

# HEALTH MATTERS



Rehab Team Expands.  
For the full story see page 14.



Colin Goodfellow,  
CEO Kemptville District Hospital

## Snapshot

This issue of Health Matters is being published at a very challenging time for the Kemptville Hospital. In reading through this issue you will see that we have had a very successful time of late and as a result of our strategic planning process we are launching in exciting new directions. Our challenges are modesty and momentum. You see, if this organization is to maintain its leadership role, we have to accept that despite many recent successes there is much work to be done in building healthier communities and the momentum that surrounds our tremendous expansion of hospital services must now be directed to building population health and wellness services.

A few years ago we committed to transform KDH from a typical small rural hospital into a multi-site health service organization serving the local needs of South Ottawa and North Grenville, while making a contribution to the larger regional health issues. This issue of Health Matters profiles and celebrates realizing that vision. (See the stories about Rideau Valley Health Services in Barrhaven on page 5, the Beth Donovan Hospice on page 16, and the Regional Joint Replacement program on pages 6 and 7). These stories show that at the most concrete level we have been successful.

However, in December I was personally very pleased to learn that your hospital was rated the best in the province for client satisfaction for i) Emergency Room services, ii) the Operating Room – Day Surgery Program, and iii) medical in-patient care. At a staff briefing session I shared the provincial survey's finding that, yes, KDH is currently rated the best hospital in Ontario. In sharing this I was reminded by staff that it is ok to take pride in the good work that happens here, BUT the work of building healthier communities is not complete. This level of commitment that says, "We may be the best at what we do, but our mission is not complete," is what makes Kemptville Hospital a great organization. Read the story on page 3 about Dr Schnurr's lifesaving roadside heroics for a glimmering example of the quality of our team.

So when you read about our new strategic directions (page 13) know that our hospital services commitment remains strong, our drive to build more partnerships on our Kemptville complex is being redoubled, and we are redirecting our energy and momentum into the hard work of population health. You see, despite the past few very good years, our work of building healthier communities is just getting started.

### LETTER FROM A PATIENT

This past September, I was admitted to the hospital because of a cardiac event. I would like to acknowledge again the excellent care and attention I received from everyone involved, especially the ER admitting person who appreciated the issue and admitted me very quickly, the ER doctors who were present that Tuesday afternoon and evening, and Dr. Schnurr, who took extra time from his Wednesday outpatient clinic to consult, make a decisive diagnosis and then proceed promptly to arrange an appointment for me at the Ottawa Heart Institute on Thursday. Also, the care and attention I received from all the nursing staff both in the ER and the ICU (I believe I was in the ICU!) was exceptional and very much appreciated.

Yours truly,  
Name withheld



Mammograms and bone mineral density testing are now available at KDH. Read the full story on page 4.

Women aged 50 to 74 can now self-refer for mammograms at KDH. To book an appointment call 613.258.6133, ext. 400.

### Building Healthier Communities

**Mission:**

To build healthier communities.

**Vision:**

A world of healthy communities.

**Values:**

Fully integrated patient-centered health services as close to home as possible in a safe, compassionate and respectful culture for patients and staff.



### 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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# KDH's Dr. Larry Schnurr performs amazing roadside rescue with a jackknife and two pens

In April 2012, Kemptville Hospital's own Dr. Larry Schnurr became a local hero when he performed a life-saving procedure on a critically-injured motorcycle crash victim in a water-filled ditch.



Dr. Larry Schnurr

Dr. Schnurr was on his way home from the hospital at about 3 pm on Thursday, April 12 when he happened on the scene of the accident. Eldon Baker, the husband of KDH nurse Anita Baker, had seen the crash occur and was offering whatever assistance he could. Another bystander had called 911; they were waiting for the ambulance to arrive when Dr. Schnurr pulled over to see if he could help.

Dr. Schnurr, an internal medicine specialist, saw immediately that the man had suffered a number of broken ribs in the accident and was having great difficulty breathing. He had turned blue; Dr. Schnurr was sure he would die in the next minute or two. His lungs were evidently collapsed – a pneumothorax, Dr. Schnurr later explained.

They had to act fast. Dr. Schnurr asked for a sharp knife and two pens. Within moments Eldon Baker produced the required items. They hollowed out the pens, and using the jackknife Dr. Schnurr made two small incisions in the injured man's chest, inserting a pen into each. Within seconds, the man turned pink. It was obvious his lungs had filled with oxygen. The pens were functioning as breathing tubes.

As Dr. Schnurr explained to the CTV News cameras a few days later, fixing a pneumothorax is quite straightforward in a hospital ER with all the necessary equipment – it's another thing altogether in a ditch on the side of a country road. Dr. Schnurr

was grateful for Eldon Baker's assistance with the procedure and commended his presence of mind in a very trying situation.

Within a short time the ambulance arrived and took the victim to KDH. Dr. Schnurr and the KDH ER team stabilized the man, and he was transported by ambulance to an Ottawa hospital where he was in serious but stable condition.

When CTV Ottawa got wind of the amazing rescue the following Monday they sent their reporter Joanne Schnurr to KDH to cover the story. She was happy to see Dr. Schnurr, who happens to be her older brother, and asked why he hadn't told her that he had performed this amazing rescue! KDH ER nurse Valetta Hudson was also interviewed and compared Dr. Schnurr to TV's MacGyver, adding that the entire hospital was very proud of him.

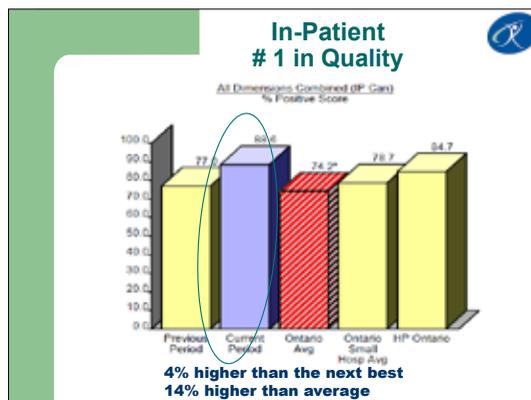
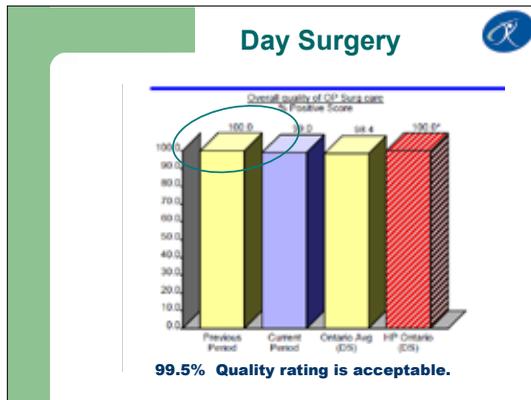
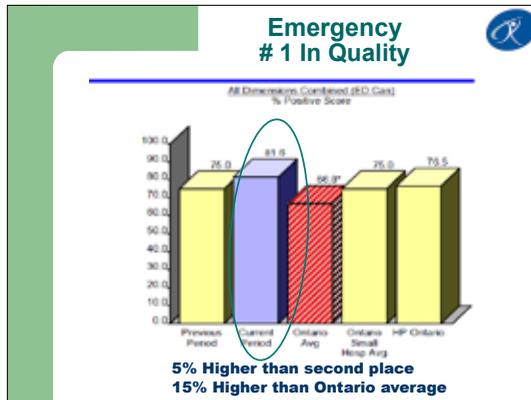
News of the roadside rescue spread and Dr. Schnurr was interviewed on CBC Radio's Ottawa Morning the following day, and then on Ontario Morning the day after that.

Watch CTV's coverage here: <http://ottawa.ctv.ca/servlet/an/local/CTVNews/20120416/OTT-joanne-schnurr-brother-roadside-rescue-120416/20120416/?hub=OttawaHome>

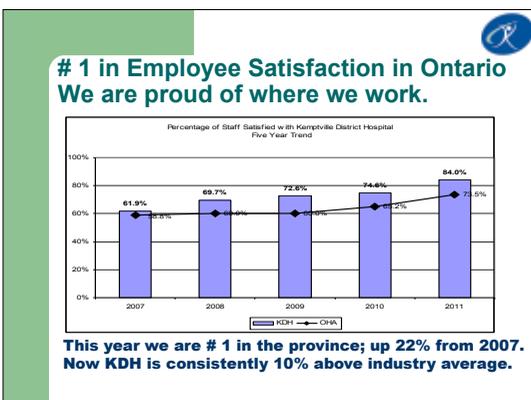
# Survey Says.....!

