

HEALTH MATTERS

KEMPTVILLE
District HOSPITAL

SPRING 2018

‘Building Healthier Communities’





CEO's Message

This issue of *Health Matters* is being published at a very invigorating time for Kemptville District Hospital (KDH). In reading through this issue you will see that in pursuing our strategic objectives we are launching in exciting new directions.

For example, read about the new community paramedic program (page 7) at KDH that is helping people with complex health issues stay in their homes longer. Don't miss the article about our groundbreaking new program for people with osteoarthritis (page 8) that is proven to delay hip or knee replacement surgery and/or improve function while waiting for surgery.

Like you, I am concerned about access for our children and youth to mental health and addictions services – that's why I'm so pleased that KDH has received funding to help develop a mental health and addictions health hub for our young people in North Grenville. Read about it on page 9.

One of the most exciting recent developments at KDH was the opening of our new outpatient clinic wing (page 10). This is a game-changer for KDH: the new clinics will function as a gateway to services that KDH will offer here at 2675 Concession Road, as well as a gateway to services that will be provided by our local community partners, and by our partners outside of North Grenville.

I would be remiss if I didn't acknowledge the tireless support that KDH receives from the communities we serve. Turn to page 12 to read about the selfless generosity of people who support the hospital through the KDH Foundation, and see page 16 for a glimpse into the activities of our KDH Auxiliary volunteers.

And finally, a shout-out to Mr. Bob Hale (page 20), the co-chair of our highly-valued Patient and Family Advisory Committee, who has been appointed to the provincial Health Minister's Patient and Family Advisory Council!

Yours in health,

LETTERS

“ This e-mail is extremely late and should have been sent a year ago, but we just wanted to thank Dr Zakhem, the nurses, and the paramedics who took care of our baby son on December 31, 2016.

We brought our nine-month-old son, Edison McGowan, to Kemptville Hospital because he was sick and it just seemed more than a cold. We were assessed at triage; he was not getting enough oxygen. He was immediately brought to a room, where he received treatment. The original ER doctor was helpful, but the nurses called Dr. Zakhem to come back (she was on her way home). Dr. Zakhem did come back, and she took over the situation. She was very calming, which really helped the situation.

It was decided that Edison needed to be transferred to CHEO [Children's Hospital of Eastern Ontario]. Dr Zakhem came with us in the ambulance all the way to CHEO to ensure Edison was okay and to ensure his oxygen levels did not decline. Dr Zakhem and the female paramedic, as well as a student paramedic, were so helpful and calming. The male paramedic was driving and did such a great job while driving in a snow storm.

Edison was diagnosed with RSV [Respiratory Syncytial Virus] and needed assistance with his breathing for several days at CHEO. Edison is doing so well this past year and is a very feisty toddler.

We will never forget that day and will never forget how Dr Zakhem went out of her way, on her own time, to look after our baby boy. We are forever grateful.

We just thought the bosses should be aware of how wonderful the staff were and were hoping you could pass along our 'thank you' to everyone involved (if they even remember) in treating our son.

Thank you again,

Jamie and Sarah McGowan

Kemptville “

“ Please accept my congratulations and expression of appreciation to all the staff at KDH with whom I came in contact during my recent outpatient hernia repair surgery. Please pass on my most sincere thanks to the following staff members.

Shannon, my contact nurse, for the clear, friendly admission instructions.

Dayna, the nurse who helped me get ready for surgery. She has extensive experience dealing with myasthenia gravis patients and explained very clearly the risks and precautions that would be taken. Her information helped me choose the correct anaesthetic. She also assisted me during my recovery time.

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Looking Back

The Great Ice Storm of 1998:

KDH's crucial role



HEALTH MATTERS

is a community newsletter published twice a year by Kempville 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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ON OUR COVER

A colourful array of 'comfort dolls' for children in the ER, hand-crafted by volunteer Johanna Kuntz. See pages 17 and 18.



