

# HEALTH MATTERS

'BUILDING HEALTHIER COMMUNITIES'



ON OUR COVER:  
KDH's Coordinator of Volunteers,  
Stephanie Redmond (centre), serves  
sandwiches to Betty Beach (left)  
and Sandra Kelly at the annual  
KDH Volunteer Appreciation Tea.  
See page 5.

**SUMMER 2014**





Colin Goodfellow,  
CEO Kemptville District Hospital

## Snapshot

In this issue of Health Matters the depth and breadth of community involvement at Kemptville District Hospital shines through. We are an organization committed to building healthier communities, and it is incredibly affirming how widely support for our mission is shared.

The cover photo of the thank you celebration for 11,000 annual hours of volunteer time given to the hospital and the \$1 million plus donated by the Auxiliary (see page 5) captures what we are all about. Or again the Foundation's pages (the centre section) show the great diversity of business and individual support for the hospital. Please read the letter from the Foundation's Board Chair, Hugh O'Neill.

He has an important message there for all of us.

Speaking of Boards, did you know Ontario is the only province that supports local hospital governance over centralized unaccountable bureaucracies as the way to lead hospitals? Our hospital has an outstanding community board; read the profiles of two of our members (page 7) to appreciate what excellence in community governance means.

All of these volunteers, from the Auxiliary to the Foundation, the donors and the Hospital Board, give their time, money and expertise for one reason: to help Kemptville District Hospital provide excellent health services. That is why we are here. Read the four stories on the back cover where KDH is celebrated as one of the best hospitals in Ontario time and time again. Read how (on pages 3 and 6) we continue to add programs to serve our community, and how (page 4) when we set our sights on ambitious goals we achieve them.

This deep community commitment and robust focus on patient services is who we are. To know that, you need read nothing more than the story of KDH's first nurse, Lois Latimer (page 5), who has devoted 30 years of her life to helping KDH build healthier communities.

### PATIENT LETTERS

Dear Mr. Goodfellow,

I wanted to take a moment to recognize some of your staff who recently helped me through a very difficult time.

I have a long and difficult medical history, and so I went into my colonoscopy and endoscopy procedures with a high degree of stress and anxiety. My past experiences have almost always involved medical staff who were void of caring or concern.

Joyce, the first nurse I met in your surgical day care unit, was sympathetic and tried to help calm me. The OR nurse, Judy, was kind enough to bring me tissues as I wept and she even sang to me in the OR before I was sedated. My specialist, Dr. Harry Dhaliwal, was very adept. Joy, the nurse I met in the recovery room, was also very nice.

Of greatest help was Julie (I believe she is a Team Leader) and my anaesthetist, Dr. Chris Kirby. You see, the best thing for me that day was having my husband nearby. Julie and Dr. Kirby allowed my husband to accompany me during my OR prep, and he was the first person I saw in recovery. I know that, generally, family members are not allowed to go beyond the waiting room. But sometimes there is no better medicine for fear than having someone you trust with you. I cannot express what having my husband by my side meant to me.

I should also add that Dr. Kirby is extremely compassionate and he walked me through every step. I was well sedated and I got through my procedure with no pain. His smile and his kindness will not be forgotten.

If your hospital has a recognition program, I hope that the staff I have mentioned will be included. Please extend my sincere gratitude to all of them for their professionalism and genuine care.

Name Withheld on Request  
Ottawa

My name is Norman Carmanico and I live in Kemptville. I had my hip replacement surgery at KDH on March 25, 2014 after having lived with severe pain for a couple of years.

I must say that I was very anxious and nervous about having the operation. It is hard to believe that I was walking the day after the surgery.

I want to say that I could not have been treated any better; the staff (nursing and physio) were all fantastic. It made me feel like I was in good hands.

I was in and out of the hospital in three days, and then the home recovery started – a little rough to start with, but physiotherapy started two weeks later. For my first physiotherapy class I arrived in a wheelchair and had to use a walker.

Today, seven weeks later, I no longer need my walker, am walking up and down the stairs with a cane, and am pain free. I also received my graduation certificate from physio class.

I want to express my sincere thanks to KDH for restoring quality to my life. Aces and kudos!

Keep up the great work – you are all an asset to our community and my wife and I are forever grateful.

Norman Carmanico  
Kemptville

## Connect with us on social media for a chance to win one of three great prizes!

Three names will be chosen at random from all new likes and follows in the month of July.

### PRIZES:

- VIP Tour of the Hospital and Lunch with our CEO
- \$50 Gift Certificate for the hospital Gift Shop
- KDH fleece hoodie in the colour of your choice

Connect with KDH:

Twitter: @KDHonline

LinkedIn: Kemptville District Hospital

Facebook: KemptvilleDistrictHospital

YouTube: KemptvilleHospital



## HEALTH MATTERS

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

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

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

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

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



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## Building Healthier Communities

### Mission:

To build healthier communities.

### Vision:

A world of healthy communities.

### Values:

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

# New Convalescent Care Program Allows Patients to Recuperate Close to Family and Friends

Our Convalescent Care program, announced in the last issue of Health Matters, has proved to be a “lifesaver” for patients like Kemptville resident and longtime KDH Auxiliary volunteer, Joyce Charter.

Joyce had orthopaedic surgery at Ottawa’s Montfort Hospital after breaking both the bones of her lower right leg in a fall at home. As she began to recover from the complex surgery, Joyce (83) was told she would not be able to do any weight-bearing for six weeks. In a few days she was ready to be discharged from the hospital, but was not able to return home, where her husband Doug (86) has health challenges of his own.

Joyce learned that she was a good candidate to recuperate in a facility that provided convalescent care, a short-stay rehabilitative program. Married for 60 years and inseparable, Joyce and Doug were devastated to learn that Joyce would be placed in convalescent care in Ottawa, leaving Doug to cope on his own in Kemptville for six weeks.

At that point, the couple’s family physician from Kemptville, Dr. Tania Zakhem, who also

provides care at KDH, pointed out that their local hospital now offers convalescent care. The next day, Joyce was on her way to KDH.

“We were ecstatic when we learned I could recuperate at KDH,” said Joyce. “We really couldn’t face a six-week separation.”

KDH began offering convalescent care in the fall of 2013, having partnered with the Champlain Local Health Integration Network (LHIN) and the Champlain Community Care Access Centre (CCAC) to offer the program, which helps patients recover their strength, endurance and functioning before returning to their homes in the community.

When a patient is admitted to convalescent care at KDH, he or she is assessed by both a physiotherapist and occupational therapist, and an individualized treatment plan is developed. The convalescent care team meets regularly to plan for each patient’s

needs. The multidisciplinary team is made up of a physician, nurses, physiotherapists, occupational therapists, pharmacist, dietitian, social worker, discharge planner and volunteers.