We are pleased to report that in recent surveys Kemptville District Hospital was rated the best in the province by both patients and staff.

According to Patient Experience Surveys conducted by National Research Corp. NRC/Picker, KDH is ranked number one in Ontario for Emergency Room Services, Operating Room – Day Surgery Program, and Medical In-Patient Care.



In addition, the Brock University 'Metrics at Work' annual industry survey rated KDH number one in Employee Satisfaction in the province. KDH is consistently 10 percent above the industry average.



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## On The Cover



Cara Berends teaching the KDH Physiotherapy Department Parkinson's Exercise Class. Photo: Meg O'Brien

# Kemptville Hospital now performing digital mammograms and conducting bone mineral density testing

On October 13, 2011, Kemptville Hospital's new digital mammography unit opened. The addition of the mammography suite, along with a bone mineral density scanner, demonstrates KDH's ongoing efforts to improve the quality of the patient experience, providing state-of-the-art tools for doctors and nurses.

Thanks to the fundraising efforts of the Kemptville District Hospital Foundation, KDH was able

**“One in nine women is expected to develop breast cancer during her lifetime and one in 29 will die of it.”**

to purchase the best mammography technology available. A digital unit was selected, as digital mammography images have better contrast than film-screen images and the technology images dense breast tissue, usually found in premenopausal women, much more clearly. These digital images are done at a lower radiation dose as well, compared to film-screen mammography.

Mammography imaging at KDH is performed by highly skilled Medical Radiation Technologists who have additional training, education and experience in mammography and are registered with the College of Medical Radiation Technologists of Ontario.

The mammograms performed at KDH are screening mammograms, for women without any symptoms. Screening mammograms are done to find very early breast cancer, which cannot yet be felt during a breast exam. Finding early breast cancer offers the best chance of survival. The Canadian Cancer Society recommends regular screening every two years for women aged 50 to 69. Women aged 40 to 49 should talk to their doctor about the benefits and risks of mammography screening. Women 70 and over should discuss with their doctor how often they should have a mammogram. Patients can ask their doctor for a referral to the mammography unit of their choice.

The digital images captured at

KDH are transmitted to the Queen'sway Carleton Hospital (QCH) in Ottawa via a Picture Archiving and Communication System (PACS). Radiologists at QCH then read the mammograms and send a report to the ordering doctor in approximately one week. For a small number of patients (fewer than 5%), more pictures

will be required. Further imaging, such as spot view or breast ultrasound, will be performed at QCH. For most patients, further pictures will rule

out breast cancer.

One in nine women is expected to develop breast cancer during her lifetime and one in 29 will die of it. There is a myth that only women with a family history of breast cancer are at risk. The Medical Radiation Technologists at KDH emphasize that approximately 85% of breast cancers occur in women who have no family history of the disease. Encouragingly, breast cancer death rates have been declining in every age group since the mid 1980s.

The total cost of the new mammography suite at KDH was \$750,000. The KDH Foundation made the commitment to raise this amount. Donations, grants and pledges to date total nearly \$475,000; fundraising activities are continuing to raise the remaining \$275,000 in our caring community.

Located within KDH's new diagnostic imaging department is the hospital's Bone Mineral Density (BMD) scanner. KDH has had the capacity to conduct this screening since 2007, and is accredited with the Ontario Association of Radiologists' Bone Mineral Densitometry accreditation program.

A bone mineral density test measures how much calcium and other types of minerals are present in a section of a patient's bone. Health care providers use this test, along with other risk factors, to predict the patient's risk of bone fractures in the future

and to detect osteoporosis, the thinning of bone tissue and loss of bone density over time. A broken bone may be a warning sign of osteoporosis, and in fact could be the first and only sign. Osteoporosis affects more than two million Canadians aged 50 and over. If a patient is diagnosed with osteoporosis, there is a variety of different medications that can be prescribed to prevent further thinning of the bone tissue.

BMD testing is recommended for women over the age of 65 and men over 70. BMD is also indicated for women under 65 and men aged 50 to 70 who have some of the following risk factors: bone fracture caused by normal activities; chronic rheumatoid arthritis, kidney disease, or eating disorders; early menopause; history of hormone treatment for prostate cancer or breast cancer; significant loss of height; smoking; family history of osteoporosis; use of corticosteroid medications every day for more than three months; and three or more drinks of alcohol per day.

Women aged 50-74 can now book a mammogram directly at KDH without physician referral. Book now: (613) 258-6133 x 400 **EARLY DETECTION SAVES LIVES.**



Left to right: Karen Finner, Shelley Botton, Cathy Watson, Melissa Graham, Catherine VanVliet.

## KAREN'S STORY

*One of KDH's Medical Radiation Technologists is Karen Finner. On her first day of work at KDH 14 years ago, she discovered a lump in her breast. Three years of surgery, chemotherapy and drug treatment followed. Today she is a proponent of mammograms for early detection. This is her story.*

*In the late summer of 1999, at the age of 25, I started my career as a Medical Radiation Technologist in the Diagnostic Imaging Department of Kemptville District Hospital (KDH). I had just become engaged and although my fiancé and I were living in separate parts of the province, a plan had come together to make Kemptville home. Everything seemed to be falling into place nicely.*

*That was all about to change. After a chance reading of an article on a plane about a young woman from Cornwall with breast cancer, I found a lump in my breast with characteristic malignant skin changes. Shortly after that, I saw a doctor in Kemptville. It was my first week of work at KDH.*

*After an ultrasound-guided needle biopsy gave us the bad news, I started a program of surgeries, chemotherapy and tamoxifen therapy that would last for three years. Luckily the cancer hadn't spread. Tamoxifen can put you into menopause, which at the age of 25 was unthinkable. Again, we were lucky: that didn't happen.*

*A dozen years later, I still live in Kemptville and things turned out the way we wanted after all. The cancer diagnosis was just one of life's little detours. Chris and I got married less than a year after my diagnosis and my hair grew back just in time for the wedding. I still have my job at Kemptville Hospital, and I am so lucky to now have two great kids and a supportive husband.*

*I am grateful to all my colleagues and to my friends and family who went through this with me. I would also like to thank the many great people I have met working with cancer patients. And thanks to all of you who have fundraised and walked and shaved your heads and stayed up all night to raise money for cancer research! I am so lucky to have all of you!*

*I am fortunate to be able to give back by working in breast cancer screening, doing mammograms at Kemptville Hospital. If you are considering donating money to breast cancer, please consider donating to the Kemptville Hospital MamCam campaign. Breast cancer will always be around in our lifetime, but detecting it early before it has a chance to spread, like I did, can make it just a detour on your journey.*

*If you need a mammogram, call your doctor today and get a referral. Even if you think you are too young, do a breast exam, and see your doctor if you find a lump. I did, and as a result I am here today, to share my story with you.*

- Karen Finner

To make a donation to the hospital's MamCam campaign, please contact the KDH Foundation at (613) 258-6133 x157 or go to [www.kdh.on.ca](http://www.kdh.on.ca) and use the **Donate Now** button.

## KDH Satellite Rideau Valley Health Centre in Barrhaven Opened in November 2011

The Rideau Valley Health Centre (RVHC) officially opened on Friday, November 18th, 2011 at 1221 Greenbank Road in Barrhaven. Sponsored by Kemptville Hospital, the RVHC meets a pressing need in the Ottawa South, Barrhaven and Manotick communities for family physicians.

The impressive new Health Centre was designed to house a large practice of 12 to 15 family physicians and is the first phase of a state-of-the-art 15,000 square foot healthcare complex that includes an Urgent Care Centre, onsite diagnostic imaging (x-ray and ultrasound), a pharmacy, and capacity for an array of family health services.

Dr. Robert Rowan was the first family physician to make the decision to relocate to the RVHC. He is very happy to be improving the health of the local community in this new multi-service facility. He commented, "My excitement level is running high. It seems like I have been waiting for such a wonderful opportunity and facility for a long time. We have some great physicians who will be starting here in a phased-in process, and look forward to recruiting many more physicians interested in pro-

viding state-of-the-art medicine in a state-of-the-art facility."

The Rideau Valley Health Services (RVHS) Urgent Care Centre will be opening soon. With the ability to triage patients and the presence of onsite diagnostics, the RVHS Urgent Care Centre will be capable of doing approximately 80% of what a hospital emergency room (ER) can do. It will cast broken bones, treat dislocated shoulders, cuts, sprains, headaches, bronchitis, infections, and minor trauma –the maladies that clog hospital ERs.

