

HEALTH MATTERS

'BUILDING HEALTHIER COMMUNITIES'



ON OUR COVER:

KDH staff and volunteers participate in the Heart and Stroke Foundation's Big Bike Ride. See page 2.

CEO's Message



As Interim CEO, I am pleased to introduce this issue of Health Matters. But first, I would like to thank everyone for the warm welcome I received when I started at KDH back in April. Never having worked in a small hospital before, I wondered what the experience would be like. Through interactions with staff, physicians and our volunteers, I immediately began to appreciate the small hospital difference – and in particular, the KDH difference!

I am pleased to report that when I arrived, I found a hospital in good shape: the financial situation is good; patient care programs run smoothly; both patient and staff satisfaction levels are above the Ontario Hospital Association average; and KDH is a national leader in the implementation of electronic medical records. My primary focus in this interim period has been to support the staff in continuing to provide the highest quality, compassionate care to the people of the communities the hospital serves.

The KDH commitment to patients shines through in this issue of our community newsletter. On page 4, read about the experience of one of our knee replacement patients, from her first appointment, to her 'graduation' from our post-operative rehab class. Learn more about the hospital's adoption of electronic medical records, which frees up staff to spend more time with patients, on page 3. We also share news about a new food service that delivers fresher, more nutritious meals to our inpatients (page 6) and our new quality improvement plan for enhancing our services to patients (page 7).

By the time the next issue of Health Matters comes out, KDH will have its new CEO, so this is both 'hello' and 'good-bye' from me. Thank you to everyone for making my first small hospital experience so rewarding, and I wish you all the best going forward.

- Michel Bilodeau

The search is on for a new CEO for KDH

The KDH community is eagerly anticipating the appointment of a new Chief Executive Officer (CEO), likely in late fall of this year.

In the meantime, the hospital is in very good hands with Interim CEO, Michel Bilodeau, supported by KDH's senior management team.

The KDH Board of Directors was delighted to secure the services of Mr. Bilodeau, past CEO of both Bruyère Continuing Care and the Children's Hospital of Eastern Ontario (CHEO).

As Board Chair Lis Angus stated upon his appointment on April 20, "Michel's experience and leadership skills will ensure a smooth transition to a new CEO."

Now semi-retired, Mr. Bilodeau occupied senior management positions in Quebec and Ontario hospitals for 34 years during his distinguished career. Most notably, in 1993 he led the merger of the Elisabeth Bruyère Health Centre, Saint-Vincent Hospital, Villa Marguerite and Residence Saint-

Louis to create the SCO Health Service (now Bruyère Continuing Care), of which he was CEO until 2003. In 2006, he became President and Chief Executive Officer of CHEO, a position he occupied until his retirement in 2011.

The KDH Board of Directors is conducting an active search to fill the vacated Chief Executive Officer position. It is expected that interviews for a short-list of candidates will be held at the beginning of September, with an announcement of a new CEO following shortly thereafter.

During this time of transition, KDH staff and physicians continue to focus on what matters most: providing quality, safe and compassionate care.

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ON OUR COVER



KDH staff and volunteers participate in the Heart and Stroke Foundation's Big Bike Ride

On May 1, 24 KDH staff and volunteers took part in the Heart and Stroke Foundation's annual Big Bike Ride fundraiser in support of heart disease and stroke research, raising a total of \$2,378 by collecting pledges from family and friends.

KDH is proud to have collaborated with the Heart and Stroke Foundation to help create more survivors.



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.

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LETTERS FROM PATIENTS

Excellent care from all staff

Attention Board of Directors,

On Saturday, June 13, 2015 at about 8 am I arrived at the emergency department of KDH.

Permit me to praise the excellent care I received from all your staff.

Doctors, nurses, the diagnostic imaging department technician, student nurses - from all of these I received the most professional attention.

Moreover their attention was delivered in a personal and caring fashion.

Keep up the great work.

Sincerely,
Renée Phaneuf, Kemptville

Amazing experience with surgery

Hello KDH,

I would like to thank the personnel of KDH for the amazing experience with my surgery performed in May.

Every step of the process was well executed.

All personnel involved with my procedure at the Day Surgery department - receptionist, nurses, anesthesiologist, and, of course, Dr. St-Jean - were friendly, professional, efficient... simply wonderful.

You have every reason to be proud of your hospital and people.

Thank you very, very much!

Regards,
DM, Ottawa

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.

KDH scores in the top 5 percent of Canadian hospitals for adoption of electronic medical records

At the end of May, KDH achieved a milestone in the internationally-recognized Electronic Medical Record Adoption Model (EMRAM) process, which charts a hospital's path through eight stages to a fully paperless patient environment.

We achieved Stage 4 – a feat that had been accomplished by only 5.2 percent of Canadian hospitals!

At that time, the average EMRAM score for all acute hospitals in Ontario was 2.9, and in the Champlain Local Health Integration Network (LHIN), the average EMRAM score for hospitals was 2.02.

Guilbeault commended Farncombe and his team for "catapulting KDH into an elite group of Canadian hospitals who share this achievement."

For patients, the adoption of electronic medical record technologies means enhanced quality and safety of care.

"Achieving Stage 4 reflects our hospital's commitment to quality, and demonstrates how we are advancing care for our patients," explained Louis Guilbeault, KDH's Vice President of Organizational Performance and Operations.

To reach Stage 4, hospitals must implement 'computerized physician order entry' (CPOE). This technology enables our physicians to electronically select medications and diagnostic

tests to be administered to each patient. This information is then electronically transmitted to the appropriate department as well as to the patient's 'electronic medication administration record' (EMAR), which tells the nurses which tests and medications need to be administered.

"CPOE is an important advancement in terms of efficiency and patient safety," added Guilbeault, "as it both saves time and removes the risk of transcription and/or typographical errors that could occur when physician orders were done on paper."

Previous steps along the way to our achievement of EMRAM Stage 4 included the adoption of an electronic medical record system in Diagnostic Imaging as well as in the KDH Pharmacy. This was followed by further advancements in pharmacy automation, including the implementation of a state of the art automated medication packaging and dispensing machine. This machine, known as PACMED, facilitates the administration of medications, while providing more checks and balances to enhance patient safety.

Another significant advancement was the implementation of the high-tech Workstation On Wheels (WOW) on the inpatient surgical and medical units. The WOW is a medication cart fitted with a computer that nurses use at each patient's bedside. It enables electronic recording of medication administration, as well as electronic bedside nursing documentation, spelling the end of hand-written notes on paper charts.



Orthopaedic surgeon Dr. Robert Feibel was a champion for the adoption of computerized physician order entry (CPOE) by KDH physicians, a necessity for achieving Stage 4.

KDH's achievement of Stage 4 is particularly impressive considering that the hospital was not even at Stage 1 in December, 2013.

Tim Farncombe, KDH's Manager of Information Technology, emphasized that, "getting to Stage 4 was a team effort made possible by a huge amount of hard work by our nurses, doctors, Pharmacy and IT staff."

