caring Community Tree of Lights". Beautiful lights illuminated the tree out in front of the Hospital throughout the month of December.

Once again, thoughtful donors to the Kemptville District Hospital Foundation purchased white bulbs in memory of a loved one, and blue bulbs in honour of people with special meaning their your lives.

This year we are pleased to announce that the McGarry family of Hulse, Playfair & McGarry Funeral and Cremation Services again contributed \$5 to the Foundation for each light purchased. Generous acts like this help provide KDH's doctors and nurses with the tools they need to care for you, your family and friends, when it matters most — and close to home.

In the December 24 issue of the Kemptville Advance-EMC there is a list of the honorees.

KDH FOUNDATION CONTACT INFORMATION
Please get in touch with us at any time if you have any questions or comments.

Mailing address Kemptville District Hospital Foundation
2675 Concession Road
PO Box 2007
Kemptville ON K0G 1J0

Website www.kdhfoundation.ca
Telephone 613.258.6133 ext 157
Email foundation@kdh.on.ca

Charitable Registration #118979152RR0001

New faces on Kemptville District Hospital's Board of Directors

Since the last issue of Health Matters, the Kemptville District Hospital (KDH) Board of Directors has seen significant changes, with the election of a new Chair and four brand new Directors.

After serving as Vice Chair from 2011 to 2014, Lis Angus has succeeded Jean-Jacques Rousseau as Chair of the Board for the next three-year period. Lis is a former telecommunications consultant who was initially elected in 2008; she has also served as Chair of both the Governance and the Quality, Leadership and Partnership committees.

Lis expressed the Board's appreciation of Rousseau's leadership over the previous three years: "We are grateful to Jean-Jacques for his outstanding service to KDH. As Board Chair from 2011 to 2014, he oversaw the development of the current strategic plan, the launch of the orthopaedic surgery program, the hospital's achievement of Accreditation with Exemplary Standing, and KDH's continued growth as a health hub for the communities of North Grenville and South Ottawa."

The Board's four new Directors are Paul-Emile Cloutier, Chris Dickson, Ann Hysert and Robert Morais. Additionally, Jane Wolfe has joined the Board as an ex-officio member in her capacity as President of the KDH Auxiliary.

Each of the new Directors brings unique expertise to the skills-based KDH Board.

Paul-Emile Cloutier brings an in-depth knowledge of how the healthcare system works. His most recent appointment was CEO and Secretary General at the Canadian Medical Association. Cloutier has 25 years' senior executive experience in a variety of fields, including political and public policy strategy, transportation, and international affairs, as well as healthcare. A resident of Ottawa, his governance experience includes serving on the Montfort Hospital Foundation Board of Directors. He sees serving on the KDH Board as an opportunity to take his previous policy experience and "operationalize it in a hospital setting, helping KDH achieve even greater efficiency and effectiveness."

Chris Dickson brings over 20 years of experience in all aspects of financial management as well as IT. A Canadian Chartered Professional Accountant, he is currently the Controller, IT and Customer Service Manager for Sandvik Materials Technology Canada. Dickson has been a longtime volunteer supporting amateur sports in the Ottawa

area. He lives in Nepean. "I can't think of a better way to use my skills and experience," he said, "than working as a Director on the Board, helping sustain and improve the care and services provided by KDH."

Ann Hysert brings 35 years' experience as a human resources professional in the social services, healthcare, education and private sectors. Prior to her retirement in 2009, she served as Head of Human Resources for the Upper Canada District School Board. Her past governance experience includes serving as Board Member of the Canadian Pension and Benefits Institute and VON Canada Pension Plan Board, and Founding Chair of the Integration Action Group. Hysert lives in North Grenville. She was attracted to KDH after observing "its commitment to quality, and the metrics it uses to continually enhance the quality of services for patients."

Robert Morais brings 25 years of diverse business experience to the KDH board, including as CFO of a large private international manufacturing group operating in the US and Canada, and his current position, Co-founder and Managing Director of Strata KBD Inc. A Kemptville resident, Morais also brings diverse volunteer experience, having served on numerous boards and committees, including the Board of Directors of The Ottawa Network, the St. Michael Catholic High School Council (Chair), and the Advisory Board to the Ontario Minister of Education. Morais believes that "KDH has fulfilled its mission very well and will be asked to do even more; having a board with the right mixture of skills and experience is what the hospital will need moving forward."