About 75% of visitors to a hospital ER could be treated at an urgent care centre. Cost effective to operate, urgent care centres offer quick and efficient one-stop service, taking the pressure off crowded ERs. For patients, this translates to a normal wait time of under an hour, rather than several hours. RVHS' nine urgent care examining rooms will make it possible for 200 patients to be seen per day.

Specialist clinics will also be available at the RVHS complex, saving patients a trip to a hospital, where they are normally located, and also cutting down on traffic at area hospitals. The RVHS facility is already home to the



Cutting the ribbon at the Grand Opening of the new Rideau Valley Health Centre in Barrhaven, left to right: Colin Goodfellow, Kemptville District Hospital CEO, Ottawa Councillor Jan Harder, Jean-Jacques Rousseau, KDH Board of Directors Chair.

Ottawa South Diabetes Education and Support Program, a multidisciplinary team that includes a Registered Dietitian and a Registered Nurse dedicated to improving the quality of life of clients living with and at risk for Type 2 diabetes. The group offers diabetes and pre-diabetes education and counseling; group programs start every month.

The vision of the RVHS holistic healthcare facility grew out of increased demand on the emergency department of Kemptville Hospital and an obvious need in the outlying communities for family physicians. KDH administration tackled the problem with some out-of-the-box thinking, developing an innovative funding model that saw the hospital going to the bank, rather than the Province, for the funds necessary to build this facility. The hospital used its financial leverage to secure a loan for a new for-profit corporation that it set

up. The new facility is owned and operated by the private corporation, which leases space from a developer, and sub-leases it to the family physicians, pharmacy and other service providers. The RVHC family physicians are paid by OHIP and, like doctors with their own practices, they pay for the overhead of the space in which they practice.

The new health centre has a board of directors made up of local business people from Barrhaven. Its sole shareholder is a trust that will reinvest any profits from the for-profit corporation into health-related charities. The end result is a multi-service family healthcare facility that pays for itself and cost taxpayers nothing.

Dr. Patricia Peticca, a general internist with specialization in diabetes and endocrinology issues, will be joining the Rideau Valley Health Centre Team in mid-July 2012.

Residents of Ottawa South, Barrhaven and Manotick interested in registering for a family physician may call RVHC reception at (613) 258-8710. The Diabetes Education and Support Program may be reached directly by calling (613) 258-8714. The Pharmacy is open for business Monday through Friday, 8:30am to 5:00pm. The Urgent Care Clinic is expected to open in the fall of 2012. For more information, visit [www.rvhc.ca](http://www.rvhc.ca).



Rideau Valley Health Centre, 1221 Greenbank Road, Ottawa.



An examining room at the beautiful new facility.

# Kemptville Hospital launches then expands Total Joint Replacement surgical program

## Reducing wait times for hip and knee replacement patients throughout the region

In October of 2011, KDH became one of a handful of small hospitals in North America performing total joint replacement orthopaedic surgery. The entire organization had worked together to bring the program to launch in six short months. In the process, Kemptville Hospital had been transformed.

Moving to total joint replacements meant not only a new orthopedic operating room (included four years ago in the design for KDH's 2010 expansion), but also 12 new beds for inpatients requiring postoperative care, the hiring and training of nurses, and purchase of new state-of-the-art surgical and sterilization equipment. The speed of the transformation was astounding. Catherine Van Vliet, Director of Patient Services and Integration, explained: "All staff, from admitting to x-ray, had to be aligned and focused to achieve

this progressive transformation."

KDH's new Total Joint Replacement program is an innovative partnership between this small rural hospital and one of the largest teaching hospitals in Canada: The Ottawa Hospital (TOH). The partnership sees a roster of surgeons from both hospitals performing joint replacement procedures in Kemptville Hospital's state-of-the-art operating facilities, reducing wait times for patients throughout the region and cutting down on overcrowding in The Ottawa Hospital.

The program began with knee replacements; hip replacements were added in April, 2012. This expansion of the total joint replacement program meant the hiring of Occupational Therapists as well as additional Physiotherapists.

Recipients of new joints at KDH have appreciated the patient-focused care; the hospital consistently ranks among the top

hospitals in Ontario for both patient and employee satisfaction. Jack Kitts, CEO of The Ottawa Hospital, remarked that for joint replacement recipients at KDH, "The quality of care that the patients are receiving is second to none, and the patient experience is really the ultimate experience."

For Kemptville area residents in need of a new knee or hip, the option of having orthopaedic surgery at KDH means care close to home, a goal of hospitals across the country. For joint replacement patients from Ottawa or further afield, having their surgery at KDH means the pain is gone now, rather than many months from now.

The concept of a partnership between a large urban teaching hospital and a small rural hospital began to take shape in the spring of 2011 between senior administrative and medical staff of both hospitals, particularly Colin Goodfellow, CEO of Kemp-



The Administrations of both hospitals. Left to right, Kent Woodhall (TOH Director, PeriOperative Programs), Colin Goodfellow (KDH CEO), Paula Doering (TOH VP, Clinical Programs), Catherine VanVliet (KDH Director, Patient Services), Jack Kitts (TOH CEO).

ville Hospital, and The Ottawa Hospital's Head of Orthopedic Surgery, Dr. Geoff Dervin, who had been performing outpatient orthopedic surgery at Kemptville Hospital since 2006. Fittingly, Dr. Dervin performed the first knee replacement surgery at KDH on October 17, 2011.

This innovative partnership is a creative use of wait-time fund-

describes the addition of the total joint replacement program as a milestone that "changes the profile of the organization and provides a new model for the contribution of small hospitals to the wellness of the population in a health system on the verge of restructuring and reform."

The collaboration between the two hospitals was welcomed by the local Local Health Integration Network (LHIN). "This successful partnership is an example of the out-of-the-box thinking our health system requires to continuously improve and meet the growing needs of our population," said Sari Kline, Lead for Emergency Departments and Wait Times at the Champlain LHIN.

Kemptville Hospital has a substantial capacity to perform joint replacement surgeries, and is not yet at capacity. KDH's own orthopaedic surgeon, Dr. Paul Shim, is accepting patients. People interested in having a knee or hip replacement performed at KDH or who are currently on a wait list but would like the procedure done sooner can have their family physicians fax their referral to the hospital at (613) 258-8643.



Knee replacement patient Lowell "Bubba" Smith (left) and KDH Physiotherapist Tanya Collins.

**"The quality of care that the patients are receiving is second to none, and the patient experience is really the ultimate experience."**

- Jack Kitts, CEO,  
The Ottawa Hospital

ing; in order to decompress its operating rooms and get through its waiting list more quickly, The Ottawa Hospital brings surgeons, patients and wait-time funding to Kemptville Hospital, which provides the operating rooms, nursing and allied health staff, and inpatient care.

KDH CEO Colin Goodfellow

# Meet KDH's Total Joint Replacement Team

*These are the orthopaedic surgeons who perform hip/knee replacements at Kemptville Hospital.*



Dr. Paul Beaulé



Dr. Geoffrey Dervin



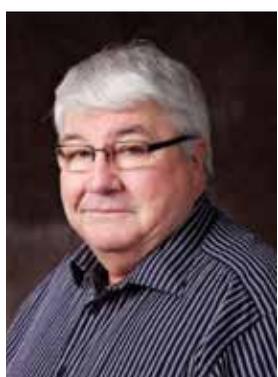
Dr. Robert Feibel



Dr. Wade Gofton



Dr. Paul Kim



Dr. Joseph O'Neil



Dr. Paul Shim



Dr. Peter Thurston

## OR Nurses



OR Nursing Team, left to right: Brittany Baldwin, RPN, Judy Scott, RN, Julie Summers, Team Leader, Annette Kavanagh, RN, Linda Morton, RPN, Cathy Watson, Manager Clinical Programs, Mandy Suffel, RPN, Tanya Deans, RN, Ann Massey, RN

## PACU Team



PACU (Post-Anaesthesia Care Unit) Nurses, left to right: Mary-Pat McKay, Pat O'Neil, Dayna Sands & Marilyn Kippen



PACU Nurse,  
Melanie Thibert,  
RN OR/Clinics



PACU Nurse,  
Elisabeth Wenner,  
Assistant OR/PACU

## MDRD Team



Medical Device Reprocessing Department (MDRD) Technicians from left to right: Lindsay Essar, Sharon McGuire, Debbie Thurler, Joanne Rheaume

## Kemptville Hospital creates video celebrating launch of new joint replacement services

In the same week that its 100th orthopaedic surgery patient received her new knee, Kemptville District Hospital released a video celebrating the launch of the total joint replacement program. To make the video, titled *"Kemptville Hospital: A Different Organization Now"*, a group of 20 staff, administrators, physicians and volunteers sat down to talk about their experiences in preparing for the new inpatient surgical program. The video celebrates the sense of joy and accomplishment that filled the hospital the day the first knee replacement surgeries were performed. It also speaks to the power available to an organization, and in fact to an entire system, when good people are happy to work together to build healthier communities. Kemptville Hospital staff recognized that as a small organization they had the potential to help solve a big problem, the problem of long wait times for this type of surgery. The video demonstrates how the people at Kemptville Hospital embraced the opportunity to be a different kind of small hospital, and how it felt to be engaged in meeting a system-wide challenge.