With regular physiotherapy and occupational therapy, daily recreational activities and assistance with the activities of daily living, KDH’s new program gives patients everything they need to get back home quickly.

KDH is the only hospital in the Champlain LHIN offering convalescent care – the other convalescent care programs in the LHIN are provided at long-term care facilities. Locating the program in a hospital means that the x-ray department, lab and emergency room are close at hand, as are medical specialists like orthopaedic surgeon Dr. Steve Oliver.

In consultation with the patient’s surgeon, Dr. Oliver provides follow-up care for convalescent care patients at KDH like Joyce who have had orthopaedic

surgery. For Joyce this was another benefit of recuperating at KDH: “We were concerned that I’d have to travel to Ottawa for follow-up appointments,” she said. “I don’t know how I would have managed that.”

Prior to the opening of KDH’s convalescent care unit, the program was available within the Champlain LHIN only in central Ottawa. A retired registered nurse, Joyce knows the value of recuperating close to home and family and has now experienced it first-hand. “Kemptville and area residents are very fortunate to have this wonderful facility close at hand,” she said. “For Doug and me, it’s been a lifesaver.”



Doug and Joyce Charter.



Joyce Charter of Kemptville was one of our first convalescent care patients.

**“We were ecstatic when we learned I could recuperate at KDH. We really couldn’t face a six-week separation.”**

**- Joyce Charter**

## KDH Welcomes New Partner, Pro Physio



Stephen Istefanos, Pro Physio’s Lead Physiotherapist at the new KDH Health Centre location.

One of the ways KDH advances its mission of building healthier communities is by forging relationships with community partners who offer complementary health services. We are pleased to welcome our newest partner, Pro Physio & Sport Medicine Centre, to the KDH campus.

A valued healthcare provider in the Ottawa community for 19 years, Pro Physio opened its doors in the KDH Health Centre on June 16.

With a multidisciplinary team of sport medicine physicians and specialists such as rheumatologists, Pro Physio offers physiotherapy and sport physiotherapy, as well as treatment for brain concussion, acupuncture, lymphatic drainage, massage therapy, custom bracing/orthotics, and more.

Pro Physio’s services are complementary to the physiotherapy services provided by the hospital: KDH provides physiotherapy for our orthopaedic surgery and acute care inpatients; Pro Physio provides its services to the community at large.

“We are very happy and proud to be partnering with KDH and

we look forward to getting involved in the North Grenville community,” said Nasr Salib, Pro Physio’s founder. “We like to participate in the communities we serve,” he explained, “by sponsoring a ball team, sending children to sporting competitions or supporting neighbourhood events.”

For KDH, the new partnership is a good fit. “Our commitment to building healthier communities means continuing to establish partnerships and host more services on our Kemptville complex,” said Colin Goodfellow, the hospital’s CEO. “And we look for partners like Pro Physio who share that commitment.” For more information, call Pro Physio at 613.656.1400.

**“We are very happy and proud to be partnering with KDH and we look forward to getting involved in the North Grenville community.”**

**- Nasr Salib,  
Pro Physio’s  
founder**



# KDH is enhancing patient care through information technology

As part of its ongoing efforts to improve the quality and efficiency of its services, KDH is embracing eHealth applications and technologies.

“eHealth” is an umbrella term that describes the application of information and communications technologies in the health sector.

KDH’s recent adoption of several eHealth applications will both enhance patient safety and increase efficiency.

In addition, in adopting these technologies KDH is taking the lead among Ontario hospitals. The Ontario Hospital Association measures hospitals’ eHealth status with an Electronic Medical Record Adoption Model (EMRAM) score ranging from 1 to 7: with a grade of 3.1300, KDH scores higher than the average EMRAM score for all acute Ontario hospitals (2.7338), and higher than the average EMRAM score of hospitals in the Champlain LHIN (1.8859).

KDH’s eHealth readiness team has worked hard to achieve this impressive score in less than six months: our EMRAM score in December 2013 was 0.095.

The first step in the eHealth process at KDH was the adoption of an electronic medical record (EMR) system in diagnostic imaging. What this means is that reports on x-rays, ultrasounds etc. are now available on each patient’s electronic record. So a

surgeon about to operate on a patient’s knee can quickly and easily view his or her x-ray report prior to surgery.

The next step was the implementation of the EMR system in the KDH pharmacy. Now, each prescription that a KDH doctor writes for a patient is entered by Pharmacy into the system and displayed in the patient’s individual pharmacy patient profile. Any potential drug interactions or allergies are flagged by the software.

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“KDH’s adoption of eHealth technologies enhances patient safety and increases efficiency.”

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In addition to enhancing patient safety, this system achieves greater efficiency by tracking every medication that comes in and out of the hospital, streamlining online purchasing, providing reports and collecting statistics.

The next implementation of eHealth technology will be on our orthopaedic surgery unit. Nurses will take a medication cart containing a laptop computer to each patient’s bedside. On the laptop there will be an electronic ‘bed board’ displaying each patient’s prescriptions and doses, as well as times for the medications to be administered.

When administering medications, the patient’s nurse will electronically document each dose as it is given – still at the patient’s bedside. This information will be recorded in the patient’s electronic medication administration record (EMAR), which will be populated with the information from his or her pharmacy patient profile.

Nurses will also be able to electronically record a patient’s vital signs and any notation about his or her condition and circumstances for the nurses on the next shift. This is called bedside nursing documentation and it spells the end of notes on paper charts.

Meanwhile, at the nursing station, another computer will tell nurses which patients are due for which medications, and when.

## Future eHealth Initiatives

Future initiatives at KDH include implementing eHealth technologies in the hospital’s Emergency Department. In this department, an electronic ‘white board’ will provide access to each patient’s electronic medical record, including diagnostic imaging reports and information from previous ER visits.

**Computerized physician order entry** will be available at KDH before the end of the fiscal year. This is where doctors electronically select a patient order set – for an orthopaedic surgery patient, for example, this would



KDH’s IS/IT Manager, Tim Farncombe, displays the new medication cart that will enable electronic medication administration records and bedside nursing documentation on the orthopaedic surgery unit.

include all necessary medications following surgery, and an x-ray on Day 2 – and each order appears in the patient’s electronic medical record along with potential food and/or drug interactions.

Another future eHealth initiative is **medication management automation**. As pharmacy staff enter prescriptions they will be packaged, labeled and barcoded in an automatic packaging machine that will provide individual patient medication strip doses arranged by date and time. This technology will be implemented on our inpatient medical unit.

Medication management automation will enable **bedside medication verification**, in which, before administering each barcoded medication, the nurse will scan both the medication and the patient’s wristband to verify that they match. This process further enhances patient safety. Again, it also increases efficiency as the act of scanning the barcodes documents that the medication has been administered and triggers an update to the pharmacy’s inventory of medications.