"We are fortunate," he said, "in that our staff and physicians have eagerly embraced the new technologies. For example, the nurses are happy to be doing electronic bedside nursing documentation as it cuts charting time in half, freeing them up to spend more time with patients."

Guilbeault commended Farncombe and his team for "catapulting KDH into an elite group of Canadian hospitals who share this achievement."



Tim Farncombe, KDH's Manager of Information Technology, with the Workstation on Wheels (WOW).



Pharmacy staff (l. to r.) Cindy Kerkhof, Mary Whyte and Karen Schipper have helped implement several new technologies in their department, including PACMED, which packages, labels and barcodes individual patient medication doses.

Our current strategic priorities

At Kemptville District Hospital we are committed to advancing our mission – to build healthier communities – and achieving our vision: a world of healthy communities.

Our Strategic Plan guides us in this work, mapping the direction we need to take as we move forward toward these goals.

Like all Ontario hospitals, we develop a new Strategic Plan every three years that outlines our strategic priorities and identifies the actions to be taken to advance these priorities.

This past spring, as our 2012-2015 Strategic Plan was drawing to a close, we invited stakeholders to participate in the development of our 2015-2018 Strategic Plan by completing an online survey.

The survey asked respondents to indicate the health conditions most important for KDH to address, ways of generating non-Ministry of Health and Long-Term Care (MOHLTC) revenues, service areas that could be expanded or acquired, areas of performance to focus on, and their interest in providing input into the patient experience.

We were delighted with the level of participation by a variety of KDH stakeholders: members of the community, our health, social service and community partners, members of the KDH Auxiliary, the Foundation, and our staff and physicians.

After the survey was issued, then CEO Colin Goodfellow departed to pursue other opportunities, and Michel Bilodeau, former CEO of Bruyère Continuing Care and the Children's Hospital of Eastern Ontario, was appointed as Interim CEO at KDH.

The change in leadership had a profound effect on the strategic planning process. As Michel explained, "The CEO leads the process of strategic planning; the resulting plan reflects the CEO's vision for the hospital."

To enable KDH's incoming CEO to have input into the hospital's future direction, the decision was made to extend our 2012-2015 Strategic Plan by one year, rather than developing a three-year plan at this time.

The extension outlines the strategic priorities for the current fiscal year, April 1, 2015 to March 31, 2016, within five key result areas: *Patient Care; Our place in the community; Our place in the health system; Our staff and physicians; and Administration.*

The results of the stakeholder survey were compiled and analyzed, and used to inform the development of the 2015/2016 priorities.

For example, one of the key priorities under the Patient Care category is to develop a plan to improve palliative and end-of-life care, identified by survey respondents as the health condition most important for KDH to address.

Another strategic priority in the Patient Care area is to explore options for further development of ambulatory and education services; these could address heart health, adult mental health, and diabetes – identified by stakeholders as second, third and fourth most important health conditions for KDH to address.

Stakeholder feedback was also incorporated into the Administration category, where a key priority is to explore the possibility of renting out KDH operating room space after hours to generate more revenue – the leading suggestion by survey respondents for generating non-MOHLTC funds.

In addition, one of the Patient Care priorities is to find a way to have greater patient and family input in improving the patient experience; this is a result of 47% of survey respondents indicating they would like to play a greater role.

"The CEO leads the process of strategic planning; the resulting plan reflects the CEO's vision for the hospital."

- Michel Bilodeau



The Patient Experience: a knee replacement patient shares her journey

This is the story of Hilda Campbell's experience as a knee replacement patient at KDH. A recently retired nurse, Hilda was so pleased with the steps along the way that she wanted to share her story.

Hilda had a partial knee replacement at KDH in February, 2015. Her surgery was performed by Dr. Geoffrey Dervin, a highly regarded orthopaedic surgeon who operates both at KDH and at The Ottawa Hospital, where he is the Chief of Orthopaedic Surgery.

“The entire experience was a series of steps that were so well executed that success was guaranteed.”

- Hilda Campbell

In the lead-up to her surgery, Hilda had two important appointments at KDH that she felt were vital to the success of her procedure.

The first was the pre-hab class for Total Joint Replacement (TJR) patients. This is a group education session that helps patients prepare for surgery. There are presentations by various members of KDH's multidisciplinary team: a Physiotherapist, Pharmacist, and a representative from the Community Care Access Centre (CCAC). Patients learn everything they need to know, including the exercises they need to perform before their operation.

Patients attend the pre-hab class four to six weeks prior to their surgery and are required to bring a friend or family member, who will support and work with them during their one-to-two-day hospital stay, as well as help them with their rehabilitation when they are back at home.

Homework is assigned at the pre-hab class; this includes reading a handbook for knee replacement patients developed by the KDH Rehab team, getting the

necessary equipment in place at home, and arranging for family and friends to help with grocery shopping and other tasks following their surgery.

Hilda felt that the pre-hab class, led by Staff Physiotherapist Meg O'Brien, was very beneficial. “This prepared us so well for surgery,” she said. “It covered everything!” Hilda related a light moment that took place at the end of the class, when Meg took questions. “One gentleman asked if he would be able to play golf after his surgery. Meg said he would be able to, in three to six months. ‘Great,’ said the patient – ‘I never could before!’”

Hilda noted that the handbook proved to be very helpful. “I read it thoroughly three times!” she declared, “then referred to it often, both before and after my surgery.”

The second appointment Hilda found very important in preparing for surgery was the pre-admission clinic. This is the last step before surgery and takes place one to three weeks prior to the operation. The patient's designated friend or family member accompanies him or her to the appointment. During the appointment, a Registered Nurse conducts an assessment of the patient's medical status and explains his or her upcoming surgical process. The patient is also seen by an anesthetist, who reviews the medications the patient is currently taking to check for any contra-indications, and answers any last minute questions about the procedure.

Hilda found this appointment very informative and reassuring, pointing out that, “as a nurse, you're just as anxious as everybody else.”

Hilda also commented on the benefits of having a TJR Program Navigator, a position KDH created two years ago to facilitate the joint replacement process for patients. Hilda explained that she called TJR Program Navigator, Amy McLaughlin, several times with questions, and got the answers she needed “without feeling like I was being a bother.”

Then came the morning of Hilda's surgery. “From the moment I walked in, everybody was so competent and friendly,” she said. The anesthetist came to talk to her, and one of the surgical nurses explained everything that would be happening when she got into the operating room. She was ready!

After her surgery, Dr. Dervin came to see Hilda in the recovery room. She was checked often by nursing staff, who made sure her pain was managed, and monitored her blood pressure and breathing. Hilda was on bed-rest for the remainder of the day.

The next day, physiotherapy staff helped Hilda with her post-surgery exercises, and they helped her walk with the walker. Later in the day, after she had been seen by one of Dr. Dervin's associates, and after physiotherapy staff had ensured that she could walk the required distance, Hilda was ready to be discharged. She re-

“Meg and her team have prepared us very well to leave the program.”