More than 100 staff and friends of Kemptville Hospital gathered for the live release of the video at a celebration of the new surgical program, held at the hospital on March 7, 2012. The 26-minute extended version was screened for staff; the hospital also created an 8-minute highlights version and a 2-minute preview. All three are available on the KDH Youtube channel, <http://www.youtube.com/user/KemptvilleHospital>



At the TJR Celebration, left to right: KDH CEO Colin Goodfellow, Dawn Rodger, Executive Director of Beth Donovan Hospice, Kim Peterson, Vice-President, Client Services at the Champlain CCAC.



At the TJR Celebration, left to right: Cathy Watson, KDH Manager Clinical Programs, Joe Buckle, KDH Senior Director of Operations, and Jean-Jacques Rousseau, Chair of the KDH Board of Directors – all of whom appeared in the video.

# FOUNDATION NEWS

## Great-West Life and London Life Make \$50,000 Donation to Mammography Campaign

Great-West Life and London Life made a \$50,000 donation to the Mammography Campaign at Kemptville District Hospital in the fall of 2011. London Life representative Brad Powe presented a cheque to Kemptville District Hospital Foundation Board Chair Dermid O'Farrell, then Foundation Executive Director Melissa Graham, and Kemptville District Hospital CEO Colin Goodfellow, while expressing how pleased Great-West Life and London Life were to be making a contribution to the health of women and families in the community.

This generous donation through the organizations' 'Key to Giving' program is helping to make breast cancer screening available for women in Kemptville and the surrounding area. Great-West Life and its subsidiaries London Life and Canada Life are Imagine Canada Caring Companies. Through their support of hundreds of charitable, non-profit and community-based organizations across the country,



Left to right: Dermid O'Farrell, Melissa Graham, Brad Powe, Colin Goodfellow

they help address important issues – from the most localized of needs, to those that affect broader segments of the population, to major national initiatives.

"I am thrilled and honoured that Great-West Life and London Life have chosen to support the Mammography Campaign and life-saving breast cancer screening," said O'Farrell. "This donation will have a direct and measurable impact on the lives of so many women and families in our growing community."

"I am thrilled and honoured that Great-West Life and London Life have chosen to support the Mammography Campaign and life-saving breast cancer screening."

- Dermid O'Farrell,  
Kemptville District  
Hospital Foundation  
Board Chair



Left to right: Mary Boucher, Jolene Moore, Jamie Temple

Jamie Temple, Pharmacist/Owner and Jolene Moore, Campaign Manager, present a cheque for \$6,800 to Mary Boucher, Development Officer, KDH Foundation. This money was raised through the Shoppers Drug Mart 'Tree of Life' campaign together with a grant from their Foundation, raising the total Shoppers Drug Mart has donated to the Mammography Campaign at KDH over the last three years up to just over \$15,000.



Left to right: Debbie Wilson, Heather Branchard, Mary Boucher, Kelly Porteous, Catherine Van Vliet

Ladies from the 'Tourney for Tatas', a hockey tournament held by the Kemptville Ladies Hockey Club, present a cheque for \$5,000 to Mary Boucher, Development Officer at the KDH Foundation. This was the second annual Kemptville Ladies Hockey spring tournament held with proceeds benefiting the Mammography Campaign at Kemptville District Hospital.



Left to right: Melissa Graham, Ruth Garrett

Ruth Garrett, Royal Canadian Legion, Branch 212 presents a cheque for \$3,000 to Melissa Graham. This donation was directed to the general Equipment Fund.

## WAYS TO GIVE TO THE KDH FOUNDATION.....

- In Memory or in Honour of a loved one
- For a specific campaign or piece of equipment
- By participating in our Gala, Corporate Golf or Kemptville Walks events
- Online via the website: [www.kdh.on.ca](http://www.kdh.on.ca)
- As a faithful monthly donor who gives via pre-authorized debit or credit card
- By remembering the Foundation with a bequest in your will

To make a donation or to request further information please contact the Foundation Office at (613) 258-6133 x157 or go to [www.kdh.on.ca](http://www.kdh.on.ca) and use the Donate Now button.

# FOUNDATION NEWS

## Kemptville District Hospital Foundation welcomes new Executive Director

The Kemptville District Hospital (KDH) Foundation has a new Executive Director: Mr. John Bouza. One of the top fundraising professionals in Canada for decades, Bouza brings to the Foundation over 30 years' experience in all aspects of charitable fundraising.

Bouza has been involved in many successful fundraising programs including major campaigns for the Ottawa Civic Hospital, Ottawa Heart Institute and the Boys and Girls Club. He was the first person in Ottawa to earn the internationally recognized Certified Fund Raising Executive designation from the Association of Fundraising Professionals (AFP) and the recipient of the Outstanding Fundraising Executive Award from the AFP Ottawa Chapter in 1998.

The Board of Directors of the KDH Foundation is delighted with Bouza's appointment. Dermid O'Farrell, Chair of the Foundation's Board of Directors, elaborates: "We are so pleased that we're able to attract this kind of talent as we continue to raise funds for essential new equipment for the hospital. We are proud of our contribution to KDH's growth and transformation into Ontario's leading small hospital."

Kemptville was a perfect fit for Bouza as he and his wife Judy Dougherty, a talented artist, had recently moved from Ottawa to rural Osgoode Township to enjoy a different quality of life.

Members of the community had an opportunity to meet Bouza at the Foundation's Annual Spring Gala, held at the North Grenville Municipal Centre March 31, 2012.

With over 150 guests in attendance, the event raised \$41,000 for new medical equipment for the Hospital. Sponsors, auction donors, volunteers and generous attendees made it an evening to remember.

Proceeds from the Gala and other KDH Foundation events will make a difference to people in the community, providing equipment for the hospital's new operating rooms and emergency department, as well as replacing and updating implements and devices throughout the hospital, so that doctors, nurses and staff can care for the community with essential



Mr. John Bouza

new medical equipment. The money raised by the KDH Foundation is a critical source of funding for the equipment and capital needs of the hospital. It is the support of the community that makes it possible for KDH to offer compassionate, patient-focused, high quality care – close to home.

For more information or to make suggestions or comments about the Kemptville District Hospital Foundation please contact John Bouza, Executive Director, Box 2007, 2675 Concession Road, Kemptville, Ontario, K0G 1J0, 613.258.6133 x194, jbouza@kdh.on.ca.



Left to right: Jim McManaman, Mary Boucher, Dermid O'Farrell, John Brauneisen, Catherine Van Vliet, Allister Brown

The Knights of Columbus present a cheque for \$10,000 to the KDH Foundation at the 2012 Sweetheart Brunch. This was the first installment of a \$40,000 pledge. Present were Jim McManaman, Knight and KDHF Board member; Mary Boucher, Development Officer KDHF; Dermid O'Farrell, Knight and KDHF Board Chair; John Brauneisen, Knight; Catherine Van Vliet, Director Patient Services, KDH and Allister Brown, KDHF Board member.



Left to right: Mary Boucher, Melissa Graham, Maurice Lavictoire, Wayne Reddick, Ed Peer

Ed Peer, Peerfection Flooring and Wayne Reddick, Wayne's Autotek, together with Maurice Lavictoire present a cheque to Melissa Graham, then Foundation Executive Director and Mary Boucher, Development Officer. This cheque represents proceeds from the first Annual Family Fishing Derby. The second Annual Family Fishing Derby took place May 12, 2012 at Curry Park.



Left to right: Amanda Arsenault, Melissa Graham, Catherine Van Vliet, Jennifer Young Droeske

Nine & Dine is a popular ladies' golf tournament in support of the Mammography Fund. This sold-out tournament is organized by Amanda Arsenault, Coldwell Banker, and Jennifer Young Droeske, seen here presenting a cheque to Catherine Van Vliet and Melissa Graham.