In early 2015, a second piece of medication management automation will be implemented at KDH: **automated point of use dispensing cabinets**. These are for initial doses of as-needed medications and narcotics. As the nurse removes medication from the cabinet, an automatic inventory update is performed and sent to Pharmacy. These amazing pieces of technology will be implemented in both the Emergency Department and the inpatient medical unit.

Also in 2015, the EMR system will be implemented in the KDH laboratory, with the result that reports from tests done by the lab will be added to patients’ electronic medical records.

We will keep you posted as KDH continues to implement new eHealth technologies to enhance patient safety and increase operational efficiency.

# KDH Board of Directors Approves Balanced Budget

At their February 2014 meeting, the KDH Board of Directors approved a balanced budget for fiscal year 2014/2015 (April 1, 2014 to March 31, 2015).

The total operating budget for the year is \$23.8 million. The Board noted that the hospital’s operating budget has increased by 250% over the last nine years.

Although balancing the budget has become increasingly challenging every year as expenses have outpaced revenue, the Board announced that the balanced budget had been achieved with no reduction in patient services. In fact the hospital has successfully grown a number of its programs for patients.

Program growth includes the orthopaedic surgery program – now a regional program – day surgery, inpatient medical care, the emergency department (visits per year now number 22,000), health education, expanded health partnerships, a new physiotherapy outpatient service on

the KDH campus (see page 3), and the addition of Convalescent Care.

The budget included expenditures for two capital projects. The first is a new outpatient care and disease management centre that is being developed to meet the hospital’s need for more space for its outpatient clinics, which include group education and support to help people manage chronic medical conditions. A capital expenditure of \$400,000 was approved in the budget for the design phase of the project, which could be shovel-ready as early as Spring 2015.

A second capital expenditure of \$400,000 was approved for a renovation of the hospital’s inpatient medical unit, part of the original hospital, which opened in 1960.

The Board also reported that a 2013/2014 year-end surplus had been used to repay \$400,000 of the hospital’s working capital deficit, and signaled that 2015/2016 will be a difficult year as expenses continue to exceed revenue.

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## Letter from the Chair



*Dear Friends,*

*Since my service began on the Foundation Board of Directors, I have been impressed by the generosity and commitment of those who contribute to Kemptville District Hospital through the KDH Foundation.*

*The impact of your gifts cannot be overstated. They allow us to fulfill our mandate of providing your Hospital with vital medical, diagnostic and surgical equipment, and supporting patient programs and services in your community. As you know, provincial funding for hospitals only supports operational costs – equipment needs and special projects require community support.*

*The Foundation is proud to support a Hospital that is uncompromisingly focused on its mission of building healthier communities. As you will read elsewhere in this issue of Health Matters, KDH is advancing its mission in a changing healthcare landscape by expanding its education and disease management services – giving people the tools they need to manage their own health.*

*In order to do this work, the Hospital needs to create new space for outpatient clinics and renovate its 1960's era facilities. The Foundation is currently laying the groundwork for a fundraising campaign to make this happen.*

*In the meantime, our commitment to providing ongoing financial support for crucial medical equipment remains strong.*

*As Chair, I'd like to thank each one of our donors for your support, and express my anticipation at moving forward together into an exciting future.*

*Hugh O'Neill*



## Foundation Spring Gala 2014: Hearts and Health

Thank you to everyone who came out and supported the Kemptville District Hospital Foundation's Hearts and Health Spring Gala, held this year on Valentine's Day!

A great time was had by all. Held this year at the North Grenville Municipal Centre, the event included an exciting balloon raffle (heart-shaped balloons, of course), a delicious meal prepared by Winchelsea

Catering, and the draw for our 'Springtime in Paris' raffle.

All funds from the Gala will be used to support emergency cardiac care at KDH. Items on this list include defibrillators and a crash cart.

A special thank you to our Gold Sponsors: O'Farrell Financial Services, Ron Engineering and Scotiabank.

We are already looking forward to next year's Gala! If you would



like to be notified when tickets go on sale, please send an email to [foundation@kdh.on.ca](mailto:foundation@kdh.on.ca).

## Thank you for filling out our survey!

In March, we mailed out a survey to donors, and there was a fantastic response! Over 460 people mailed back the surveys, and they were filled with great comments, suggestions, and stories.

We deeply appreciate all of you taking the time to fill out the surveys. Hearing from you is important, and we look forward to incorporating your ideas and comments into future issues of our newsletter.

To keep costs low, this KDH Foundation Newsletter will continue to appear in the centre section of Health Matters. For those who have indicated that you wished to be emailed a copy, you will also receive this newsletter by email.

In each newsletter, you will find information about our upcoming events on page 2, including community partner events, and how to join in. On page 3 you will see photos recognizing the generous gifts of donors. In the survey many of you told us why you support KDH; we have a partial list of those reasons on page 4. Also on page 4, we highlight a piece of equipment purchased by your donations.

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

## THANK YOU to the generous sponsors of our 2014 Spring Gala

### GOLD LEVEL



**O'FARRELL**  
Financial Services Inc.

**KEMPTVILLE  
BROCKVILLE  
WINCHESTER**



**Scotiabank**

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ENGINEERING

### BRONZE LEVEL





## Coming Events



### KDH Corporate Golf Classic — September 10, 2014

*Join us for the annual KDH Corporate Golf Classic!*

The premier corporate golf event in the region, the sixth annual KDH Corporate Golf Classic will be held on September 10, 2014 at the beautiful eQuinelle Golf Club in Kemptville, just minutes south of Ottawa.

Join celebrity golfers from the local, provincial and national media from throughout the region as they play this championship course in support of the Total Joint Replacement Program at Kemptville District Hospital.

Last year's Corporate Golf Tournament was a huge success! We expect this year's tournament to sell out and hope that you will join us.

Also, at the conclusion of the Corporate Golf Classic, we will draw the winning ticket on our Raffle for a trip for two to the 2015 Masters Golf Tournament in Augusta, Georgia.

Find out more at [www.kdhgolf.ca](http://www.kdhgolf.ca).



### Kemptville Walks — October 4, 2014

Join women and men from our communities in helping support mammography screening at KDH. Register now for Kemptville Walks!

You can register as an individual, make a team, or join an existing team for either a 10 km or 30 km walk – it's up to you!

This year we are introducing two exciting new bonuses: if you refer a new walker to sign up you will receive a \$100 credit, and all new walkers will also receive a \$100 credit towards their fundraising goal! This will reduce the pledges you need to collect to participate in this year's Walk. After you register, please contact [foundation@kdh.on.ca](mailto:foundation@kdh.on.ca) or 613.258.6133 x185 to receive your credit.