- Hilda Campbell

ports that she felt well prepared for discharge and looked forward to getting home.

The following day Hilda had a home visit from a physiotherapist, previously arranged by the CCAC. The physiotherapist made sure she had the required equipment, which included a walker, raised toilet seat, a cane,



Physiotherapy Assistant Jason Lemieux works with joint replacement patients.



Hilda Campbell (centre) is congratulated on her 'graduation' from the KDH post-hab class by Physiotherapist Meg O'Brien (left) and Physiotherapy and Occupational Therapy Assistant, Laurie LaPorte-Pitocco.

and a seat for the shower. One week later the physiotherapist made a follow-up visit.

Hilda had two follow-up appointments with Dr. Dervin: during the first, 10 days after her surgery, her staples were removed and an x-ray was performed; during the second, six weeks later, another x-ray was done.

Ten days after her surgery, Hilda returned to KDH for outpatient physiotherapy. Her first visit was a one-on-one outpatient assessment; this was followed by group physiotherapy sessions twice a week for four weeks, also known as 'post-hab class'. She made great progress physically, and reports that she bonded with the other patients during these sessions. “All these people are friends now,” she said. “I really looked forward to coming back to KDH for the social interaction, as well as the physio.”

Hilda shared her story after her last post-hab class – the day she “graduated” from the program. She was elated with the success of her surgery, her excellent recovery, her positive experience with the entire KDH Rehab team, and the new friends she had made.

Hilda was committed to doing her exercises daily for six more

weeks, and felt confident about completing her recovery on her own, knowing she could call the KDH Rehab department any time.

“Meg and her team have prepared us very well to leave the program,” she said. “We've all improved noticeably week by week.”

“The entire experience was a series of steps that were so well executed that success was guaranteed,” she added.

NOTE: If you think you may be a candidate for hip or knee replacement surgery, ask your family doctor for a referral to the Champlain LHIN's Regional Hip and Knee Replacement Program. You will need to be assessed at one of the program's Total Joint Assessment Clinics — at Cornwall Community Hospital, Hôpital Montfort, and the Queensway Carleton Hospital. If you are told at your assessment appointment that you are a candidate for hip or knee replacement surgery, you can choose your surgeon and/or your hospital, or you can opt for the first available surgery date.





A message from the Chair of the KDH Foundation Board

I would like to take this opportunity to say how much I am looking forward to taking on my new role as Chair of the Kemptville District Hospital Foundation Board. My first order of business as Chair is to acknowledge and thank the outgoing Chair, Hugh O'Neill,

for his leadership and dedicated commitment to the Foundation and the Hospital. Thank you, Hugh.

We are indeed very fortunate to have a Hospital, right here in our backyard, that is ranked in the top ten percent of hospitals throughout Ontario. That is why I joined the Board and will spend the next three years working hard to raise funds to help ensure that every patient who comes through the doors of KDH receives the best care possible.

I am also pleased to introduce and welcome two new members of our Board: Connie Lamble and Anna Van Adrichem-Rochon. I know they will be tremendous additions to the team.

On behalf of the Board, I would like to express my appreciation to our very generous community, which continues to support the Hospital in so many ways. Thank you to our special event participants, corporate sponsors, our community partners, the service clubs and the many individuals who contribute in so many ways to the Foundation. Your support inspires us to work harder.

I look forward to meeting and working with community members in support of this vital institution.

*Robert Noseworthy
Chair, KDH Foundation Board of Directors*

On June 9, the KDH Foundation Board of Directors presented a cheque for \$350,000 to KDH's Interim CEO, Michel Bilodeau. This gift represents the Foundation's contribution to the Hospital for fiscal year 2014/2015. The Foundation's annual gift helps KDH purchase the medical, surgical and diagnostic equipment necessary to continue to provide the exemplary healthcare for which our hospital is known. This donation was made possible by the generous support of the community, through numerous donations to the Foundation throughout the year, and through participation in events that benefit the Foundation - from our annual Gala to the Carol Durie Memorial Golf Tournament, our signature Corporate Golf Classic, and our annual Kemptville Walks event. Thank you!



The KDH Foundation presents its annual gift to the Hospital. Pictured (left to right): Mike Gaynor, Joanne Mavis (Foundation Executive Director), Mary Boucher (Director of Development), Michel Bilodeau (KDH CEO), Robert Noseworthy (Board Chair), Margret Norenberg (Vice Chair), Jim McManaman, Hugh O'Neill (Past Chair), Dermid O'Farrell, Jane Wolfe, and Lillian Leonard.

New faces on the KDH Foundation Board of Directors

At its Annual General Meeting on June 25, the Foundation Board welcomed two new members. Anna Van Adrichem-Rochon and Connie Lamble were unanimously approved as Directors by the Foundation's membership.

Each brings a unique set of gifts and skills to our volunteer Board.

Anna Van Adrichem-Rochon retired from the travel industry in 2005. During her active career, she was the franchisee of two locations of Algonquin Travel: Ottawa and Kemptville. Her contributions to the constantly changing travel industry included participating as a Director on the Travel Industry Council of Ontario (TICO) during its formative years, and sitting on the

Franchisee Advisory Council of Algonquin Travel. Acting as trainer and mentor to new franchisees was a role she found very rewarding.

Just because she doesn't go to an office every day doesn't mean that she is sitting in a rocking chair, Anna says. Her days are now filled with participation in a variety of service, community, and social organizations, such as Rotary Club, Toastmasters Club, Friendship Force, and Probus. Anna is also a regular Canadian Blood Services volunteer. She enjoys travel, photography, gardening and spending time with family and friends.

Connie Lamble is a local lawyer, serving North Grenville and surrounding communities in the areas of Real Estate, Wills and

Estates, and Uncontested Family Law. She moved to Kemptville in 1997 from Ottawa, choosing North Grenville as the best place to raise a family. Her two children attend Kemptville Public School and are active in local hockey, soccer, swimming and horseback riding.

In addition to practicing law, Connie teaches part-time at Algonquin College in the Law Clerk program and speaks frequently to various organizations about wills and estate planning. She is a past member of the Board of Directors of the Kemptville Youth Centre and provides pro bono legal services to a number of local charities and not-for-profit organizations that benefit North Grenville.

Both Anna and Connie bring

a passion for their community to the KDH Foundation Board, and we look forward to the valuable contributions we know they will make.

Anna and Connie join returning Board members Robert Noseworthy (Chair), Margret Norenberg (Vice Chair), Hugh O'Neill (Past Chair), Jane Wolfe, Lillian Leonard, Jim McManaman and Mike Gaynor.

At the Annual General Meeting, the outgoing Board members were recognized for their years of service to the KDH Foundation. Dermid O'Farrell (last year's Past Chair), Allister Brown and Chris Napier all provided valuable input during their time on the Board; we thank them for their dedication.