As the new president of the hospital Auxiliary, Jane Wolfe is an ex-officio member of the KDH Board. Taking up the reins from outgoing president Lillian Leonard, Wolfe is a retired nurse and health education executive who taught nursing at both the Ottawa Civic Hospital and Algonquin College before moving into management of nursing and other healthcare programs. She has been active in the KDH Auxiliary since 2002.

The full 2014/15 KDH Board of Directors is as follows: Lis Angus (Chair), Karen Cooper (Vice Chair), Peter Currie (Treasurer), Jean-Jacques Rousseau (Past Chair), Paul-Emile Cloutier, Chris Dickson, Dan Hart, Ann Hysert, Robert Morais, Jim Neubauer, Gayle Poapst, and Doreen Ulrichsen; and ex-officio board members: Jane Wolfe (President, KDH Auxiliary), Hugh O'Neill (Chair, KDH Foundation), Terry Butler (Municipal Council Member), Colin Goodfellow (KDH CEO), Dr. Greg Leonard (KDH Chief of Staff), and Dr. Patrick Leahy (President, KDH Medical Staff).

The KDH Board's NEW DIRECTORS



Paul-Emile Cloutier



Chris Dickson



Ann Hysert



Robert Morais



Jane Wolfe



On September 9, KDH was proud to host an Ontario Hospital Association (OHA) training day for new Directors on hospital boards in our region. Participants, including KDH's new Directors, received the OHA Governance Centre of Excellence's 'Essentials Certificate in Hospital Governance for New Directors'.

Open House a reminder of the good work KDH continues to do

On Saturday, September 27, KDH held an Open House to celebrate the relationships the organization has formed in the communities we serve – with patients, partners, community boards, donors and suppliers.

The event also provided an opportunity to share about what the hospital has been up to since the opening in 2010 of the new wing that houses the emergency department, diagnostic imaging, and state of the art surgical suites.

Displays were set up in the hospital's courtyard, main lobby and courtyard lounge – a newly opened space (formerly home to the booking and health records department) where visitors and staff can enjoy lunch or a coffee break in a relaxed atmosphere.

In the courtyard, the KDH Auxiliary's display highlighted the group's important contributions to the hospital and the North Grenville community over the last several years. The Board of Directors was featured in another exhibit profiling the outstanding volunteers whose contribution is hospital governance, alongside a display depicting some of the ways KDH's status as a high performing organization is measured.

Also on view in the courtyard was a series of architects' drawings for a proposed Outpatient Care and Chronic Disease Management Centre on the KDH campus. This new facility would provide much needed space for specialists' clinics and procedures, a transfusion clinic, diabetes education and support, and

the hospital's physiotherapy department, which provides group clinics such as the Parkinson's exercise class.

Inside the main lobby, guests enjoyed a display of letters from patients with an accompanying audio track, while a video of highlights of the past three years provided a visual reminder of what's been accomplished at KDH since the opening of the new wing.

These accomplishments include the following: the opening of the mammography suite; launch of the orthopaedic surgery program and its subsequent designation as an Ontario Hospital Association leading practice; KDH's sponsorship of Rideau Valley Health Services in Barrhaven to provide primary and urgent care services to people in the north end of the KDH service area; achievement of Accreditation Canada's highest rating, Accreditation with

KDH staff recording audio to accompany a display of patient letters:



Emily Grant, Decision Support Analyst



Dave Salmon, IT Support Lead



Zoe Kamenz, Executive Assistant to the CEO

Exemplary Standing; and the launch of the Convalescent Care program that allows North Grenville residents to recuperate close to home.

All agreed that the Open House was a great success. In addition to checking out the displays, guests mingled, chatted with staff, went on tours of the hospital, and thoroughly enjoyed the courtyard setting on what turned out to be one of the warmest late September days on record.

Long-serving KDH staff and retirees honoured

Kemptville District Hospital staff are committed to advancing our mission of building healthier communities. In their daily work they personify the hospital's values of safe, community-centred health services embodying compassion, cooperation and respect.

Each year we recognize these vital contributions with a Retirement and Long Service Awards banquet. The KDH courtyard was the setting for this year's event on September 26.

After a social hour and delicious dinner by Catered Affairs, the program began with the presentation of Long Service Awards.