Come have a great day with us, full of friends and laughter. After your walk, treat yourself at the barbeque or enjoy a mini massage provided by one of our local therapists. We hope to see you there!

Register at [www.kemptvillewalks.ca](http://www.kemptvillewalks.ca).

*Corporate Sponsors are vital to the success of these events. If you are interested in sponsoring any of our events, please call 613-258-6133 x157. We look forward to hearing from you!*

## Community Partner Events

### Carol Durie Memorial Golf Tournament, July 11, 2014

The fourth annual tournament is sold out! We thank all participants for their support. If you would like information regarding the CDMGT contact [ocl2@bellnet.ca](mailto:ocl2@bellnet.ca).

### Ladies Nine and Dine, August 27, 2014

The very popular Ladies' Nine and Dine golf tournament is returning this summer. For more information, please contact Amanda Arseneault, [amanda@coburnrealty.com](mailto:amanda@coburnrealty.com), or Jennifer Young, [jennifer.young@rbc.com](mailto:jennifer.young@rbc.com). **Register early** as this event always sells out!

If you're interested in hosting an event in support of KDH, please call 613.258.6133 x157. We look forward to hearing from you! Thank you!

## Winners of the KDH 2014 Masters Raffle got up close and personal with the finest golfers in the world



Scott Herriot (left) and Ryan O'Neil were the winners of last year's Masters Raffle draw.

Friends Scott Herriot and Ryan O'Neil were the winners of the Foundation's 2014 Masters Raffle of a trip for two to the Masters Golf Tournament in Augusta, Georgia.

Scott, who hails from Kars, had all good things to say about winning the trip, including, "It was the best sports venue I have been to...from the \$3 beers and immaculate grounds right to being up close and personal with the finest golfers in the world. The buzz on the Thursday's opening round was impressive especially at Amen Corner, aka holes 11, 12 and 13. I only wish we could have seen another

round or two."

The KDH Foundation is running the Masters Raffle again this year. The prize package includes airfare, accommodation, car rental and the opportunity to watch both the final practice round and the first full day of the tournament.

Only 1000 tickets are available, at \$100 each. The winning ticket will be drawn at this year's KDH Corporate Golf Classic on September 10, 2014 at eQuinelle Golf Club. For tickets call 613.258.6133 extension 157 or email [foundation@kdh.on.ca](mailto:foundation@kdh.on.ca).

## 2015 MASTERS RAFFLE

### THE EXPERIENCE OF A LIFETIME!

Win a trip for two to the 2015 Masters in Augusta, Georgia.

This memorable experience includes:

- 2 Masters badges for the Final Practice Round on Wednesday, April 8 and the first full day of the tournament on Thursday, April 9, 2015
- One hotel room for a three night stay from Tuesday, April 7 to Friday, April 10, 2015
- Airfare for two to and from Atlanta
- Car rental for the three days
- Full hospitality at the 'VIP Lodge on Heath' for April 8 - 9

**Draw date September 10, 2014 at the  
KDH Corporate Golf Classic**

**ONLY 1000 TICKETS AVAILABLE  
ONLY \$100 PER TICKET**



For further information:  
613-258-6133 x 157  
[foundation@kdh.on.ca](mailto:foundation@kdh.on.ca)  
[www.kdhgolf.ca](http://www.kdhgolf.ca)

In support of the Total Joint Replacement Program  
at Kemptville District Hospital





Shoppers Drug Mart Kemptville raised \$6,019 for mammography at KDH through their Tree of Life 2013 campaign. Pictured in front of the Donor Board (left to right): Tree of Life captain Jennifer Stenhouse, Store Manager Wendy Boal, and Store Associate Gary Baxter present a cheque for the funds raised during the Tree of Life campaign to Hugh O'Neill, Chair of the KDH Foundation, and Mary Boucher, Director of Development for the Foundation. On the far right is Shoppers Kemptville's Top Leaf Seller, Doris Ellis.



B&H Your Community Grocer held a fundraiser for the KDH Mammography Fund through their K Card Campaign. Together, B&H customers and staff raised \$2,022 in the month of October. In the photo (left to right): Judy Beveridge, Cathy Nesbitt and Jim Beveridge hold a cheque for the KDH Mammography Fund. Cathy and her co-worker Kera Briggs were the top K Card sellers.



Each year Kemptville Ladies Hockey holds the Tournament for Tatas to raise money for Mammography at KDH. In the photo Catherine Van Vliet (left) and Sandy McEwen (centre) of Kemptville Ladies Hockey present a cheque for the funds raised at the 2013 Tourney for Tatas to Mary Boucher of the KDH Foundation. This cheque brings the total raised for the KDH Mammography Fund by this annual tournament to \$16,750!

The Carol Durie Memorial Golf Tournament is held every year to honour the life of Carol Durie, a local teacher and coach who lost her battle with breast cancer in 2010. The organizers of the Tournament are Pete Johnston, Dean Tataryn, Pat Poirier, Mark Hyndman, Anthony Seymour, Steve Bourne and Todd Durie, Carol's son. The annual tournament is a fundraiser to support the Mammography Fund at KDH – over the past three years, the tournament has raised almost \$200,000 for Mammography at KDH. In the photo (left to right): Anthony, Steve, Mark, Pete, Dean, Pat and Todd.



Scotiabank, Kemptville branch, fielded a team in the 2013 Kemptville Walks for Mammography event organized by the KDH Foundation. Scotiabank added a Gold Sponsorship of \$5,000 to the pledges collected by the Scotia Striders team from their friends, family and customers, for a total contribution to Kemptville Walks of \$14,200! In the photo, Scotiabank's Brenda Hill (centre), presents a cheque to KDH CEO Colin Goodfellow, while Hugh O'Neill (far right), Chair of the Foundation, Foundation staff Mary Boucher (second from left) and John Bouza (back row), and Scotiabank staff look on.



We love it when members of the community hold fundraisers in support of the hospital! George Elliott of Augusta Township, together with a team of neighbours and friends, organized a fundraising dance in support of the Equipment Fund at KDH. The evening included an exciting live auction and music by country rock band Texas Tuxedos! In the photo, George shakes hands with Mary Boucher of the Foundation after presenting a cheque for \$6,715.



The Old Town Kemptville BIA earmarked fees collected from the Kids' Shopping Emporium at the North Pole during Old Town Christmas for KDH, recognizing the important role the hospital plays in the community. In the photo, Su Sally (left), Chair of the Old Town Kemptville BIA, presents a cheque for \$300 to Mary Boucher, KDH Foundation Director of Development.



## Sam's Pizzeria encourages opening day customers to donate to the KDH Foundation

Sam's Pizzeria is one of Kemptville's newest eating establishments. At the restaurant's grand opening, owner Sam Karkache celebrated by offering free samplings of his pizza, pasta, sandwiches and wings and asking customers to make a donation to the KDH Foundation. Sam himself added a large cheque to the donation jar.