▲ Anna Van Adrichem-Rochon



▲ Connie Lamble

Welcome to the Summer edition of the KDH Foundation newsletter.

On page 2, read about our successful Roaring 20s-themed Spring Gala, and get all the details on our upcoming Corporate Golf Classic.

On page 3, we recognize the generous gifts of a number of our recent donors who make a difference at KDH every day.

Meet our new Executive Director, and read about your donations at work, on page 4.

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

In this newsletter...



Enjoying the Foundation's annual Spring Gala (left to right): Lynne Bourguignon, Denys Bourguignon, Don Green, Sandra McNamara, Jim McManaman, Cathy McManaman, Tracey Bennett, Joe Bennett, and Greg Leonard.

Our 1920s-themed Gala was a 'roaring' success!

A throng of flappers and their dapper escorts packed the North Grenville Municipal Centre on March 27 for the Kemptville District Hospital Foundation's annual Spring Gala.

Led by Lillian Leonard, the Gala committee had planned an entertaining Roaring 20s-themed evening, including dinner and dancing, live and silent auctions, whiskey tasting and a demonstration of Latin and ballroom dance.

Feather boas, tuxedos and dark gangster-style suits were in abundance as partygoers visited the champagne tower, the card raffle, photo booth and the silent auction before sitting down to an elegant dinner.

During dessert, the TLC Dance Studio provided a 1920s

dance demonstration, and after dinner, the Mick Armitage Band kept their promise of keeping the crowd on the dance floor all night.

In addition to being a 'roaring' good time, the evening was also a celebration of the community's generosity, as the Foundation presented a cheque for \$350,000 to the Hospital, represented by Board Chair, Lis Angus, and Vice Chair, Karen Cooper.

"This is the Foundation's annual contribution to the Hospital, and it represents a large number of gifts from local businesses and individuals," said Hugh O'Neill, Chair of the KDH Foundation Board of Directors. "And every one of them is strongly committed to supporting their hospital."

"KDH is so fortunate to enjoy

the continuing robust support of the communities it serves," O'Neill continued. "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."

The Roaring 20s Gala raised over \$35,000 for the ongoing equipment needs of the hospital, with almost \$15,000 raised at the live auction, called by expert auctioneer, Chris Cathcart.

All agreed the 2015 Gala was a huge success. The KDH Foundation would like to express its gratitude to the evening's emcee, Kin Choi, as well as to the Gala's sponsors and the donors of both live and silent auction items.

For a list of donors, please visit www.kdhgala.ca.

◀ The fifth and final Carol Durie Memorial Golf Tournament was held at the eQuinelle Golf Club in Kemptville on Wednesday, July 15. With the help of loyal friends and community partners this tournament has raised more than \$240,000 for the Mammography Program at KDH over the past five years. Pictured, left to right (front row): Mary Boucher, Pat Poirier, Pete Johnston, Steve Bourne; back row: Todd Durie, Anthony Seymour, Gary Durie. Missing from the photo are Dean Tataryn, Mark Hyndman, and Harry Pratt.

Photo courtesy of J Morin/Metroland



A really big THANK YOU to our generous Gala Sponsors:

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Kemptville Medical Centre
Dr Greg Leonard, Dr John Evans,
Dr Patrick Leahy, Dr Mika Malek



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Paul Jansen



KDH Foundation Corporate Golf Classic – September 16, 2015

Join us at eQuinelle for our 7th annual Classic!

The Classic. Once again we will be holding our Corporate Golf Classic at the beautiful eQuinelle Golf Club in Kemptville. Enjoy a day of golf, food, and networking with local business colleagues.

The Cause. Kemptville District Hospital has been meeting the healthcare needs of this community for 55 years. As always, proceeds from this event will be used to support the purchase of vital equipment not covered by government funding.

The Day. The cost to play is \$600 per foursome or \$150 per player. Registration is at 11:30am, and tee-off time is noon. Registration fees include lunch, dinner, and silent and live auctions!

Early Bird Draw. Sign up your team before August 31 and be entered into a draw to win golf for four at eQuinelle.

Register today! Contact Mary Boucher, the Foundation's Director of Development, at mboucher@kdh.on.ca or (613) 258-6133, ext. 157. Find out more at www.kdhgolf.ca.

Thank You to our Supporters

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.*



Thank you to Dermid and Donna Lee O'Farrell who, together with O'Farrell Financial, have been Gold Sponsors at both the Annual Spring Gala and the Corporate Golf Classic for the past five years. This outstanding commitment resulted in a \$50,000 donation to the KDH Foundation! Thanks to the involvement and generosity of community members like the O'Farrells, our Hospital is ranked one of the best in Ontario by patients. In the photo, taken at the Roaring 20s' themed Spring Gala in March (left to right): Dermid O'Farrell, then Foundation Board Chair Hugh O'Neill, Donna Lee O'Farrell, and Robert Noseworthy, then Foundation Board Vice Chair.



Thank you to Brenda Hill and the team at Scotiabank for supporting the KDH Foundation with a \$50,000 donation. Over the past five years, Scotiabank has been a Gold Sponsor of the Foundation's Spring Gala, the Corporate Golf Classic, and Kemptville Walks. Scotiabank has been a dedicated partner with the Foundation to ensure our Hospital can provide the best quality of care for our community. Pictured (left to right): Laura Patterson, Susan Tataryn, the Foundation's Mary Boucher, Brenda Hill, Hugh O'Neill, then Chair of the Foundation Board, April Green, Board Member Lillian Leonard, Kelly Pinhey, and then Vice Chair, Robert Noseworthy.



The Rideau & District Old Tyme Fiddlers in North Gower held their annual fundraising dance on April 10. The recipient of this year's funds was the KDH Foundation. The event was well supported by the Fiddlers' membership as well as walk-ins; thanks to everyone who attended, \$6,890 was donated to KDH. Pictured (left to right): Carmen Tapp, Irwin White, the Foundation's Mary Boucher, and Grace Banning.



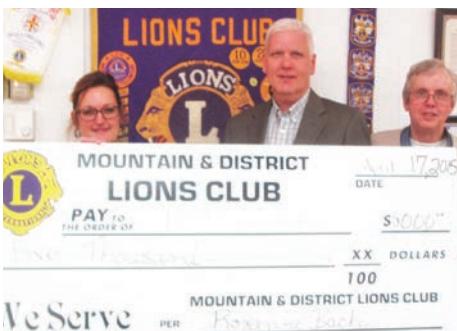
In July, the Kemptville Lions Club donated \$1,000 to the KDH Foundation. The Club is pleased and proud to be able to support KDH and many other important organizations serving people in all age groups, including CHEO, Camp Quality, the Kemptville Youth Centre, and Kemptville and District Home Support. Pictured, Lion Wayne Vachon (left) presents a cheque to Mike Gaynor, Member of the KDH Foundation Board.