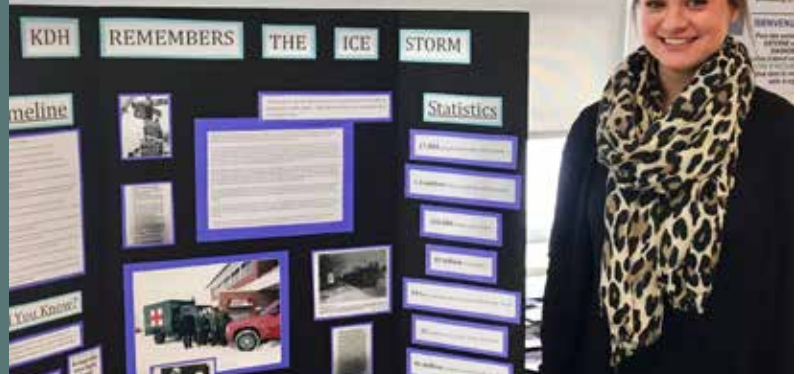
The North American Ice Storm of 1998 (also known as The Great Ice Storm of 1998) was a massive combination of five smaller successive ice storms in January 1998 that struck a relatively narrow swath of land from eastern Ontario to southern Quebec, New Brunswick and Nova Scotia in Canada, and bordering areas from northern New York to central Maine in the United States. It caused massive damage to trees and electrical infrastructure all over the area, leading to widespread long-term power outages. Millions were left in the dark for periods varying from days to several weeks, and in some instances, months. It led to 35 fatalities, a shutdown of activities in large cities like Montreal and Ottawa, and an unprecedented effort in reconstruction of the power grid. The ice storm led to the largest deployment of Canadian military personnel since the Korean War, with over 16,000 Canadian Forces personnel deployed, 12,000 in Quebec and 4,000 in Ontario at the height of the crisis. -Wikipedia

In North Grenville, Ontario, Kempville District Hospital (KDH) played a crucial role as the primary shelter for the community in the first few days of The Great Ice Storm of 1998, as well as a facilitator of communications and a meal preparation hub. KDH staff and volunteers worked round the clock, making thousands of meals to be sent to military units and local shelters, as well as providing for patients and staff.

Mary Boucher, the KDH Foundation's Senior Manager of Community Engagement, was the driving force behind a photographic display in the hospital's main lobby in January and February of 2018 that depicted KDH's efforts during The Great Ice Storm of 1998. Boucher was inspired by conversations she had had with community leader Harry Pratt over the years about putting together a retrospective on the occasion of the 20th anniversary of the storm.

The display inspired this article, by Health Matters staff writer, Lynne Clifford-Ward. **continued...**

Holly Element, the KDH Foundation's Communications and Marketing Coordinator, stands beside 'The Great Ice Storm of 1998' display at KDH. The photos were provided by Betty Christie.





Looking Back | The Great Ice Storm of 1998: KDH's crucial role

...continued from previous page

Days of freezing rain in much of Eastern Ontario were followed by plummeting temperatures. Trees, branches, transmission lines and hydro poles, weighed down by the ice, snapped like matchsticks. Debris was scattered across the icy landscape and made travelling hazardous, if not impossible. With the lights out, a State of Emergency was declared in Kemptville on January 7 by the newly amalgamated North Grenville Council.

This was the weather event that became known as 'The North American Ice Storm of 1998' and 'The Great Ice Storm of 1998'.

At KDH, the doors remained open to the community, the generators were deployed, and the staff sprang into action. In charge in the absence of the hospital's Executive Director, Lynn Budgell, was Betty Christie, a senior manager at the time.

Helping to lead the way was Harry Pratt, a pillar of the North Grenville community and charitable leader until his untimely death in December 2015. In 1998, Pratt was an active volunteer and community partner with the KDH Foundation.

He arrived at the office of Margaret Mohr, then Director of Patient Services at KDH, and asked, "What is the plan and what can I do?" He quickly became everyone's go-to person, connecting municipal and college services, clubs and individuals with his ever-positive attitude. Pratt's wife, Sheila, called him the "master of logistics"; he knew so many people and all the roads in North Grenville. According to Betty Christie, Harry "instilled confidence and brought people together" during this unprecedented event.