Star FM, Grahame's Bakery and Smokie Ridge Vineyard were on hand to join the celebration, while John Carkner and Sue Barnes from Royal LePage helped Sam welcome customers and guests.

Sam's Pizzeria is the newest member of the Foundation's 'Community Partner' program.

In the photo, Hugh O'Neill (right), Chair of the KDH Foundation, thanks Sam Karkache of Sam's Pizzeria for choosing KDH to be the beneficiary of his generosity.



## Why I support KDH

There are many reasons why people donate to a cause. We asked our donors why they support the Kemptville District Hospital Foundation. Here are some of their answers.

*"Ambulatory service is A+. Thank you! Both my children and myself have needed immediate care and you have tended to us. Thank you. I like supporting equipment needed to be purchased for the ER and the hospital itself."*

*"Outstanding services when I required help."*

*"The care given me when I was admitted in 2010 and during subsequent ER visits was excellent."*

*"It is one of the few local hospitals that has combined personal care and concern with competent, up-to-date knowledge and equipment."*

*"I had a knee operation at the hospital and everyone was very friendly, knowledgeable and took good care of me!"*

*"I was a patient at your hospital for a toe operation and I was very impressed with your service."*

*"I had two complete knee replacements at KDH and I found the care was excellent. Thank you."*

*"I went your hospital for an operation. The service was very good, but most of all the people were good. It is not a city hospital and it shows!"*

*"I support to keep a progressive hospital in Kemptville."*

*"I give because Kemptville is growing and will need medical services available to residents, and it may be easier for many to travel to Kemptville instead of Ottawa or Brockville."*

## Your donations at work

Here is an example of how your contributions to the KDH Foundation have helped to provide vital medical equipment at Kemptville District Hospital.

### Saving a life when a heart attack happens

When a cardiac arrest happens at KDH, someone in our community may die if there isn't a rapid response with the right equipment.

Thanks to generous donations from people in the communities KDH serves, the Foundation was able to purchase three new defibrillators recently – an additional one for the hospital's busy Emergency Department, and two new ones for the operating rooms that serve its expanded surgical department.

Generous donors made it possible to buy this lifesaving equipment at a cost of \$11,350 each, for a total of \$34,050.

## Community Partners build healthier communities

During the next few months you will see stickers for the KDH Foundation Community Partners program in the doors and windows of local businesses.



The first businesses to join our program include: **First Stop Rentals, Five Star Restaurant, Jonsson's Your Independent Grocer, Kemptville Physiotherapy Centre, Love Your Pet, Sam's Pizzeria.**

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 \$84 per month (\$1,008 annually) to the Kemptville District Hospital Foundation.

Become a Community Partner today!

## Interact with us on Facebook to win!

Between now and the end of July, like or share the KDH Foundation page on Facebook to be entered into a draw to win one of three beautiful scented candles!

The candles have the look of a layered parfait treat and are packaged in a candy-striped box. Each has the mouthwatering scent of homemade Vanilla Shortbread and will burn for 40 hours.

### TO ENTER:

1. Like the KDH Foundation on Facebook, *OR*
2. Share our Facebook page.

The contest closes on July 31, so all likes and shares before midnight on that day are eligible. Find us on Facebook at "KDH Foundation." Good luck!

## KDH FOUNDATION BOARD OF DIRECTORS 2014-15

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**KDH Auxiliary**  
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**Kemptville Medical Centre**

**Chris Napior**  
**President, ASI Alignment**  
**Strategies Inc.**

### FOUNDATION CONTACT INFORMATION

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

**Mailing address** KDH Foundation  
2675 Concession Road  
PO Box 2007  
Kemptville ON K0G 1J0

**Website** [www.kdhfoundation.ca](http://www.kdhfoundation.ca)  
**Telephone** 613.258.6133 ext 157  
**Email** [foundation@kdh.on.ca](mailto:foundation@kdh.on.ca)

**Charitable Registration** #118979152RR0001



### KDH Auxiliary honored with Volunteer Appreciation Tea

On April 22, KDH recognized the contributions of its Auxiliary and other volunteers with a Volunteer Appreciation Tea held at the North Grenville Municipal Centre.

Dozens of the hospital's 130 active volunteers were treated to an array of appetizers, sandwiches and desserts, served up by hospital support staff.

Lana LeClair, KDH's Manager of Corporate Affairs and Organizational Development, shared a few words of appreciation on behalf of the hospital.

She spoke about the important work that our volunteers do. Last year KDH volunteers gave more than 11,000 hours of their time to the hospital, whether it was greeting people at the door with a smile and helping them find their way, holding the hand of one of our interim long-term care residents, serving up a bowl of soup and a kind word at the coffee shop, or assembling patient handbooks in administration. Whatever they did, they made a real difference for our patients and their families.

Lana also spoke about the other vital function of the KDH Auxiliary: raising money to purchase essential medical equipment for patient care. This is also accomplished through countless volunteer hours – at HeyDay (the Auxiliary's annual giant yard sale), the hospital gift shop/coffee bar, time spent making quilts to raffle, and more.

Just a few weeks previously, on March 25, the Auxiliary had presented the hospital with a cheque for \$60,000 to purchase

a glidescope intubating device, an ECG machine for the inpatient medical unit, and a colonoscope for the OR. This was the Auxiliary's annual donation, and matched its 2013 record-level amount, bringing the Auxiliary's total donations since its inception in 1959 to an astounding \$1.1 Million.

**The KDH Auxiliary is currently seeking volunteers, including teen volunteers to work 3:30 - 5:30pm, Monday through Friday. Volunteers are also needed to come to meetings and help run the Auxiliary. Call 613.258.6133 extension 164 or email [sredmond@kdh.on.ca](mailto:sredmond@kdh.on.ca).**

At the conclusion of Lana's remarks, the Auxiliary President, Lillian Leonard, and First Vice President, Jane Wolfe, presented awards to several deeply committed volunteers, including Joan Gummesson, Elaine Martin and Peggy Richardson. Bev Cecchini and Helen Racine were recognized for their long service: both received Provincial Life Member pins and certificates from the Hospital Auxiliaries Association of Ontario.

The Auxiliary has played a critical role in building KDH and making it what it is today. It's hard to imagine what the hospital would be like without our volunteers. Their efforts are appreciated by staff, physicians, patients, and visitors.

### KDH's First Nurse attends Auxiliary Celebration

In September 2013, the Kemptville District Hospital Auxiliary (KDHA) celebrated a very special milestone: its total financial contributions to the hospital since its founding in 1959 topped \$1 Million.