Each year, the Kemptville Women's Hockey League holds a tournament on Mother's Day weekend with proceeds to the Mammography Unit at KDH. Over the past five years, the 'Tourney for TaTas' has raised almost \$20,000! Pictured, Heather Branchard (left), 2014 Tourney for TaTas Convenor, presents a cheque to Mary Boucher, Director of Development for the KDH Foundation, together with Brenda Trask (right). Brenda is a Kemptville Women's Hockey League player, and participated in the 2014 tournament just after finishing treatment, surgery, and radiation for her recently diagnosed breast cancer.

The Royal Canadian Legion, Kemptville Branch 212, made a donation in the amount of \$5,000 to the KDH Foundation. The funds were raised through the Legion's Annual Poppy Fund Drive. Pictured, the Legion's Ray Ansell (left) and Joanne Dudka (far right) with Mary Boucher, Director of Development for the KDH Foundation.



The Grenville Gremlins Square Dance Club, which has donated to local charities for many years, recently chose the KDH Foundation as the recipient of their \$250 donation. As club president Ray Isabelle explained, "As a club, we are looking to create more awareness in the community and promote not only the social aspect of dancing, but the health and fitness benefit, which ties in nicely with the KDH vision to build healthier communities." Pictured (left to right): the Gremlins' Tom Mesman, Ray Isabelle, Hugh O'Neill, then Chair of the KDH Foundation Board, and his wife, Pat O'Neill.



In April, The Mountain & District Lions Club presented the KDH Foundation with a cheque for \$5,000. This donation was the final payment of their \$25,000 commitment. Pictured, Kim Havekes, club treasurer (left), and Ted Ceelen, club president (right), with Robert Noseworthy, then Vice Chair of the KDH Foundation.



In December, The Marlborough Pub in North Gower presented a cheque for \$4,336 to the KDH Foundation. The funds were raised at their annual Randy Moore Invitational Golf Tournament. Pictured: co-owners Jason Moore (left), the Foundation's Mary Boucher, and Steve Moffatt.



In June, Kemptville's Holy Cross School made a donation of \$2,000 to the KDH Foundation. The funds were raised through the Holy Cross School Hike-a-Thon. Pictured, Holy Cross students Griffin Kennedy (far left) and Ethan Campbell (far right) join their Principal, Cathy Empey (second from left), in presenting a cheque to Joanne Mavis, the Foundation's Executive Director.

The Foundation welcomes new Executive Director, Joanne Mavis

The KDH Foundation Board is pleased to welcome Joanne Mavis as the Foundation's new Executive Director.

Joanne has extensive experience raising funds for hospitals and is thrilled to be raising funds in support of the Kemptville District Hospital Foundation.

"To be able to raise funds for my local Hospital is very exciting," she said. "We have been frequent users of the ER – my husband has had successful knee surgery here, and both my mother and I are grateful that we have access to the state-of-art mammography suite at the Hospital. With a family history of breast cancer, this technology is very important to us."

"I look forward to working with Mary Boucher and the Foundation Board in raising funds for our Hospital!"

Joanne can be reached at jmavis@kdh.on.ca or 613.258.6133 x 185.



▲ Joanne Mavis



Community Partners help to build healthier communities

The Kemptville District Hospital Foundation Community Partners program invites local businesses and groups to show they care about the health of their employees, customers, families and friends by donating \$1,000 annually (\$83.33 per month) to the KDH Foundation Equipment Fund. *Thank you to our current Community Partners:*

Equinelle Pharmasave
 First Stop Rentals
 Five Star Restaurant
 Jim Perry Motor Sales
 Jonsson's Your Independent Grocer
 Juice 97.5
 Kemptville Drug Mart
 Kemptville Physiotherapy Centre
 Love Your Pet
 Myers Kemptville
 O'Farrell Financial Services
 RBC Royal Bank
 Sam's Pizzeria
 Scotiabank

Become a Community Partner today! For further information contact the KDH Foundation at 613.258.6133 x 157.

Your Donations at Work

Here are two examples of how your contributions to the Foundation have helped to provide medical equipment that enhances patient safety and comfort at KDH.

Providing safer beds

Generous donations to the Foundation have enabled the hospital to purchase equipment that is patient-safety focused, such as the "Care Assist Bed".

As you can see from the photo at right, this bed has the ability to lower right down to the ground; this is to prevent patient falls.

The bed can be lowered to a mere 7.5 inches from the floor. If a patient were to fall out of the bed, it would be more of a roll than a fall, resulting in no injury, or a lesser injury compared to falling out of a higher bed.



Enhancing seated comfort

The "Clinical Recliner GeriChair" enhances patient comfort in multiple areas of the hospital: the blood transfusion clinic and other clinics, the inpatient medical unit, and the Emergency Department.

This chair makes time in the hospital more pleasant compared to sitting in a hard metal chair.

Some patients fall asleep, propped up and reading a book; others sit back and relax during their time in the GeriChair.



KDH FOUNDATION BOARD OF DIRECTORS 2015-16

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

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 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

KDH training the next generation of healthcare professionals

Did you know that KDH is making a significant contribution to training future generations of healthcare professionals?

Each academic term, we have about 20 students in the Registered Nurse (RN) and Registered Practical Nurse (RPN) programs from the Brockville and Kingston campuses of St. Lawrence College here at KDH gaining practical experience. We also provide placements for University of Ottawa and Nipissing University RN students in their final year.

As Michelle Graham, KDH's Human Resources Lead, explains, this training benefits the nursing students as well as the hospital. Students get the opportunity for hands-on experience in a safe and supportive environment, and for KDH, more hands means more one-on-one contact for patients, as well as support for staff.

In addition to opportunities for nursing students, we also provide placements in our hospital Pharmacy for Registered Phar-

macy Technician students from Sir Sandford Fleming College in Peterborough.

KDH also offers opportunities to high school students: we regularly have students from North Grenville District High School and St. Michael Catholic High School working at the hospital on co-op placements. And a

“It's very energizing to work with students who are excited about all the knowledge they are absorbing, and eager to get some hands-on experience.”

- Deborah Mitchell

program through the Catholic District School Board of Eastern Ontario brings mature North Grenville area students to KDH for the 'practicum' component of their Personal Support Worker (PSW) training.

In addition to providing training for clinical students, KDH also offers placements in Health Information and Patient Registration. Health Information Manager Melissa DeDekker reports that we typically have several students per year from Ottawa's Willis College and Herzing College in the Medical Office Administration program, as well as several Health Information Management students from St. Lawrence College, Kingston.

Students in the latter program learn to use computer technologies to capture and analyze data, and to create health information for healthcare delivery and planning.

Some students who have completed placements at KDH have been hired as full-time staff, like Amy McLaughlin, now our Total Joint Replacement (TJR) and Convalescent Care Program Navigator.