TD Canada Trust raffled an autographed Wayne Gretzky jersey to raise \$5,000 for the Foundation's Equipment Fund.

**Pictured, left to right,** Kim Bologna, Kemptville Branch Manager, Dermid O'Farrell, KDH Foundation Chair, Emily Manolakas, TD Canada Trust District Vice President

# FOUNDATION NEWS

## Thank you to our Corporate Event Sponsors



## Kemptville Hospital's Dietary Department Receives Award

**K**emptville District Hospital is committed to a patient-focused approach to healthcare in every department, and recently the dietary unit was honored with an award for demonstrating that approach.

In January 2012, KDH's Food and Nutrition Services group was named Regional Unit of the Year by Morrison, the healthcare division of Compass Group Canada, the hospital's food service provider. The KDH unit

diets, consulting on sensitivities and allergies, and responding to patient preferences whenever possible.

Catherine VanVliet, KDH's Director of Patient Services and Integration, commended Corbett and her team for responding to rapid organizational change by "showing leadership, focus on quality service, and collegiality towards patients, staff, volunteers and visitors."

This is the second award for Corbett, a registered dietician originally from Westville, Nova Scotia; after only six months in her current position she was named Morrison's Regional Salaried Associate of the Year, an honor not usually bestowed on an employee with less than a year's service to the company.

Morrison District Manager Jane McPherson speaks of Corbett in glowing terms: "Andrea and her team have done amazing things. Andrea envisions what could be and makes it happen."

was chosen from healthcare organizations all over the region, which encompasses Quebec, Ontario and Manitoba.

The Dietary Department at KDH is led by Andrea Corbett, a leader committed to quality and patient satisfaction. Corbett and her staff of 12 part- and full-time associates provide food services to all inpatients and interim long term care patients, as well as supplying the KDH Auxiliary with healthy meals and snacks for their coffee bar, and providing catering within the hospital.

Since arriving at KDH two years ago, Corbett has undertaken a number of new initiatives: creation of a new menu, review of the interim long term care meal service, initiation of the partnership with the KDH Auxiliary for food service at the coffee bar, and revision of vending machine stock to offer nutritious meals and snacks. Corbett accommodates special

Although Corbett is a Morrison employee, she volunteers on a number of KDH committees, chairing both the Wound Care Committee and Environment Team, and participating in the inpatient quality team, long term care quality team, and budget council. "It's a reciprocal relationship," she explains. "If I'm part of a team, I'm going to be a contributing member."

Congratulations to Andrea and her team!



Several members of the Dietary team: (left to right): Cheryl Norris, Debra Holt, Andrea Corbett and Marg Thomson.

KDH Foundation presents

# CORPORATE GOLF

Wednesday,  
September 19, 2012  
eQuinelle Golf Course  
11 am Registration, Noon Tee-off

\$150 per player/\$600 per team  
Cost includes 18 holes golf, cart & dinner

The KDH Foundation presents

# KEMPTVILLE WALKS for Mammography

Saturday,  
October 13, 2012

10K & 30K Walks

For Information & Registration  
[www.kemptvillewalks.dojiggy.com](http://www.kemptvillewalks.dojiggy.com)

Funds to support  
KDH Mammography Suite

For information on all Foundation events, please contact Mary Boucher at 613-258-6133 x 157 or [mboucher@kdh.on.ca](mailto:mboucher@kdh.on.ca)

## Auxiliary volunteers at work



The KDH Gift Shop and Coffee Bar is located on the lower level in the new wing of the hospital, near the main entrance and the ER. It is open each weekday from 9 am to 6 pm. The coffee bar offers soups, sandwiches, wraps, fresh fruit, muffins, yogurt and salads, as well as coffee and other beverages. The gift shop carries a variety of giftware, including jewelry, books, dishes, ornaments, purses, scarves, cards and hand-knitted items. Many shoppers make the hospital gift shop one of their regular sources for gifts for Christmas, birthdays and other special events – or stop by to give themselves a special treat.



Auxiliary Volunteer  
Joan Gummerson



Auxiliary Volunteer Marilyn Seymour

## Auxiliary makes invaluable contribution to KDH

In March 2012, the KDH Auxiliary presented Kemptville Hospital with a cheque for \$50,000. The money will be used to buy a heart monitor, a defibrillator and a blanket warmer for an operating room in the hospital.

The Auxiliary plays a crucial dual role in support of KDH: both fundraising for essential medical equipment, and providing volunteers for every area of the hospital.

Last year the 200-plus members of the KDH Auxiliary – men and women – gave a total of 11,500 volunteer hours to their community hospital. And as of March 2012, the Auxiliary had contributed more than \$879,000 to the hospital since their founding in 1959. In addition, the Auxiliary has pledged \$100,000 over four years to the KDH Foundation's Mammography Fund and has so far contributed \$63,000.

Auxiliary volunteers can be found throughout KDH, helping with different tasks, depending on the area of the hospital they choose.

At the welcome desks, located inside the new main entrance and in the ER waiting room, they help patients and visitors find their way in the hospital.

In the operating room wing there are three new state-of-the-art operating rooms with areas for pre- and post-operative care; volunteers here greet patients, offer them refreshment in recovery, and help out with tasks like making up stretchers or replenishing linen carts.

On the interim long term care

unit, Auxiliary volunteers assist with outings, games, crafts, music, pet therapy, birthday parties and more. Volunteers here may also assist with pastoral care; after receiving training, they work with local clergy to attend to the spiritual and emotional needs of patients and their families.

The coffee bar/gift shop opened in October, 2010 and has become very popular with both visitors and hospital staff. The coffee bar offers coffees, teas, and a variety of healthy lunch and snack items. The gift shop features a variety of gifts including hand-knitting and teddy bears.

**“Our hospital could not function without the ongoing vigorous support of the Auxiliary. And their presence in the building reaffirms for us every day that healthcare is a profoundly community based social mission.”**

- Colin Goodfellow, CEO

benefit of KDH patients, primarily through the purchase of essential medical equipment for patient care.

The Auxiliary's major fundraiser is “Hey Day”, a giant garage sale held the second weekend in June. This event has always received tremendous support from the community. This year's Hey Day, held June 8 and 9, was the 52nd Hey Day for the benefit of Kemptville Hospital and the most successful yet! Another annual fundraiser is a quilt raffle held by the Acton's Corners section of the KDH Auxiliary.

In addition to their planned activities, the KDH Auxiliary steps



In January 2010, the KDH Auxiliary committed to raising \$100,000 toward the \$750,000 cost of the mammography suite at KDH. The Auxiliary has now raised nearly two-thirds of this pledge – over \$20,000 through contributions from members and supporters, and \$42,000 raised by the Auxiliary's walker team in two 60-kilometre fundraising walks. Auxiliary President Bev Carson delivered the most recent mammography donation of \$8,000 to KDH CEO Colin Goodfellow in December, 2011.

in where they perceive a need; for example they recently purchased an e-reader for an elderly patient who loves to read and was having difficulty holding up a book. The Auxiliary also had raised garden beds installed in the hospital courtyard to provide patients with an opportunity for gardening.

KDH's CEO Colin Goodfellow recently expressed his appreciation of the Auxiliary's efforts: “Our hospital could not function without the ongoing vigorous support of the Auxiliary. And their presence in the building reaffirms for us every day that healthcare is a profoundly community based social mission.”

New volunteers are always needed. Typically volunteers work for two to four hours at a time; their duties and schedules are worked out to be mutually agreeable. For more information, email [auxiliary@kdh.on.ca](mailto:auxiliary@kdh.on.ca), or call one of the Volunteer Coordinators: Catherine Brunton, (613) 258-5111, or Louise Tallman, (613) 258-2034.

# KDH Expands Education and Support Programs to Help Combat the Global Epidemic of Diabetes

With an emphasis on prevention, Kemptville District Hospital (KDH) has committed staff and resources to help tackle the global epidemic of diabetes: teams at both KDH and its satellite Rideau Valley Health Services in Barrhaven are offering a variety of programs to provide education and support to people living with diabetes and pre-diabetes.

Today, more than 9 million Canadians live with diabetes or pre-diabetes. By 2020 almost 10 percent of Canadians will have diabetes and the disease will cost our healthcare system a staggering \$16.9 billion per year.

Approximately 10 percent of people with diabetes have Type 1 diabetes, a non-preventable disease of unknown cause; the remaining 90 percent have Type 2 diabetes, a disease that can often be prevented or delayed through increased physical activity, healthy eating and weight loss.