Receiving their certificate for 10 years of service were Manon Purcell and Louise Beaudoin. Melanie Crouch and Linda Morton have also served for 10 years; they were unable to attend.

Wendy Gloucher, Beth Laporte, Gail Pitchers, Dennis Piché and Karen Finner were recognized for 15 years of service.

Certificates for 25 years of service were presented to Anita Baker, Heather Graham, and Caroline Willan.

Our recent retirees recognized for their service to KDH were Marianne Arthurs, Eileen Goddard, Jenny Salte, Charmian Spear, Elizabeth Wenner and John Bouza. In attendance were Jenny Salte and Charmian Spear.

Congratulations to each of our long-serving staff and retirees, and thank you for your years of dedicated service.



Manon Purcell (left) and Louise Beaudoin (right) are congratulated on 10 years of service by Louis Guilbeault, VP Organizational Performance and Operations.



CEO Colin Goodfellow thanks the newly retired Jenny Salte of Decision Support for her many years of dedicated service to KDH.



A great time was had by all!

KDH's new art installations help create a healing environment

In the late spring of this year, KDH staff and visitors began noticing art popping up on the walls of the hospital's new Courtyard Lounge.

After tables and chairs had been placed in the newly created public space – made possible by the relocation of Health Records and Bookings to the original ER in the legacy building – the walls began to look very bare!

“More and more hospitals are turning to art as a way to create a healing environment, as studies show that visual art can help reduce stress.”

To solve this problem, several inexpensive reproductions of works by the renowned artist Banksy were purchased.



Girl with a Balloon by Banksy.

Perhaps the best-known street artist in the world, Banksy is a UK-based artist, political activist, film director, and painter. His satirical art combines dark humor with graffiti executed in a distinctive stenciling technique. His art has been featured on streets, walls, and bridges of cities throughout the world, and has sold at auction for as much as US \$1.8 Million.

Several more reproductions of works by contemporary artists, as well as the Spanish painter Joan Miro, were subsequently added to the Courtyard Lounge, and the project's scope was expanded: to gradually transform the entire hospital with art, to create an environment for patients, their families, and staff that is healing, inspiring and uplifting.

More and more hospitals are turning to art as a way to create a healing environment, as studies show that visual art can help reduce stress. In fact, there is evidence that there is a direct link between the content of images and the brain's reaction to pain, stress, and anxiety.

A 1993 study, for example, found that patients exposed to a nature image experienced less postoperative anxiety and

were more likely to switch to weaker painkillers than those who viewed an abstract image or no image.

Another study, conducted in 2011, found that nature images helped calm restless behavior in two Texas emergency department waiting rooms.

A third study published in the spring of this year found that patients surveyed about the Cleveland Clinic's contemporary art collection – which includes abstract and nonrepresentational images – reported a significant positive effect on their experience and on mood, stress, comfort and expectations.

At many hospitals, funds for art are provided by philanthropy. This is true for the next phase of the KDH art project. We are delighted to have formed a relationship with the Art for Healing Foundation, a non-profit organization based in Montreal whose mission is to bring the healing power of art to hospitals and wellness facilities, transforming public and patient areas into inspiring environments that encourage a sense of serenity and hope for patients, their families, and healthcare providers.

Since 2002, the Art for Healing Foundation has placed



What We Do In Life Echoes in Eternity by Banksy.

8,000 works of donated art in 65 healthcare facilities across North America – and KDH is the second smallest (after Churchill, Manitoba). We mounted our first installation of artwork gifted to us by the Art for Healing Foundation in our clinic hallway in August of this year.

This installation, valued at more than \$15,000, features nine contemporary works by six Canadian artists, and one Swiss artist who lives and works in Montreal. These gifted artists, including Paul Bourgault, Carol Bernier, and Irene F. Whittome, have been recog-

nized with prestigious awards and international exhibitions, and their works feature in numerous public and private collections.

We are grateful to Earl Pinchuk, Executive Director and Founder of the Art for Healing Foundation, who has helped transform our clinic corridor with art that we hope will touch patients, their families and our staff.

KDH will continue to work with the Art for Healing Foundation and other sources to bring more pieces of art to the hospital for the benefit of all who view them.

“At many hospitals, funds for art are provided by philanthropy. This is true for the next phase of the KDH art project.”



Yellow Lines Flower Painter by Banksy.



Leigh Nichols, who works in KDH's maintenance department, makes sure each work of art is level.