To celebrate, the Auxiliary threw a party at the hospital on October 23. A large group of past and present Auxiliary members and hospital staff gathered for the celebration. Among them was Lois Latimer, a longtime KDHA volunteer now living in Kingston, Ontario, and one of the first nurses employed at KDH when the hospital opened in 1960.

In fact, Lois revealed, she was the first nurse hired by KDH's original administrator, Miss Marjorie Hawkins, in the spring of 1960, in advance of the hospital's opening day.

Lois shared with Health Matters the story of her longtime association with KDH, humbly commenting that she didn't know why she was being singled out for the attention.

When the doors opened at KDH on June 29, 1960, Lois was there. That first year, she did general duty and also assisted in both the OR and central supply, where the OR implements were sterilized. In addition, she helped with scheduling, and was acting assistant head nurse for six months. When Miss Hawkins asked her to take on the assistant head nurse position permanently, she turned it down, as she didn't feel ready for that level of responsibility.

Lois had been nursing for five years when she joined KDH, having trained at the Ottawa Civic Hospital, graduating in 1955.

One year after KDH opened, Lois' father died suddenly, and she and her husband Howard returned home to the Chesterville area to help with the family farm.

In 1962 Lois and Howard returned to Kemptville and started their family. For the next few years Lois worked occasional shifts at KDH, and then in 1966 decided to take a sabbatical from nursing to raise her three children.



KDH's first nurse, Lois Latimer, is pictured in front of a series of archival photos. The bottom photo, which hangs in the hospital's clinic hallway, is captioned, 'Miss Hawkins and Nursing Staff enter Hospital after ceremonies'. Lois is the first nurse in the line-up behind Miss Hawkins, in the centre of the photo.

18 years later, Lois returned to nursing at KDH. The hospital had grown in the intervening years, with the construction of two additions. Moreover, she noted that the nursing profession itself had undergone substantial changes. "When I first started nursing, we mostly provided patient care," she said. "When I returned to KDH in 1980, there had been a complete change in nursing procedures. Nurses now started IV's, and our duties in providing cardiac and palliative care had altered drastically."

Although she had taken a six-month refresher course before starting back at KDH, Lois felt she needed to further update her knowledge and skills. She took additional training in cardiac monitoring and obstetrics.

Lois did general duty nursing at KDH from 1980 until 1992, at which point she retired with a back condition.

Lois' association with KDH was not over, however; she joined the hospital Auxiliary and volunteered regularly from 1992 until she moved to Kingston in 2009. Her volunteer contributions included providing pastoral care and a variety of duties in the ER, including retrieving medical records and offering support to friends and family anxiously awaiting news of their loved ones.

After moving to Kingston,

**"When I returned to KDH in 1980, there had been a complete change in nursing procedures. Nurses now started IV's, and our duties in providing cardiac and palliative care had altered drastically."**

Lois stayed up to date on the goings-on of the KDHA and the hospital itself thanks to the regular arrival of the Auxiliary newsletter.

When Lois returned to KDH for the Auxiliary's million-dollar celebration, she noted significant changes in the building again – the hospital's new ER and OR wing had opened in the fall of 2010, after her move to Kingston.

She was delighted to be back, commenting, "I was very fortunate to be KDH's first registered nurse."

Members of the Auxiliary and hospital staff were delighted to see Lois, 53 years after she began her association with the hospital. They remarked on the invaluable contribution she made to KDH, devoting 30 years of her life to the hospital, first as a nurse, then as a volunteer. There was much to celebrate that day!



Hospital CEO Colin Goodfellow offers appetizers to Joan Gummesson (left) and Cecile Prodonick.



# KDH participation in Nursing Graduate Guarantee Initiative a win-win

While she was finishing up her Bachelor of Science in Nursing degree at St. Lawrence College in Brockville, Lindsay Wilson was undecided about participating in the provincial government's Nursing Graduate Guarantee initiative.

Many of her peers were taking advantage of the initiative, which supports Ontario's new nursing graduates (RNs and RPNs) by funding six months of full-time employment at participating healthcare organizations immediately after they graduate.

Having heard good things about KDH from a family friend, Lindsay decided to apply through the initiative for a position at the hospital. Now, she recommends the program to every nursing student she meets. "I wouldn't have done it any other way," she says.

New graduate nurses in the program are paired with a 'preceptor', an experienced nurse who teaches, coaches and guides his or her student on everything from patient care to administrative duties.

Lindsay welcomed the opportunity to work on her clinical skills under the guidance of an experienced nurse. She explained: "When I graduated I didn't feel fully prepared; I wanted more hands-on experience before being responsible for patients. The Nursing Graduate initiative helped me gain the extra bit of confidence I needed to go on my own."

At KDH, Lindsay was partnered with Melanie Crouch, an RN who has been working at the hospital for 10 years. They worked the same shifts, the majority on the inpatient medical unit, as well as some in the ER.

Lindsay got the hands-on experience she was looking for in

**"Lindsay was an excellent student. What started out as a mentorship became more like a partnership as she became more confident in her nursing skills."**

**-Melanie Crouch**

a safe and supportive environment. "As my preceptor, Melanie built a relationship with me that was based on trust," said Lindsay. "She gave me my freedom, knowing that I would call on her when I needed to."

"Lindsay was an excellent student," responded Melanie. "What started out as a mentorship became more like a partnership as she became more confident in her nursing skills."

At the end of the six months, Lindsay was hired by KDH on a part-time basis; six months after that she happily accepted a permanent full-time position. This is the aim of the initiative – to bridge the new graduate nurse

to permanent full-time employment.

Lindsay was the first new grad to work at KDH under the Nursing Graduate Guarantee initiative, in 2010. Since then, three more new nurses have gone through the program, and they are all still here!

KDH RN Deb Mitchell acted as preceptor to two of the new nursing grads. "It's a great program," she says, "and the new grads aren't the only ones who benefit – we learn as much from them as they learn from us." Nursing is always changing, she explains, and the new grads, who have just absorbed all the latest research and methods, share their knowledge with the more experienced nurses.

Kelsey DePooter is one of the new grads who was mentored by Deb. Like Lindsay, she found the program invaluable. "Having a mentor to guide you and answer all your questions for the first six months is such a great way to start out," she said, "especially in the ER setting!"

The Nursing Graduate Guarantee has also benefited KDH by enabling the hospital to hire new graduates that our staff have trained for work in a small hospital. "For the longest time we weren't hiring younger nurses because they didn't have the experience we needed," said Michelle Graham, the hospital's Human Resources Lead. "Because we're small" she elaborated, "there



Deb Mitchell (left), a preceptor in the Nursing Graduate Guarantee program at KDH, with Kelsey DePooter, one of the recent grads she mentored.

may be only one RN per shift on our inpatient medical unit – and that includes a mini Intensive Care Unit – so that one nurse needs to be experienced."