The number of Canadians with Type 2 diabetes is increasing dramatically; as many as 1 million Canadians are currently living with undiagnosed Type 2 diabetes. If left untreated or improperly managed, diabetes can result in a variety of complications including heart disease,

kidney disease, eye disease, impotence, and nerve damage. Prevention and early diagnosis are key to managing this healthcare crisis. Kemptville Hospital knows it starts with education.

## Kemptville District Hospital Diabetes Clinic

KDH provides diabetes services in the Kemptville area through a Diabetes Clinic run by a multidisciplinary team, which includes Heather Kamenz, a registered nurse, Julia Hicks, a registered dietitian, the hospital's pharmacist, Mary Whyte, and chiroprapist

Melanie Atkinson. The goal of the Clinic is to provide individuals with the tools they need to manage their diabetes.

The KDH Diabetes Clinic offers several programs for adults diagnosed with diabetes or pre-diabetes. The programs provide in-depth education on diabetes management and treatment, as well as group sessions and/or individual counseling with the nurse and dietitian. Since diabetes is a progressive disease, it is important that it be managed well from the beginning or it can become increasingly difficult to control. The good news is that education makes a differ-

ence: the more education people receive about diabetes, the more success they have in managing the disease.

The KDH team recently held an offsite diabetes education session at a local retirement home for people unable to conveniently get to the hospital to take part in a program, and is now looking into options for taking the program to other area nursing homes. Dietitian Julia Hicks also leads group excursions to a local grocery store, to provide education about how to interpret food labels and make healthier choices for managing diabetes.

Kamenz explains that there are many signs and symptoms of Type 2 diabetes, including unusual thirst, frequent urination, weight change (gain or loss), extreme fatigue, blurred vision, cuts and bruises that are slow to heal, and tingling or numbness in the hands or feet. People experiencing any of these symptoms should contact their healthcare provider right away. However, as Hicks points out, some people with Type 2 diabetes are asymptomatic. This is why it's important to be tested. The Canadian Diabetes Association recommends screening for diabetes for everyone once they reach age 40 and every three years after that.

Patients can book their own appointments at the free KDH Diabetes clinic, or have their doctors make referrals. To book an appointment, call (613) 258-6133, extension 155; or for more information, choose extension 216 for

Heather Kamenz, or 216 for Julia Hicks.

## Rideau Valley Health Services Diabetes Team

Located within the Rideau Valley Health Centre in Barrhaven, the Ottawa South Diabetes Education Program and Support Team offers diabetes education to residents of Barrhaven, Manotick, and Ottawa South. The multidisciplinary team includes registered nurse Kelly Rody and registered dietitian Alia Khudhair-Gilmer.

Dedicated to improving the quality of life of clients living with Type 2 diabetes and those at risk of developing Type 2 diabetes, the Team offers diabetes and pre-diabetes education in individual and group settings, as well as individual counseling with both the nurse and dietitian. New group programs start every month and are offered during the day and/or evening. Spouses are encouraged to attend sessions, especially if the spouse prepares most of the meals in the family. Khudhair-Gilmer notes that the group sessions are really helpful, with clients sharing suggestions for coping with their diabetes, from good walking paths to recipes.

Both Rody and Khudhair-Gilmer have noticed that clients are being diagnosed at a younger age these days. They have clients in their 30s, where in the past the onset of Type 2 diabetes tended

to occur in a patient's 40s or later.

In April 2012, the Eastern Ontario office of the Canadian Diabetes Association presented the Ottawa South Diabetes Education Program with a Certificate of Appreciation. The award acknowledges the Ottawa South Diabetes Education Program's commitment to supporting the Eastern Ontario office of the Canadian Diabetes Association in delivering their programs in the community.

A physician referral is not necessary to benefit from the free services provided by the Ottawa South Diabetes Education Program and Support Team; to book an appointment or for more information call (613)258-8714, or email [diabetes@rvhs.ca](mailto:diabetes@rvhs.ca). The Rideau Valley Health Centre is located at 1221 Greenbank Road, Ottawa, [www.rvhc.ca](http://www.rvhc.ca).

For more information about diabetes, visit the Canadian Diabetes Association website, [www.diabetes.ca](http://www.diabetes.ca).

“The number of Canadians with Type 2 diabetes is increasing dramatically; as many as 1 million Canadians are currently living with undiagnosed Type 2 diabetes”

### LIVING WELL WITH DIABETES (RVHC)

Day Program A:  
1-3pm July 10, 17 & 24

Day Program B:  
9-11am Sept. 11, 18 & 25

Evening Program: 6:30-8:30pm  
Sept. 19 & 26 & Oct. 3

Day Program C: 1-3pm Oct 17,  
24 & 31

### UPCOMING EVENTS AT THE KDH DIABETES CLINIC:

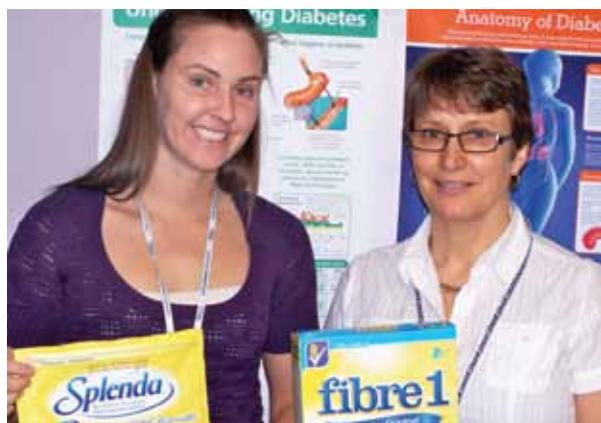
June 21 (10:00am - 12:00pm)  
Free Special Topics:  
Grocery Store  
Tour at Jonsson's  
Independent Grocer

July 4 and 5 (8:00am - 3:00pm) 2  
Day Diabetes Education Program

August 1 and 2 (8:00am -  
3:00pm) 2 Day Diabetes  
Education Program

September 6, 13, 20, & 27 (6:00-  
9:00pm) 4 Evening Diabetes  
Education Program

October 3 and 4  
(8:00am - 3:00pm)  
2 Day Diabetes Education  
Program



Registered Dietitian Julia Hicks (L) and Registered Nurse Heather Kamenz (R)



Registered Dietitian Alia Khudhair-Gilmer



Registered Nurse Kelly Rody

## KDH Board of Directors Receives Award from the United Counties of Leeds and Grenville

On June 14, the United Counties of Leeds and Grenville presented the Bill Thake Economic Development Leadership Award to Jean-Jacques Rousseau, Chair of the Kemptville Hospital Board of Directors. The award is presented annually to a volunteer who has shown outstanding commitment and leadership toward the growth and vitality of the Leeds Grenville economy. Jean-Jacques accepted the award on behalf of the entire Kemptville Hospital Board of Directors. The Board was recognized for providing leadership during the multimillion-dollar expansion of the hospital, the launch of the Total Joint Replacement orthopaedic surgery program, and the move of Beth Donovan Hospice to the hospital campus.

Pictured, left to right: Dermid O'Farrell, Chair of the KDH Foundation Board, Lis Angus, Vice Chair of the KDH Board, Jean-Jacques, and Steve Clark, MPP for Leeds Grenville.



## Kemptville District Hospital looks to the future with its new Strategic Plan

The Kemptville District Hospital (KDH) Board of Directors has reviewed the hospital's Mission, Vision and Values and approved a new Strategic Plan that will guide KDH in its decision-making processes for the next three years.

This plan is a continuation along the path the hospital set in its last strategic plan – the advancement of its *building healthier communities* mission through building an integrated health system.

The development of the new Strategic Plan was a process of listening and learning. It was about asking questions: What are the health system priorities in the next three years? What do our healthcare partners need from us? What do our physicians need? What should drive our decisions and where should we go in the next three years?

KDH, aligning itself with provincial priorities and driven by the health needs of its population, financial reality and growth, as well as opportunity, has identified three key directions for the next three years:

1. Integrate and support primary and population based health and wellness in the community.
2. Leverage the public investment in KDH to grow non-OHIP revenue to expand services.
3. Further KDH's primary role as a health hub.

### 1. *Integrate and support primary and population based health and wellness in the community.*

KDH has an important role to play in helping patients to better access and navigate the system. KDH has already demonstrated that it can serve the immediate health needs of emergency care, improve access to community based General Practitioner care, and contribute to regional health services such as joint replacements. The hospital is also a provider of primary care and health education and chronic disease programming, such as Diabetes and Chronic Obstructive Pulmonary Disease (COPD). The next step

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**Five years ago, KDH started down a path with the conviction that H is not for hospital, but for healthier communities; today it is transformed, thriving, and defining a new future.**

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in this evolution is to support

primary healthcare and population-based services directly or through in-home or in-community partners.