Leigh Nichols (left) and Earl Pinchuk, Executive Director of the Art for Healing Foundation, stand in front of an untitled work by Canadian artist Irene F. Whittome.



Members of the KDH Pharmacy team (left to right): Cindy Kerkhof, Mary Whyte and Karen Schipper, with the automated prescription packaging machine.

eHealth Technologies at KDH

As reported in the last issue of Health Matters, KDH is embracing eHealth applications and technologies to enhance patient care. Our latest eHealth acquisition is a state of the art, automated packaging and dispensing machine for oral prescription medications.

As pharmacy staff enter prescriptions in the computer, they will be packaged, labeled and barcoded by the new machine, which will dispense individual patient medication strip doses, arranged by date and time. This is considered the gold standard for drug distribution in hospitals and will facilitate drug administration to patients on our medical unit while providing more checks and balances to enhance patient safety.

Our core team of Karen Schipper and Cindy Kerkhof from the KDH Pharmacy, along with our IT Manager, Tim Farncombe, had the new machine up and running within a few days. The team is now working on setting the machine up to distribute the daily strips of unit dose medications in a sequential administration time format.

This process requires our computer system to communicate with our packaging machine. This is not a 'plug and play' process and has required lots of challenging work from our core team as well as external consultants. We are about 90% there and now working on the difficult last 10% as well as testing, testing, testing. We anticipate going live with this the second week of January. It will be a very exciting medication administration improvement for KDH.

KDH and Beth Donovan Hospice present at Regional Geriatric Program Annual Meeting

KDH and our partner, Beth Donovan Hospice, presented posters at the Regional Geriatric Program Annual General Meeting held October 24 in Ottawa.

The event provided an opportunity for healthcare professionals providing geriatric programs in our region to meet, share ideas and network.

The KDH poster focused on how the hospital is meeting a need within the communities we serve for Convalescent Care, and how KDH staff perceived the need and did a lot of hard work to make our new program, which started in the fall of 2013, a reality.

The Beth Donovan Hospice (BDH) poster was about integrating hospice services in acute care; it explained how BDH and KDH have worked together to improve the quality of life for many people in North Grenville.

KDH staff were delighted to showcase two excellent initiatives that benefit the geriatric population in our communities.

Other healthcare organizations presenting posters included the Alzheimer Society of Ottawa and Renfrew County, Bruyere Continuing Care, Canadian Medical Association, City of Ottawa, Montfort Hospital, and The Ottawa Hospital.



The KDH team (left to right): Andrea Corbett (Manager Food and Nutrition Services), Cathy Burke (Manager Nursing Services) and Emily Grant (Decision Support Analyst) present, 'Bringing Convalescence Closer to Home'.



Beth Donovan Hospice Executive Director, Dawn Rodger, presents, 'Utilizing Hospice in Acute Care'.

Take Our Kids to Work Day

On November 5, five grade nine students spent the day at KDH learning about health-care careers as part of national Take Our Kids to Work Day.

The program allows students to experience a real work environment firsthand, think about career options and begin to plan their future career path.

The students who came to KDH for Take Our Kids to Work Day had a very full day. It started with a tour of the hospital arranged by Human Resources Lead Michelle Graham; during the tour they heard about our special air filtering system from Harold Westendorp (Team Leader – Maintenance Mechanic) and were impressed with our state of the art Emergency and Diagnostic Imaging departments.

Next, some students discovered their blood type in the lab with Laboratory Technologist Sue Flynn, while others worked on a knee replacement patient with Jason Lemieux and Meg O'Brien of the KDH Rehab Department.

Several students partnered with Medical Device Reprocessing Department staff Sharon McGuire, Jessica Wilson and Debbie Thurler to learn about instrument sterilization, while others learned about the role of the Post-Anaesthesia Care Unit (PACU) with Mary-Pat McKay, Dayna Sands and Pat O'Neill.

But perhaps the highlight for the students was observing different types of surgeries and learning about anaesthesia with Drs. Zolfaghari, Kontio, Lipan, Pollock, and MacEwan.

Thank you to everyone who helped make this day a memorable one for our students!



William Riddoch enjoyed his OR experience as well as learning his blood type in the lab.



Left to right: Ioona Lipan, Angus McKay and Kaitlynn Summers practised donning and doffing personal protective equipment, necessary to protect staff from the Ebola virus.