North Grenville was hit especially hard, with both hydro and phone services out of

commission. For the first 48 to 72 hours of the storm, while the Kemptville College worked to get their generators operational and open the WB George Centre as a shelter, KDH was the first and primary shelter in Kemptville. The hospital's diesel-operated generator, which required daily refilling, was under 24-hour surveillance. Harold Westendorp, KDH's current Maintenance Team Leader, remembers that time well, as he and three of his fellow maintenance mechanics, collectively known by KDH staff as "the boys in blue", worked in pairs and maintained 12-hour shifts, from 6 am to 6 pm.

People came pouring into the safety of KDH. Many, especially the frail and elderly, arrived with health issues that, until the storm, they had managed well at home. With patient beds filled to capacity and the ER needing to be kept operational, some quick decisions were made. Every



OPP Officer Shawn Tobin (far left) with some of the Reservists who came to North Grenville's aid.



stretcher and geriatric chair in the building was put into use in every possible area, including the physiotherapy and x-ray departments. These temporary care areas were staffed by volunteers and off-duty staff.

KDH housekeeping and maintenance staff were ever-ready to help. Gym mats were brought into the hospital from local schools for anyone who needed a warm place to stretch out in.

Sustaining all this effort, the KDH kitchen was a beehive of activity! Not only was it necessary to meet all the dietary needs of the inpatients, but there were also staff, volunteers and a community to feed. To cope with the extra demand, electric power was re-routed from the operating rooms (which had been shut down during the storm) to the kitchen. Hot drinks and soup were freely available in the cafeteria, which was open to serve all. Food or complete meals were sent to Kemptville College and other shelters, as well as outlying places such as Bishops Mills and Oxford Mills. Betty Christie estimates that thousands of meals were prepared at KDH during the ice storm, with an average of 500 meals going out daily.

Arriving to provide relief to communities in Eastern Ontario and Western Quebec were hydro crews and thousands of military personnel. "Operation RECUPERATION" was underway — the largest peacetime mobilization of soldiers in Canadian history. It included a convoy of 300 military vehicles, which headed south along icy roads from Petawawa.

In the Kemptville and Merrickville areas alone, 200 soldiers, many of them Reservists

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It was nice to see how the ice storm brought out the best in people.

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- Harold Westendorp

from across Ontario, plus Regular Forces members from Canadian Forces Bases Petawawa and Kingston, and elsewhere, arrived to assist residents.

These "green army angels" helped clear the tree debris as well as deliver food, water, communiqués, supplies, generators and wood. They pumped basements, rescued stranded people, brought comfort, and helped other local volunteers in whatever way they could.

The military also helped open up the WB George Centre at the Kemptville College as a shelter, setting up an Emergency Command Centre there. The shelter included a medical unit with cots, oxygen equipment and military medical staff and was equipped to treat patients who did not require acute care. Sheila Pratt recalls Harry "commandeering (her) new Dodge Durango" to move chronic care patients from KDH to the WB George Centre. KDH maintenance staff moved equipment across the road to the College, and Nurse Mohr checked daily to make sure they had what they needed in terms of supplies.

A few days later, due to a power failure at the College, the Emergency Command Centre was moved to the (now

demolished) RCMP Training Facility, across the road from the yet-to-be-built North Grenville Municipal Centre on County Road 44. The Command Centre provided a place for workers and military personnel to get something warm to eat during their long shifts.

During this time, Constable Shawn Tobin, the Kemptville Community Services OPP Officer (now retired), and currently a KDH Patient and Family Advisor, coordinated with the military to provide door-to-door assistance in the township.

People from the community came to KDH and offered their services as volunteers wherever needed, and they were particularly needed in the kitchen! Organized by Lillian Margetts, Assistant to the Executive Director of KDH at the time, volunteers took shifts preparing food and making sandwiches. A truckload of canned food was generously donated by local stores and individuals, and the Hershey plant in Smiths Falls sent box loads of chocolate. Shelving was set up outside the KDH maintenance department to accommodate the huge volume of tins; military personnel were seen sitting for hours at a time, opening the tins with manual can openers and dumping the contents into giant stock pots. Meat was cooked on the wood-fired ovens at Graham's Bakery in Kemptville — as many as 20 turkeys per day — and Harry Pratt and his team delivered it to the hospital kitchen to add to the meals going out into the community.