### 2. *Leverage public investment to expand services.*

KDH, while maintaining all services and service levels currently funded by the Ministry of Health and Long-Term Care (MOHLTC), looks to strengthen the hospital's financial position through non-MOHLTC revenues and expand the total KDH service envelope. KDH has been comfortable with venturing beyond provincial dependency with the creation of the Kemptville Health Centre and the sponsorship of the Rideau Valley Health Services Centre in Barrhaven. In these financially challenging times in Ontario and in health care, the hospital remains committed to growth and to leveraging the public investment in its physical and human resources to look for non-OHIP revenue streams to expand services.

### 3. *Further KDH's primary role as a health hub.*

KDH is a leading small hospital and the key enabler of health services in South Ottawa/North Grenville. These twin roles are its core priority and the hospital is committed to maintaining a consistently high level of performance as a provider and as a partner. KDH has moved beyond its traditional role as a hospital site to become a health services enabler. With the addition of a long-term care ward, disease management programs, hub partnerships with the Community Care Access Centre and local hospice, a proposal to build 80 units of supportive housing on the Kemptville complex and the building of an 18,500 square foot health service hub in the north end of our service area, KDH has demonstrated its commitment to its role as a health hub. Under the new Strategic Plan, KDH will look to maintain or exceed its current levels of superior performance and add at least one new health or community service to the KDH health services campus.

In an era when the traditional role of small hospitals – as acute care facilities – is in decline, KDH envisioned a future as a broader outreach organization. Five years ago, KDH started down a path with the conviction that H is not for hospital, but for healthier communities; today it is transformed, thriving, and defining a new future.

Tell us what you think! Contact Lana LeClair, Manager Corporate Affairs & Organizational Development, by mail or email, [lleclair@kdh.on.ca](mailto:lleclair@kdh.on.ca).



# KDH Rehab Team PROFILE

The launch of the total joint replacement program at KDH created growth in the hospital's Rehab Department. Additional Physiotherapists and Physiotherapy Assistants were hired in the fall of 2011 to provide necessary physiotherapy to knee replacement patients during their hospital stay. Then with the addition of hip replacements to the surgical program in the spring of 2012, the Rehab Team welcomed an additional Physiotherapist and an Occupational Therapist.

## What is Physiotherapy?

Physiotherapy is a healthcare profession that assists people to restore, maintain and maximize their strength, function, movement, and overall wellbeing. Benefits of physiotherapy include decreased pain, improved joint mobility, increased strength and coordination and improved cardiorespiratory function. Physiotherapy is helpful not only to patients recovering from surgery or an injury but also to those living with a chronic illness.

## What is Occupational Therapy?

Occupational therapy is a profession concerned with promoting health and wellbeing through engagement in occupation. Occupational therapy helps people to participate in a desired activity they are having difficulty with. By seeing an occupational therapist, people develop the skills to participate more fully in the life they choose, or to prevent a disruption in their day-to-day living, following surgery, for example. Occupational therapy can help people overcome and/or develop strategies to cope with mobility and seating problems, severe or chronic pain, fatigue caused by a chronic illness, memory loss, etc.

## Physiotherapy and Occupational Therapy at KDH

The Rehab Team at KDH sees joint replacement patients a few weeks prior to their surgery, during their short hospital stay, and on a weekly basis for the first few weeks after they've been discharged from the hospital.

The "pre-hab" class held for both hip and knee replacement patients before their surgery ensures that patients will be prepared and at ease in dealing with their physical limitations in the days and weeks following their operation. The patients hear from a physiotherapist, a pharmacist and a representative of the Community Care Access Centre (CCAC). They learn what to expect, how they will manage, and the exercises they will need to do.

The pre-hab class for hip replacement patients has an occupational therapy component. The occupational therapist provides education on self-care after surgery, such as putting on socks or shoes, getting in and out of the bath tub, etc. The occupational therapist will suggest that patients get certain devices and practice using them, such as reachers, sock aids, long-handled shoehorns, a raised toilet seat, and a shower chair or bench.

The day after their surgery, hip and knee replacement patients at KDH are helped out of bed by their physiotherapists and physiotherapy assistants, and begin the exercises they will continue for at least six weeks. The physiotherapists and physiotherapy assistants see the patients twice a day for regular exercise and a walking program until they are discharged home. The physiotherapist ensures the patients are independent and safe with their functional mobility prior to discharge. Two days after surgery, most joint replacement patients at KDH are ready to be discharged.

Joint replacement patients also return to KDH for outpatient physiotherapy after discharge from the hospital, unless there is a physiotherapy clinic more convenient to their situation. Joint replacement patients will need physiotherapy generally twice a week for four to six weeks.

As they did before the launch of the total joint replacement program, physiotherapists at KDH also assist other inpatients in the Medical/Surgical unit as required. A regular physiotherapy event at KDH is a weekly exercise class for Parkinson's patients.

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**Benefits of  
physiotherapy include  
decreased pain,  
improved joint mobility,  
increased strength  
and coordination  
and improved  
cardiorespiratory  
function.**

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## The Team

**Meg O'Brien** is a full-time Physiotherapist at KDH. Originally from Buchans in central Newfoundland, she earned her Bachelor's of Science degree in Physiotherapy at Queen's, and her Master's in Rehabilitation Science at UBC. She came to KDH in September 2011 after five years at the Queensway Carleton Hospital in Ottawa, where she worked extensively with total joint replacement patients. Coming from a rural area, she has a soft spot for small towns and small town hospitals, she says. Meg appreciates the opportunity to work as part of a multidisciplinary team at KDH, and was very happy to be able to help develop the pre-hab and post-hab programs at KDH. She also valued the opportunity to help build the Rehab Team as it has grown through the total joint replacement program; "It's a team I'm really proud of," she says.

**Cara Berends** is a part-time Physiotherapist at KDH. She graduated in 2004 from St Francis Xavier University with a Bachelor's of Science in Human Kinetics, and in 2006 from the University of Western Ontario with a Master's of Physical Therapy. She worked in Calgary at the Foothills Hospital for four years before moving back home to the Kemptville area. Cara says she likes working at KDH because of the friendly staff and great teamwork. She adds, "I was born at KDH and it's great to be back!"

**Tanya Collins** is a part-time Physiotherapist at KDH. She joined the team in March 2012 to support the expanded joint replacement program. Originally from Ottawa, Tanya studied at the Universities of Toronto and Guelph, earning a Master's degree in Physiotherapy. Now living in Kemptville, Tanya is happy to be working in her own community and enjoys being part of the KDH team. "KDH is such a unique place," she says, "to have partnered with a much larger teaching hospital to provide care in keeping with where we are." In addition she believes KDH has provided a great model for the province. She hopes other small hospitals will follow KDH's lead and start "thinking outside the box."

**Patricia Creighton** is a part-time Occupational Therapist at KDH. She joined the Rehab team in March 2012 to work with hip replacement patients. She teaches the pre-hab class for hip replacement patients, and also works with them the day after their surgery. Patricia also provides Occupational Therapy for patients on the Medical/Surgical ward. From Carleton Place, Patricia has a Master's degree in Occupational Therapy from the University of Western Ontario. She is really enjoying being part of the KDH Rehab Team.

**Laurie Laporte-Piticco** is a part-time Physiotherapy Assistant at KDH. She has been at the hospital since November 2004, working with both outpatients and inpatients. Since 2005 she has also been the activity coordinator for the interim long-term care unit, planning activities and trips, as well as helping patients with restorative care during their time on the unit. Now with the advent of the total joint replacement program she works with joint replacement patients in addition to her other

## HEALTH MATTERS

KEMPTVILLE DISTRICT HOSPITAL

responsibilities. Laurie did her training in Ottawa at Career Canada College and lives in South Mountain. This is a second career for Laurie, who was previously a fulltime musician in an award-winning country band called 'South Mountain' and is now one-half of a musical duo called 'Leftoversz'.

**Jason Lemieux** is a part-time Physiotherapy Assistant at KDH. He started in October 2011 with the launch of the total joint replacement program. Originally from Orleans, Jason did his studies at Everest College in Ottawa and now lives in Kemptville, 10 km away from the hospital – the perfect distance to cycle to work. Jason is really enjoying working with both knee and hip replacement patients. Several patients have told him they thought they would have to wait a year for their surgery – having their joint replacement at KDH means a much shorter wait time and Jason is proud to be a part of that.