In the near future, we hope to provide training for Paramedic students from Willis College, pending approval of the program. If this goes ahead we will



St. Lawrence College's preceptor Kristine Lee (in white), with the fall 2014 group of second year nursing students from that institution.

have about a dozen Paramedic students on placement at KDH each spring.

In the recent past, we have also provided placements for students in Physiotherapy Assistant programs at a variety of colleges. We hope to have an opportunity to do this again.

Sometimes the educational institutions provide preceptors to guide the students; other times KDH staff act as preceptors. "Being a preceptor is very rewarding," said experienced KDH RN, Deborah Mitchell,

who has mentored a number of nursing students. "It's very energizing to work with students who are excited about all the knowledge they are absorbing, and eager to get some hands-on experience."

In the past three years, KDH has provided training to a total of 170 students, and we look forward to finding new opportunities to expand our training programs even further. KDH is proud to be doing its part to help train the next generation of healthcare professionals.

Highlights of the AGM

"Looking back on the past year, KDH has much to be proud of in our continuing efforts to provide high quality healthcare services in North Grenville and South Ottawa while making a contribution to regional health issues."

The preceding statement was made by Lis Angus, Chair of the KDH Board of Directors, in her report to the Annual General Meeting (AGM), held June 25, 2015. Highlights of the Annual Report presented at the AGM follow.

KDH By the Numbers

In 2014/2015,

- 22,181 people were treated in the KDH emergency department
- 7,559 people attended outpatient clinics at KDH
- 5,917 people had surgery at KDH
- Total contacts to KDH were up 2.73% over the previous year
- Emergency visits – up 6.27%
- Preventive Education – up 18.32%

Patient Satisfaction

KDH achieved 96% satisfaction with overall care across all departments, with the following breakout by department:

- Inpatient Medical 97.1%
- Inpatient Surgical 97%
- Day Surgery 100%
- Emergency Department 88.5%

In addition, twice in the fiscal year – in April 2014 and February 2015 – patients' ratings placed KDH in the top 10 percent in Ontario for inpatient care.

Partnerships for Improved Patient Care

Heart attack patients need highly specialized acute care. Dr. Greg Leonard, KDH's Chief of Staff, noted in his report to the AGM that our collaboration with the Ottawa

Heart Institute is resulting in better outcomes for heart attack patients. Under the "Code Stemi" program, patients presenting in the KDH Emergency Department with acute heart attacks are transferred directly to the Heart Institute for emergency coronary artery catheterization. The program is working well; these timely transfers minimize potential damage to the patient's heart.

For stroke patients, there is a critical window for improving outcomes: strokes can be treated and even reversed if patients receive the 'clot-busting' drug within four to five hours of the onset of symptoms. During the past year, a new stroke protocol spearheaded by KDH's Chief of Emergency, Dr. Wilfred Chung, has been made available to the North Grenville area. The protocol allows for direct transfer of acute stroke patients to neurology in Ottawa for emergency intravenous administration of the clot-busting drug. Once again the direct transfers are saving valuable time, allowing for the maximal preservation of brain function and leading to significantly improved patient outcomes.

Dr. Leonard concluded that KDH "remains a role model for other small hospitals."

The Financial Picture

Lis Angus reported that the hospital is in good financial shape. We finished the year with a surplus and entered the 2015/16 year with a balanced budget. The total operating budget for the year ended March 31, 2015 was \$23.8 million, with actual expenses coming in at \$23,013,089.

New Directors

A new Director was appointed to the Board at the AGM: Ms. Carolyn Chisholm, who brings two decades of government relations and public policy experience to the Board. Mr. Robert Noseworthy, who is well known in the North Grenville area as President of Westerra Homes and Developments, has also joined the Board as an ex-officio member in his capacity as the new Chair of the KDH Foundation Board of Directors.

To view the full Annual Report for 2014/15, Financial Statements, and other governance documents, please visit www.kdh.on.ca/your-hospital/accountability-freedom-of-information/governance-documents/

Not your typical hospital food!

In June, KDH launched an innovative new food service that lets inpatients select fresh and healthy meals from a restaurant-style menu.

After researching a variety of options, the hospital's Dietary Services department decided to replace its previous food service with the new "Steamplicity" system, which uses the healthiest of cooking methods – steam pressure – to quickly cook each meal minutes before it is served.

The result is fresher, more flavorful, and more nutrient-rich food, with the greatest possible choice of meals and menu selections for patients.

Developed in the UK, Steamplicity differs from more traditional hospital food services, wherein meals are pre-cooked at a separate facility and reheated onsite.

With Steamplicity, patients can choose what they feel like eating every day from a wide variety of nutritious and appetizing menu

“There is less food waste for two reasons: first, because of the choice offered and, second, because of the quality of the food. With Steamplicity, patients tend to eat everything on their plate!”

- Andrea Corbett

items, like Basil Chicken Stew served with wild rice, butternut squash and fresh broccoli florets, or Wild Pacific Salmon with cauliflower and sweet corn.

The new system can be tailored to each patient's needs, accommodating a variety of special diets, including diabetic, renal, gluten free, low fibre, and vegetarian.

The food is healthier too: research shows that steam cooking retains nutrients like Vitamin C and folic acid at levels as much as 100 percent higher than other cooking processes.

Andrea Corbett, KDH's Dietary Services Manager, explains that the fresher and more nutri-



Dietary Services staff visit each patient's bedside daily to discuss menu options. Left to right: Holly Dowdell, Tanya Zwarts, and Anne-Marie Johnson.

tious Steamplicity meals result in patients who are more satisfied with their hospital experience, and may even recover more quickly.

“Food that is both healthy and appetizing plays an important role in a patient's recuperation,” she said. “The new Steamplicity system allows us to build customized menus so our patients look forward to each meal.”

At North York General Hospital in Toronto, patient satisfaction with the food service went from 81 percent to 97 percent after Steamplicity was introduced.

So far the response from KDH patients has been very positive. “I like the new menu – I think it's great,” said one recent patient. A second patient commented on the fact that the meals are always on time and the food is hot, an important factor in the enjoyment of a meal.

In addition to the benefits for patients, the new food system saves the hospital labour, energy and space, and reduces waste.

Data gathered by Morrison/Compass Group, KDH's Steamplicity supplier, show a 40 percent reduction in food waste with the introduction of the system.

“There is less food waste for two reasons,” said Corbett, “first, because of the choice offered and, second, because of the quality of the food. With Steamplicity, patients tend to eat everything on their plate!”

The new system reduces the hospital's carbon footprint by using less electricity, water and natural gas: Steamplicity meals are cooked in just three to four min-

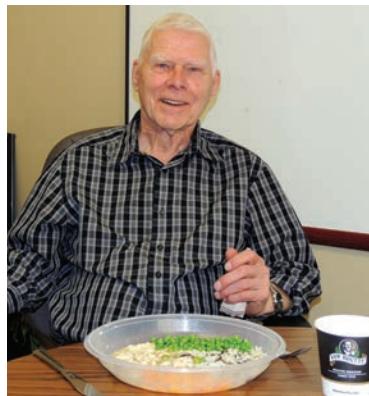
“Food that is both healthy and appetizing plays an important role in a patient's recuperation.”