Betty Christie remembers that local snowmobile clubs helped by travelling around, checking families, and transporting staff and volunteers. The Radio Club

continued...



Looking Back | The Great Ice Storm of 1998: KDH's crucial role

...continued from previous page

had set up at the hospital to help provide communications between the municipal office, police, fire department, hospital, the shelters, and the military, once they were called in.

Westendorp commented, "It was nice to see how the ice storm brought out the best in people. It was a challenge for staff – some lived at a distance – but they did great, giving others relief, everybody helping everybody." Nurse Mohr agreed: "Everyone had extra responsibilities at their own homes to deal with as well as their duties at KDH," she said. "We soldiered on together and gained strength from each other."

Seven days after the lights went out, then newly elected Mayor Don Cameron stated, "There are 13,000 people in this community and 5,000 residences, and no one has any hydro power." Across Eastern Ontario, 70,000 homes were without hydro. Power lines needed to be cleared of fallen trees and branches. Some 11,108 hydro poles had shattered with the weight of the ice and needed to be replaced. Roads were still impassable. Five days of pelting freezing drizzle and plunging temperatures had added to the diffi-

culties. Many rural residents could not pump water from their wells or operate their sump pumps. Additionally, health officials warned of dangers from carbon monoxide poisoning, food poisoning, and hypothermia.

On January 14, power was fully restored at KDH. However, many in the surrounding communities were still without power. The last outreach meals from KDH to shelters in North Grenville were provided on January 22, 1998, 14 days after the lights went out.

After it was all over, the new Council of North Grenville released a thank you message to the public, stating, "One thing is clear... this new (amalgamated) township has spirit, courage and a willingness to pull together... Within hours of the State of Emergency being called... which caused damage beyond our imagination... the residents of our township rallied to provide assistance for shelter, food and medical needs."

In late January of that year, Harry Pratt sent a letter to the

KDH team. He wrote, "It would be impossible for me to thank each individual personally for the overwhelming support given to this community by YOU, the staff of KDH. KDH and staff have always been well recognized and accepted throughout the community but now, thanks to your collective efforts and commitment, you are even more appreciated and respected... Be assured that this community now fully realizes the importance of our great hospital!"

Later that year, Christie and colleague Michelle Roberts Chevarie presented at the Ontario Hospital Association's annual conference, speaking about the hospital's extraordinary response to the ice storm and the leadership KDH had provided to the community.

Nurse Mohr concluded, "I worked at KDH for 35 years, so I have many memories – but the Ice Storm of 1998 remains most vivid in my mind. I think fondly of the staff from all departments who were there with me that January, 20 years ago."

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Be assured that this community now fully realizes the importance of our great hospital!

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- Harry Pratt

With appreciation for memories and articles shared by Betty Christie, Margaret Mohr, Harold Westendorp, Sheila Pratt, Captain Barbara Besenyodi, 23 (Hamilton) Medical Company, the "Operation RECUPERATION" news clippings scrapbook, "The Anatomy of Ice Storm 1998" journal and scrapbook, and to Mary Boucher, Senior Manager, Community Engagement, KDH Foundation.



Community Paramedic Program at Kemptville District Hospital helps high risk patients get the right care in the right place

A new Community Paramedic Program launched by the Leeds Grenville Paramedic Service, in partnership with KDH and the Champlain Local Health Integration Network (LHIN), is helping seniors and other people with complex health issues get the care they need.

Through the program, specially trained paramedics make scheduled house calls to people who have been identified as needing at-home checks following ER visits or hospitalization. They provide non-emergency care such as bloodwork, help with medications, wellness checks, and safe home assessments. Additionally, an important part of the program is connecting people to other community supports to bridge any gaps in services.

People referred to the program include seniors, people with chronic illnesses, mental health concerns, and disabilities.