Under the New Graduate initiative, our new nurses not only gain the experience they need, but they also have the opportunity to be cross-trained on both the inpatient medical unit and the ER. Again, this benefits the new nurses, who can add more skills to their resumes and pick up more shifts, and the hospital, as having nurses who are able to straddle both units makes staffing easier.

KDH is pleased to help develop the next generation of nurses by mentoring new grads. Since supporting nurses makes for optimal care, it's a win for patients, the new grads, our nursing staff and the hospital itself.

The last word goes to Lindsay Wilson: "I'm very happy to have a permanent position at KDH. Everybody is wonderful – the nurses, the doctors, and staff from physiotherapy to pharmacy. I'm not interested in working in a larger centre, now that I've been at KDH."



Sohail Anwar



Salim Mohammad



Barb Appleby



Ramon Molina

## KDH Ultrasound Team Expands

Ultrasound, which uses high-frequency sound waves to look at organs and structures inside the body, is now available at KDH seven days a week.

To make this possible we have increased our ultrasound staff: we now boast four highly-skilled Ultrasound Technologists providing seven-day coverage.

Barb Appleby, who was our sole ultrasound technologist when she arrived at KDH in 2009, has been joined by Sohail

Anwar, Salim Mohammad and Ramon Molina.

Each brings a tremendous amount of experience and expertise to KDH. Together, they have been performing ultrasounds for 90 years!

Barb has worked for 32 years in ultrasound in five different countries including Dubai, Italy and the United States. Her previous job before coming to KDH was Senior Application Specialist with General Electric

for Africa and the Middle East.

Sohail has been performing ultrasounds for 13 years in Canada, and 10 years before that in his home country, Pakistan, where he was a Sonologist and Radiation Oncologist.

Salim was also a physician in Pakistan, where he specialized in Nuclear Medicine. He has been performing ultrasounds since 1998.



# The Vital Role of the KDH Board of Directors

The volunteer governance provided by hospital boards is one of the primary strengths of the Ontario health system, and Kemptville District Hospital is fortunate to have one of the best Boards of Directors in the province.

Our 12-member Board is responsible for overseeing the operations of the hospital and guiding its future in the health system. The Board determines the organization's mission and strategic direction and is responsible for the quality of patient care and ensuring compliance with all relevant legislation and regulatory obligations.

The Board was recognized by the United Counties of Leeds and Grenville in 2012 with an economic development leadership award for overseeing the multimillion dollar expansion of the hospital and the launch of its regional orthopaedic surgery program.

The Board has continued to guide KDH in achieving consistently high levels of patient satisfaction, forging strong relationships with community partners, and achieving Accreditation with Exemplary Standing, the highest rating bestowed by Accreditation Canada.

Despite a freeze in base funding to all Ontario hospitals during the two most recent fiscal periods the KDH Board, through strategic stewardship of resources, has overseen the growth of programs and services provided by the hospital to North Grenville and the surrounding area.

In this issue of Health Matters, we profile two of our Directors.



**Peter Currie** is a retired senior business executive who has served as Chief Financial Officer of two of Canada's largest and most complex global organizations: Nortel Networks Corporation and the Royal Bank of Canada. Peter has a wealth of experience on both private sector and not for profit boards of directors. Currently, in addition to his involvement with the KDH Board, Peter chairs the Board of Directors of Atomic Energy of Canada, and is a Director of Intelius Inc. and

ViXS Systems Inc. He has also served on the following Boards: Canadian Tire Corporation Limited, Affinion Group Inc., Arise Technologies Inc., York University, York University Investment Corp., Quinte Healthcare, Toronto East General Hospital, CD Howe Institute and Symcor Inc. Peter graduated from York University with Bachelor of Arts (Economics) and Master of Business Administration degrees.

In 2012, Peter made a commitment to serve on the KDH Board in recognition of the organization's "pioneering role in the delivery of innovative healthcare solutions and its uncompromising focus on its patients and the communities it serves." He feels KDH is a good fit because of the hospital's proximity to his home in Manotick and the size of the hospital: "It's not so large that the Board cannot effect change," he said.

Peter currently serves as Treasurer on the KDH Board. "This is largely an oversight role," he explained, "with the responsibility to look closely at the financial affairs of the organization and act as an interface between the Board, executive management and the external auditors."

Peter believes the governance provided by volunteer hospital boards adds real value to the provincial health system when their members bring "the right mix of skills, backgrounds and perspectives" to the table. "What hospital boards in Ontario do is bring the expertise and objectivity of their members to bear in applying the ideas coming from Queen's Park or the LHIN to their local community," he said. "The system only really works if the individual boards understand the needs of their local communities while recognizing we are part of a larger structure."



Recognized as a leading expert in charity and not-for-profit law, **Karen Cooper** is currently a lawyer with Drache Aptowitzer LLP, practicing charity and not-for-profit law with an emphasis on tax issues. Previous experience includes a role as Senior Rulings Officer with the Income Tax Rulings Directorate of the Canada Revenue Agency, as well as counsel for the Department of Justice in tax litigation. In addition to her considerable legal experience, Karen has extensive teaching experience, including as a sessional lecturer at the Carleton University School of Business, and part-time professor at the University of Ottawa Faculty of Common Law. In addition to her work on the KDH Board, Karen currently serves on the Board of Directors of the Canadian Land Trust Alliance and on the executive of the Canadian Bar Association.

Karen joined the KDH Board in 2010 out of a desire to give back to her local hospital: "Having lived in Kemptville since 1998, and having raised two young teens who are involved in sports, I have on many occasions had to avail myself of the excellent services of the hospital (my husband has also had a few unfortunate accidents with power tools!). I felt that by volunteering my time to KDH I could give back in a real and concrete way and that my legal skills and knowledge could be put to good use in my community."

Karen is currently serving on the KDH Board as Chair of the Governance Committee. In this role, "It is my job to ensure that policies of the Board are regularly reviewed and to lead the oversight of the audit process," she explained. "The Governance Committee is also where much of the work leading up to accreditation is initiated (we are very proud of our Exemplary Standing), the process of Board recruitment and succession is overseen, and the evaluation of the hospital CEO occurs."

Karen feels that the governance of hospital boards by local volunteers has a positive impact on patients. "It is my belief," she said, "that a Board of Directors composed of some of the skilled neighbors of our patients ensures that the hospital remains grounded in the local community and, hopefully, is better able to respond to the needs of those patients."

*At KDH we take pride in being the best small hospital in Ontario, and we recognize that our achievements are made possible by the superb people who bring their skills and expertise to bear in the governance of the organization.*

"I love performing ultrasounds here at KDH because of the work environment. All the staff, including our colleagues in diagnostic imaging, the nurses, doctors, clerks and other staff are extremely friendly and helpful."