- Andrea Corbett

utes using minimal equipment.

Prior to the launch of Steamplicity, KDH staff had the opportunity to taste the new meals for themselves. Members of various departments expressed their approval. “Beyond normal hospital fare” and “very flavorful,” were some of the comments made at the staff menu tasting event.

An additional benefit of the new food service is that it gives Dietary Services staff additional opportunities to interact with patients, offering attentive bedside service. “My staff are proud of their contribution to patient care,” said Corbett.



Visitor Roy Trask joined staff sampling the new Steamplicity menu items. He pronounced the food, “excellent - well beyond normal hospital fare.”

News from the Auxiliary

The KDH Auxiliary has been busy since the last issue of Health Matters. Here are some of the highlights of the year to date.



Human Resources Lead Michelle Graham (centre) serves longtime volunteer Bev Cecchini and her husband, Ric Cecchini, at the annual Volunteer Appreciation Tea.

Volunteer Appreciation Tea

On April 16, during National Volunteer Week, the hospital honoured and thanked our 100-plus volunteers with a Volunteer Appreciation Tea held at the North Grenville Municipal Centre.

In total, volunteers gave more than 10,000 hours of that most precious commodity – their time – to KDH in 2014.

During the Tea, KDH Auxiliary President Jane Wolfe presented a cheque for \$65,000 to the hospital, represented by Lis Angus, Chair of the Board of Directors. This donation for 2015 is the largest in the Auxiliary's 56-year history!

The money will go toward the purchase of essential equipment for patient care: a defibrillator/monitor (\$23,000), an ECG machine (\$15,000), a new washing machine for the hospital laundry (\$10,000); a blanket warming cupboard (\$6,750), infusion pump (\$6,000), and vital signs monitor (\$5,000).

The Tea also provided the KDH Auxiliary with an opportunity to recognize a number of volunteers for their dedicated service.

Jane Wolfe presented the following volunteers with Certificates of Appreciation for five years of service: Diane Ardron, Betty Beach, Brenda Fitzpatrick, Vicki Hutton, Sandra Kelly, Elaine MacNaughton, Suzanne Mason, Lois Nichols, Jocelyne North, Lynda Parke, Belle Severn and Brenda Steacy.

Another group of volunteers were acknowledged for ten years of service: Frank Gallagher, Joan Gallagher, John Graves, Audrey Halsey and Harry Tarr.

In addition, Wolfe commended teen volunteer Emily Maynard for her contributions, including assisting with training of other teens to volunteer in KDH's Interim Long-Term Care unit.

As a special tribute, Wolfe presented flowers to Avalon and Hal Pinhey and to Dorothy Hudson, in gratitude for their role in managing the accounting operation at the Auxiliary's major annual fundraiser, Hey Day.

Following the presentations, Illusionist Chris Pilsworth amazed and delighted everyone in attendance with his unique brand of magic.

Comfort Kits

In late April, the Auxiliary started preparing 'Comfort Kits' for people admitted to KDH without a supply of personal care items that are not provided by the hospital.

The Comfort Kits contain everyday necessities like a toothbrush and toothpaste, deodorant, shampoo, hand lotion, lip balm and a notebook, and are specific to women or men.

The kits will be available on an ongoing basis for any inpatients who need them and are another example of the Auxiliary's commitment to improving the experience of our patients.

-continued on the next page



Hey Day

The Auxiliary's major annual fundraiser, Hey Day, was held on June 12 and 13 at the North Grenville Curling Club. This year's giant garage sale, ably coordinated by Jolene Stover, was the most successful Hey Day in the 55-year history of the event!

Shoppers came from around the region to snap up bargains in clothing, books, linens, china, jewelry, craft supplies, electrical appliances, furniture and sporting goods. Children and parents swarmed the toy section.

Dozens of volunteers participated in the set-up and operation of Hey Day, together contributing a remarkable 2,400-plus hours to the event.

In addition to a huge thank you to the volunteers, donors and shoppers, the KDH Auxiliary would like to express its gratitude to the many businesses and groups that contributed to Hey Day's success this year. Several deserve special mention: Albert's Meat Shop; B&H Your Community Grocer; Beking Poultry Farm; Bob Besharah from Class Acts; Fast Eddie Auto Recycling & Container Service; Giant Tiger; Diana Fisher from Juice FM; Kemptville Horticultural Society; Kemptville Players, Lanthier Bakery; Loughlin's Country Store; North Grenville Curling Club; Harry Pratt; Tallman Truck Centre; and Total Move Management.

It's hard to imagine what KDH would be like without the Auxiliary and all of our volunteers. Their efforts are thoroughly appreciated by patients, their families and visitors, as well as our staff and physicians.



These Hey Day volunteers worked the linen table (left to right): Fran Brauneisen, Mary Cruse, Brenda Steacy, Lois Nichols, Sylvia Johnston, and Judy McGregor.

KDH Needs You!

New volunteers are always needed. Typically, volunteers work for two to four hours at a time in a specific area of the hospital. At this time, we are particularly seeking volunteers for the gift shop/coffee bar and for our Interim Long-Term Care/Convalescent Care unit to assist with breakfast for our residents. For more information about volunteering at KDH, please get in touch with our Volunteer Coordinator, Stephanie Redmond, at 613.258.6133 extension 164 or sredmond@kdh.on.ca.

Our commitment to continuous quality improvement for our patients and their families

At KDH, we are committed to continuous quality improvement – measuring how well we deliver healthcare, and figuring out ways to make our services better.

To monitor progress on quality improvement, our four Quality Teams keep a close eye on 33 performance indicators that measure quality across five different dimensions: *quality of care, quality of staff, operations, facilities, and financial management.*

Progress on the indicators is regularly reported to the hospital's Board of Directors, who are ultimately responsible for ensuring a high standard of patient care.

Each year, as part of the Excellent Care for All Act, KDH makes public a new Quality Improvement Plan (QIP). Our 2015/2016 QIP is largely patient-focused, with initiatives to reduce risk and optimize clinical outcomes through medication management, pressure ulcer prevention and the implementation of an antimicrobial stewardship program. It also focuses on environmental sustainability, with measures to reduce energy consumption.

Here are our five key Quality Improvement initiatives for 2015/2016.



Expand medication reconciliation upon admission. Medication reconciliation is a process in which healthcare providers partner with patients and their families to ensure the transfer of accurate and complete information about the medications the patient is taking. This QIP initiative aims to raise the percentage of KDH patients receiving medication reconciliation upon admission to the hospital to 80 percent.