Community paramedic programs are proven to help people live independently longer, and reduce avoidable ER visits and hospital admissions.

Deb Mitchell, KDH's Team Lead for the ER, gave an example of how an at-home visit from a paramedic can be a game-changer. "By observing the patient in his or her home, the paramedic may identify a tripping hazard or other mobility or medical issue that we couldn't possibly be aware of in the ER. This could definitely prevent a trip to the hospital," she said.

Community paramedic programs were first funded in Ontario in 2014, as part of the Ontario

Ministry of Health and Long-Term Care's Patients First Action Plan. In 2016, the Ministry committed to extending the program and working with partners to develop a long-term plan for community paramedicine.

Funding for the program housed at KDH is provided by the Champlain LHIN. "We are grateful for the opportunity to work with the Leeds Grenville Paramedic Service to offer this program to the North Grenville community," said KDH CEO Frank Vassallo. "Our common goal is to help people live independently in their homes as long as possible. This results in improved quality of life as well as potential cost savings for the health system as a whole."

For KDH, community paramedicine is strongly aligned to the hospital's strategic plan, which has an emphasis on building and facilitating partnerships with other providers and making care seamless for patients and their families.

For the paramedics, the work is very rewarding, as it enables them to use skills outside their traditional

roles as first responders. Jeff Carrs, Deputy Chief of the Leeds Grenville Paramedic Service, described the paramedics as being, "the eyes and ears of the health system". "They can see where there is need for additional support, and help connect patients to the services they need," he added.

Carrs relayed that the Chief of the Leeds Grenville Paramedic Service, Chris Lloyd, received an email from Brian Campbell, a client of the community paramedic program, that spoke of its impact. In sending the email, Campbell copied Prime Minister Justin Trudeau, Premier Kathleen Wynne, MP Gord Brown, MPP Steve Clark, North Grenville Mayor David Gordon, and KDH CEO Frank Vassallo.

In his message, Campbell stated, "The community paramedic weekly visit to my home is a wonderful service, checking on me, all my vital signs, and my lungs, due to my breathing problems. The visits are reassuring and serve as indicators that I am doing the right things."

"I would like to commend you, your services and staff for the wonderful job you all are doing with this program. I am not sure how the funding works for this program but it should be kept in place. As a result, I am sending a copy of this to all political officials letting them know of the excellent work your team is doing," he added.

Since the community paramedic program was launched at KDH in July 2017, patients from the North Grenville community have received regular visits from Leeds Grenville Paramedic Service paramedics Tanya Sinclair and Scott Speer. KDH and Leeds Grenville Paramedic Service are looking to expand the program. Currently patients are referred to the program by KDH nursing management following an ER visit or hospital admission.

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KDH first hospital in the Champlain LHIN to pilot groundbreaking GLA:D program for people with osteoarthritis

When Kemptville District Hospital (KDH) physiotherapists Tanya Collins and Cara Duhaime enrolled to learn more about the GLA:D — “Good Life with OsteoArthritis from Denmark” — program for people with osteoarthritis, little did they imagine that their hospital would be the first in the Champlain Local Health Integration Network (LHIN) to implement the groundbreaking regimen!

Collins and Duhaime were truly inspired by their training, provided by GLA:D™ Canada, and pitched the program to KDH senior management, who strongly supported its implementation at the hospital.

Developed by researchers in Denmark, GLA:D®, is an education and exercise program for people with hip or knee osteoarthritis symptoms that is proven to delay hip or knee replacements and/or improve function while waiting for surgery. Research from the program in Denmark has shown a reduction of symptoms by 27%, along with a decrease in pain intensity, reduced use of joint-related painkillers, less sick-time, and increased levels of physical activity 12 months after starting the program.

In March 2017, after attending their GLA:D training at the Queensway Carleton Hospital in Ottawa, Collins and Duhaime became certified GLA:D trainers. They came away equipped to teach people with osteoarthritis how to build the correct movement patterns into everyday activities and improve their quality of life.