**Lindsay Smith** is a part-time Physiotherapy Assistant at KDH. She started at the end of October 2011, soon after the first knee replacement surgeries were performed. This is a second career for Lindsay, who worked as a Personal Support Worker for 11 years before enrolling at Everest College in Ottawa to become a Physiotherapy Assistant. Lindsay provides assistance to patients on the Medical/Surgical ward, as well as to joint replacement patients both in hospital and on an outpatient basis. She also helps lead the Rehab Department's Parkinson's class once a week. Lindsay is really enjoying working at KDH. "The nurses are amazing; we're part of a very good team," she says. Lindsay also happens to be a member of the Canadian National Women's Broomball Team and will be traveling to Japan in 2014 for an international competition.

Also on staff to provide additional coverage when required are a casual Physiotherapist, Lianne Davies, and a casual Occupational Therapist, Karen Dumoulin.



Left to right, Meg O'Brien, Tanya Collins, Lindsay Smith, Laurie Laporte-Piticco



Jason Lemieux and Patricia Creighton



Cara Berends

### News from the KDH Health Centre

## Introducing Dr. Neera Aggarwal



**T**he KDH Health Centre (located at 2671 Concession Road in the same parking lot as the Kemptville Hospital) is pleased to announce the addition of a new physician, Dr. Neera Aggarwal. She joined the Health Centre team in September 2011 and is currently accepting new patients. To register with Dr. Aggarwal, please contact the KDH Health Centre at

613-258-0100 or stop by the office to register and book your first appointment.

## Living with COPD

**C**OPD, chronic obstructive pulmonary disease, is a long-term lung disease often caused by smoking. COPD includes chronic bronchitis and emphysema. COPD slowly damages your airways, making it difficult to breathe. The main symptoms of COPD are a long-lasting cough, coughing up mucus, and being short of breath. Doctors diagnose COPD with a simple test called spirometry. When COPD is diagnosed early, it's easier to treat. If you don't catch it early,

it is more difficult to treat and you may have more symptoms and more lung damage.

Kemptville District Hospital offers a program called 'Living with COPD', a series of six one-hour sessions. The goal of the series is to give you practical information to help you help yourself. You will get a chance to have your questions answered and to talk to other people with COPD to learn how they are coping.

These free sessions cover exercise, medications, nutrition,

smoking, social aspects, and oxygen therapy. If you are unable to attend all six sessions, don't worry, each session covers a stand-alone topic.

The next COPD series at KDH will begin on Thursday, September 13, 2012, and continue every Thursday for six weeks. The sessions run from 10 to 11 am.

For more information about COPD, visit the Canadian Lung Association website, [www.lung.ca](http://www.lung.ca)

## Beth Donovan Hospice moves into new office space at Kemptville Hospital

As part of its focus on being an integrated health hub for the community, Kemptville Hospital has partnered with Beth Donovan Hospice to offer the palliative care provider new office space at the hospital.

On March 21, 2012, Beth Donovan Hospice moved into repurposed space in the hospital's former emergency room. The new office space is three times the size of the Hospice's former premises at 6 Asa Street in Kemptville.

This is a temporary move for the Hospice, as the organization looks forward to expanding its footprint as a tenant in larger quarters on the KDH campus; the end goal is a residential hospice facility offering hospice beds in addition to office space.

Beth Donovan Hospice is a charity committed to providing quality care to palliative individuals in their homes, while enhancing comfort, dignity, choice and quality of life. The Hospice supports clients for the duration of their illness, continuing on with the surviving family with bereavement support. The Hospice serves all members of the community who have a life limiting or terminal illness with no fee for any services.

The Hospice supports palliative clients in their homes with regular visits from caring volunteers, at the same time providing a respite to caregivers. The Hospice enhances this support with a free medical assistive equipment lending program, and by acting as a resource for pain and symptom management

through community partners. Spiritual support is provided by the Hospice Chaplain.

Beth Donovan Hospice also offers support to patients newly diagnosed with a life-threatening disease and to their families throughout surgery and/or treatment.

The work of the Beth Donovan Hospice is made possible by its volunteers, who are committed

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- Colin Goodfellow, CEO

to providing emotional support and companionship to clients and their families. Each of the Hospice’s 48 volunteers is fully screened and receives 30 hours of training before being matched with a client to provide in-home support.

A percentage of the Hospice’s funding requirements are provided by the provincial government, with the balance raised through private

and in memoriam donations, including those made at the organization’s four annual events: a Fall Extravaganza, a Bowl-A-Thon and Spaghetti Dinner, Hospice Walk, and Butterfly Campaign for Remembrance. Local service clubs – the Knights of Columbus and Masonic Lodge – provide ongoing support.

Dawn Rodger has served as Executive Director of the Beth Donovan Hospice since 2009. “We are proud and honored to be able to help the families who utilize our services,” she states, “and excited about the possibilities that are opening up through our partnership with Kemptville District Hospital.”

KDH CEO Colin Goodfellow is very pleased with the move: “The hospital’s mission is to build healthier communities and this partnership is part of that. The hospice organization is an exemplary partner and an essential part of an integrated health system.”

In order to bridge service gaps for palliative clients, a partnership has been developed between Beth Donovan Hospice, the Champlain Community

Care Access Centre (CCAC), and Kemptville Hospital. This partnership will work toward bringing additional professional hospice care to the residents of the area, including realizing the dream of a residential hospice.

For more information about the Beth Donovan Hospice call Dawn Rodger at (613) 258-9611 or visit the organization’s website: [www.bethdonovanhospice.ca](http://www.bethdonovanhospice.ca).



Beth Donovan Hospice Executive Director Dawn Rodger (left) and Kemptville Hospital CEO Colin Goodfellow. Photo courtesy of Ashley Kulp, EMC-Advance.



The Beth Donovan Hospice Team (left to right): Pastor Dan Massey, Dawn Rodger, Kristin Albert, Anne Langlois, Laura Smith and Lark Herbert. Photo courtesy of Ashley Kulp, EMC-Advance.

### WELCOME ABOARD!

The following people have joined the KDH team since the last issue of Health Matters in the spring of 2011.

- Paul Allan - Housekeeping Technician
- Brittany Baldwin - RPN-OR
- Cara Berends - Physiotherapist
- Katie Blanchard - Medical Radiation Technologist
- John Bouza - Executive Director-Foundation
- Brenda Bryan - Medical/Corporate Affairs Asst
- Tanya Collins - Physiotherapist
- Patricia Creighton - Occupational Therapist
- Karen Dawson - RN-OR
- Crystal Denny - Pharmacy Asst
- Kelcy DePooter - New Graduate Nurse-ER
- Karen Dumoulin - Occupational Therapist
- Kim Earl - Manager Human Resources
- Myriam Edwards - Patient Registrant/Switchboard Operator
- Paula Goddard - RN-Ortho/M&S
- Julia Hicks - Registered Dietitian - Diabetes
- Carol Hinch-Croteau - RN-M&S
- Christine Johnson - RN-PACU
- Bonnie Kammer - Executive Asst
- Debbie Kueller - Medical Transcriptionist
- Laurie Lafleur - RN-ER
- Jason Lemieux - Physiotherapy Asst
- Ann Massey - RN-OR
- Sharon McGuire - Medical Device Reprocessing Technician
- Jill Mercier - Housekeeping Technician
- Susan Miholics - HIM Professional
- Katelyn Miller - Housekeeping Technician
- Ramon Molina - Ultrasound Technologist
- Denise Neubauer - Foundation Asst
- Leigh Nicholls - Maintenance Asst
- Meg O'Brien - Physiotherapist
- Susan Palubeskie - RN-ER
- Stephanie Phillips - Staffing Clerk
- Stephanie Redmond - Staffing Clerk
- Natalie Reynolds - Housekeeping Technician
- Tammy Robertson - RN-ER
- Donna Sarrazin - RN-ER
- Lindsay Smith - Physiotherapy Asst
- Sheila Smith - RPN
- Spring Smith - RPN
- Peter Stanley - RN-ER
- Mandy Suffe - RPN-OR
- Joanne Taggart - RN-ER
- Emily VanGilst - Medical Radiation Technologist
- Heather Wells-Baker - Housekeeping Technician
- Elizabeth Wenner - OR/PACU Asst
- Leanne Widenmaier - PCA
- Sharron Wilson - Patient Registrant/Switchboard Operator
- Kaitlyn Yeldon - RPN