Raise Electronic Medical Record Adoption Model (EMRAM) score. KDH is already a leader in electronic medical record adoption, which is measured by the seven-step EMRAM score, with Stage 7 being the achievement of a completely paperless patient health information system. This QIP initiative will see the hospital enabling medication barcoding technologies, which reduce the potential for medication errors, and reaching an EMRAM score of 5. This will place KDH among an elite group of hospitals: currently only one percent of Canadian hospitals have reached Stage 5! See page 3 to read about our recent achievement of Stage 4.



Implement an antimicrobial stewardship program. To achieve this quality improvement initiative, KDH will develop and implement a program to track antibiotic use to ensure that inpatients are prescribed appropriate antibiotics at the right time and take them for the right length of time. This is an important step in minimizing the emergence of antibiotic-resistant bacteria — the so-called “superbugs” that appear in hospitals around the world and are so difficult to treat. (‘Antimicrobial’ refers to a group of drugs that include antibiotics, antifungals, antiprotozoals, and antivirals.)



Put in place a pressure ulcer prevention strategy. With this initiative, KDH aims to enhance patient care by implementing a strategy that will reduce the incidence of pressure ulcers for our Interim Long-Term Care residents. Pressure ulcers, also known as ‘bedsores’, affect people with health conditions that make it difficult to move, especially those confined to bed for long periods of time. For some people, pressure ulcers result in a loss of independence and a serious deterioration in quality of life. Our pressure ulcer prevention strategy will outline ways to make people less likely to develop pressure ulcers and, when they do occur, to prevent them from worsening.



Reduce energy consumption and achieve Silver Status in the Ontario Hospital Association (OHA) Green Hospital Scorecard. Focusing on environmental sustainability, this QIP initiative will see KDH lower its energy consumption by two percent, reduce waste, and increase the amount of materials diverted to recycling programs rather than landfill. Implementing these measures will help us reach our goal of Silver Status in the OHA Green Hospital Scorecard, a new program that aims to measure the environmental performance of Ontario hospitals.

Quality improvement is ongoing. See the next issue of Health Matters for a report on progress against these QIP initiatives.



IN BRIEF...

FEBRUARY

Penningtons donates plus-size robes for our mammography patients

KDH staff share a deep commitment to patients and a high level of personal caring. Medical Radiation Technologist Karen Finner is no exception. In February, Karen wrote the following letter to Penningtons, the plus-size fashion retailer:

"Hi, my name is Karen Finner and I am a Medical Radiation Technologist at Kemptville District Hospital. We are looking for a donation of five plus-size robes for our mammogram patients. The cosy, one-size-fits-all and extra-large robes that a local business kindly donated do not fit everyone. I feel badly for not having full coverage robes to offer larger women and I was wondering if you could help."

After reading Karen's letter, Penningtons' customer service was happy to grant Karen's request. Five plus-size robes arrived at the hospital a few weeks later. Thanks to Karen for making a difference to our mammography patients!



Karen Finner with one of the new robes donated by Penningtons for our mammography patients.

Patients rate KDH in the top 10% in Ontario for inpatient care

In its fourth annual report of patient ratings of Ontario hospitals, National Research Corporation Canada (NRCC) recognized KDH in the top 10 percent for inpatient care.

Patients who were surveyed following an inpatient stay at KDH ranked the hospital in the top 10 percent of the province's 104 participating hospitals for both overall care and their likelihood to recommend KDH to their family or friends.

This is not the first time KDH has been recognized by NRCC as a top performing hospital: patients rated KDH in the top 10 percent in the province for inpatient care in the April 2014 NRCC report, and for our Emergency Department in October 2013.



Lis Angus, Chair of the KDH Board of Directors, pointed out that NRCC sends participating hospitals detailed survey results every quarter. "Patient satisfaction is one of the most important of the more than 70 indicators we use to measure our performance," she said.



MARCH

Renovation of the inpatient medical unit

Over the winter, KDH's 1960s era inpatient medical unit on the upper level of the original hospital underwent a much needed modernization. Completed in March, the project included the renovation of patient rooms, updated mechanical and electrical systems, and construction of a new nursing station.

The modernization of the patient rooms means increased comfort and convenience for patients and their families, and allows us to implement new patient care technologies, such as wireless cardiac monitoring.

For greater efficiency, the new nursing station, which was designed in consultation with staff, serves both the inpatient medical unit and the inpatient surgical unit.

The renovation was made possible by funds raised in the last two years by the KDH Foundation. Since the completion of the project, the inpatient medical unit has been dedicated in memory of Douglas de Pencier.

APRIL

Changes in the KDH Emergency Department

In April we introduced a new registration process for visitors to the Emergency

Department (ED). All ED patients are now asked to take a number, and they are triaged in numerical order before registering at the Patient Welcome Centre. Clinic and Diagnostic Imaging patients do not need to take a number; they register as normal at the Patient Welcome Centre in order of arrival.



ED nurses (left to right), Heather Graham, Rosalind Giffen and Michelle Morgan with the BiPAP machine.

The ED has a new piece of high tech equipment to help patients having trouble breathing. The BiPAP machine - Bilevel Positive Airway Pressure - provides non-invasive ventilation, helping patients get more air into their lungs. It is used for people with Chronic Obstructive Pulmonary Disease (COPD), and acute and chronic respiratory failure.

The hospital was able to purchase the new BiPAP machine thanks to generous gifts made to the KDH Foundation.



'Daybreak', by Canadian artist Steve Driscoll, hangs outside our surgical care unit.

MAY

Second Art for Healing Foundation Installation

May saw the installation around the hospital of nine works of original art by Canadian artists, gifted to KDH by the Art for Healing Foundation.

This was our second installation of artwork from 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. The Foundation solicits donations of

art from artists and collectors, then donates them in turn to hospitals to transform public and patient areas into "inspiring environments that encourage a sense of serenity and hope for patients, their families, and healthcare providers."

Studies have shown that art can affect the brain's reaction to pain, stress and anxiety. For example, patients exposed to art experienced less postoperative anxiety and were more likely to switch to weaker pain management medications.

Next time you're at KDH, have a wander 'round to see the new art for yourself!



Nurse Deborah Mitchell (right), was our first staff member to be recognised for going 'Above and Beyond'. She's pictured here with Evelyn Nugent.

JULY

KDH introduces a way to recognize staff for going Above and Beyond

In July we introduced 'Above and Beyond', a new way for patients and families to recognize staff, physicians and volunteers for providing exceptional care. Rather than sending flowers or gifts to say thank you, patients and family members can now fill out an Above and Beyond form to make a donation in their caregiver's honour to the KDH Foundation. Donations received will be used where the need is greatest, from purchasing new equipment to enhancing programs and services.

A few days after we launched the program, one of our Convalescent Care residents recognized Nursing Team Lead Deborah Mitchell in this way. It was wonderful to see how pleased both the giver and the recipient of the honour were, as well as the staff who watched the presentation!

Above and Beyond brochures, featuring photography by Betty Cooper - Sugarbush Studio, can be found throughout the hospital.