-Salim Mohammad

**KDH Ultrasound Team Expands, continued from page 6.**

Ramon has 19 years' experience as a sonographer. Prior to arriving at KDH he worked as an x-ray technologist performing general ultrasound and CT scans. This fall, he will be teaching Ultrasound at Ottawa's Algonquin College.

Physicians in the busy KDH Emergency Department (ED) rely on ultrasound staff to perform the scans their patients need before a diagnosis can be made. In addition to supporting

the ED, our ultrasound technologists perform scheduled ultrasounds ordered by doctors from the communities we serve.

Thanks to their comprehensive training, Barb, Sohail, Salim and Ramon know how to discern which images will best suit the doctor's needs given the suspected ailment. They are also adept at positioning and interacting with patients. At KDH, all four of our ultrasound technologists are caring and

empathetic professionals.

KDH ultrasound staff also provide mentoring for high school students considering a career as an ultrasound technologist. They all find their work very rewarding. Salim summarizes: "The thing I like most about being an ultrasound technologist is that you feel like you are making a real difference to the patients and the doctors, especially in emergency situations, where the ultrasounds

are critical to the diagnosis and decisions around treatment options."

"I love performing ultrasounds here at KDH," he adds, "because of the work environment. All the staff, including our colleagues in diagnostic imaging, the nurses, doctors, clerks and other staff are extremely friendly and helpful."

We are fortunate to have these expert healthcare professionals at KDH.





# KDH In The News

## NOVEMBER 2013

### KDH Emergency Department in the top 10% in Ontario according to patients

Released the week of November 11, 2013, the second annual National Research Corporation Canada (NRCC) report on top performing hospitals in the area of patient satisfaction recognized KDH in the top 10 percent of Ontario hospitals for its Emergency Department. This means that KDH scored higher than 90 percent of the other hospitals in the survey when patients were asked, “Would you recommend this hospital to your family or friends?” The NRCC report, entitled “Patient Ratings of Overall Care and Likelihood to Recommend Ontario Hospitals”, provided the results of patient experience surveys from April 2011 to March 2012. This report follows on other recent surveys that rated KDH the best in the province for patient satisfaction with our Emergency Department, Operating Room (Day Surgery program) and Inpatient Medical Care. KDH works hard to achieve consistently high patient satisfaction results, not just with our Emergency Department, but across the board. Our Quality Teams and staff focus their efforts in order to continue to perform at a very high level. We measure our performance across 66 indicators relating to both clinical and operational processes, giving us a clear picture of our strengths, and areas where there may be an opportunity for improvement.



KDH nurse Heather Graham cares for a patient in the Emergency Department.

## DECEMBER 2013

### KDH excels in Ontario Laboratory Accreditation audit

The laboratory at KDH achieved a near perfect score of 97 percent at its Fall 2013 accreditation audit. With a staff of six, the KDH lab provides round the clock service, analyzing blood, urine and tissue samples for patients in every unit of the hospital. The KDH lab is operated by the Eastern Ontario Regional Laboratory Association (EORLA), the laboratory operator for its 16 member hospitals in the Champlain LHIN. Ontario Laboratory Accreditation (OLA) conducted the accreditation audit, sending a team of quality system and technical experts to assess the KDH lab in terms of 464 requirements pertaining to all facets of lab operation. The requirements encompassed policies and procedures for collecting specimens, point-of-care testing (i.e., at the patient's bedside), transfusions and more. In addition to inspecting the lab, interviewing lab staff and watching them work, the audit team visited the hospital's medical and surgical units, assessing the knowledge of nursing staff about various activities related to lab processes. The KDH lab's audit score of 97 percent is a testament to the commitment of its laboratory staff, who provide lab services 24/7. The laboratory team plays a vital role at KDH: approximately 70 to 80 percent of medical decisions are based on the results of laboratory tests. At KDH, our lab is vital for the smooth running of the hospital and for providing the best patient care.



Four members of the KDH lab team at a celebration of their accreditation results (left to right): Kelly Carmichael, Jesse Trousdale, Anna Schlieper and Sue Flynn.

## MARCH 2014

### KDH commended for good stewardship of Ontario's blood supply

In a recent review of Ontario hospitals' management of the province's supply of donated blood, KDH was cited for delivering excellent results. The annual review was led by the Ontario Regional Blood Coordinating Network (ORBCoN), a Ministry of Health and Long-Term care funded organization that coordinates blood management in Ontario. ORBCoN conducted the review in collaboration with Canadian Blood Services (CBS), the supplier of blood and blood products to Canadian hospitals. ORBCoN recognized KDH for its work with two of the blood products derived from blood donations. The first was intravenous immunoglobulin (IVIG), which is administered intravenously to patients with immune deficiencies, autoimmune diseases and acute infections. Through careful management, the KDH lab team was able to reduce its usage of IVIG over the past three years, ensuring that the life-saving blood product is available for patients when they need it most. The second blood product was the red blood cells used in transfusions to replace blood lost during surgery, a serious injury, or when a patient's body can't make blood properly because of an illness. ORBCoN commended the KDH lab team for closely monitoring their utilization of red blood cells to optimize usage. ORBCoN also applauded KDH for working collaboratively with Ottawa Valley hospitals to redistribute the red cell units before they become outdated and therefore unusable. The KDH lab team is proud to work with ORBCoN and CBS to optimize the hospital's usage of donated blood products – knowing that this ensures better patient outcomes, appropriate use of the blood products, and decreased wastage of our precious blood supply.



KDH CEO Colin Goodfellow thanks lab staff Joanna Melesky and Jesse Trousdale for their efforts.

## MAY 2014

### Patients rate the KDH acute care inpatient experience in the top 10% in Ontario

In early May, KDH was rated in the top 10 percent among Ontario hospitals for inpatient care, according to a report released by National Research Corporation Canada (NRCC). Patients rated KDH in the top 10 percent in both categories covered by the report: patients' satisfaction with the overall quality of care they received, and their likelihood to recommend the hospital to family and friends. The ratings are based on surveys completed by patients during an inpatient stay in one of 113 participating Ontario hospitals between April 1, 2012 and March 31, 2013. The new report, entitled “Patient Ratings of Overall Care and Likelihood to Recommend Ontario Hospitals”, is NRCC's third annual report on patient ratings of overall care and their likelihood to recommend Ontario hospitals. In the second annual report by NRCC, released in November 2013, KDH ranked in the top 10 percent of Ontario hospitals for its Emergency Department. “We are pleased that with this report our healthcare teams on both our medical and surgical inpatient units are being recognized,” said our CEO, Colin Goodfellow. “They, like everyone who works at KDH, are committed to providing the highest quality of care.”