Eight participants graduated from the first pilot GLA:D program at KDH in mid-September 2017; the second pilot of the program produced seven graduates in mid-December, 2017. A third program is currently underway and will end in April 2018. GLA:D sessions at KDH are held in a small group format, which proves valuable for participants as it enables them to support one another.

Collins said, “It has been very exciting to be a leader in the Champlain

LHIN in implementing the GLA:D program. What is most gratifying is seeing the difference it makes in our patients’ everyday lives.”

Feedback from participants reinforces Collins’ statement. GLA:D graduate Elizabeth Thompson commented, “The program has given me the tools to strengthen my body and the knowledge base to work with my osteoarthritis in general life activities. The conditioning and strengthening has led to decreased pain and increased ability to enjoy activities I had given up. We are so fortunate to have been able to take part in this program – and so fortunate to have it offered close to home!”

Cathy Burke, KDH’s Vice President of Nursing/Clinical Services, expressed her thanks to the KDH Foundation for their involvement in setting up the pilot program: “Our Foundation made it possible to purchase equipment for the GLA:D program, such as a leg press machine, recumbent bicycle, resistance bands, exercise mats, and theraballs, all of which can also be used for other physiotherapy activities.”

The GLA:D™ Canada program consists of three elements: education, exercise, and data collection. The program begins with two education sessions covering



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What is most gratifying is seeing the difference it makes in our patients' everyday lives.

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- Tanya Collins,
Physiotherapist

such topics as how to self-manage osteoarthritis symptoms, why and how targeted exercise can help, and how to cope with the difficulties and activities of daily life. This is followed by 12 60-minute exercise sessions that address core stability and posture, alignment, and muscle strength. The third element, the data collection, measures the participant's progress at three months and 12 months after starting the program.

Over the next three years, this provincial data collection will be critical in creating a picture of the GLA:D program in Canada, informing researchers, for example, how long surgery was deferred by the participant, how his or her quality of life was affected, and what amount of pain medication was required. Within the next three years, it is anticipated that the program will provide relief to thousands of osteoarthritis patients across Ontario.

Participants in the GLA:D program at KDH are referred to the program by their family physician. For further information, please contact Tanya Collins at tcollins@kdh.on.ca or 613.258.6133, ext. 136. To learn more about the GLA:D™ Canada program, see www.gladcanada.ca.

The photo at left was taken at a recent 'graduation' from the KDH GLA:D program (left to right): Tanya Collins, Lis Angus, Margaret Mills, and Cara Duhaime.

KDH receives funding for a Mental Health and Addictions Health Hub for children and youth

KDH has received funding to help develop a Mental Health and Addictions Health Hub for children and youth in North Grenville. The funding, from the Champlain Local Health Integration Network (LHIN)'s Small Hospital Transformation Fund, will enable KDH to work with a variety of community partners to develop the health hub.

The partners are organizations already providing services to children and youth with mental health and/or addictions challenges. There are currently approximately 20 partners from across the region eager to work together to develop the health hub. Children's Mental Health of Leeds and Grenville (CMHLG) is the lead agency in the collaborative.

The Mental Health and Addictions Health Hub project is very much in the inception stage. "The first year of this initiative is about collaborating with our partners to develop a patient- and family-centred model that will work for North Grenville children and youth and their parents," explained Frank Vassallo, KDH's Chief Executive Officer. "The second year will be focused on implementation," he added.

The initiative is very closely tied to KDH's strategic directions, developed in 2016 through extensive consultation with the public, partners and hospital staff and physicians. The strategic directions include improving access to mental health and addictions services, as well as facilitating better coordination of care for people accessing services from different health providers, such as hospitals, family doctors, and health and social service agencies.

"We are grateful to the Champlain LHIN for providing the funding to improve mental health and addictions services for children and youth in our community," stated Vassallo. "There is a dire need for these services across Canada, and North Grenville is no exception."

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There is a dire need for these services across Canada, and North Grenville is no exception.

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- Frank Vassallo
CEO



KDH opens state-of-the-art new Clinic Wing

September 29, 2017 was a day of celebration as KDH held the Grand Opening of its state-of-the-art new clinic space. The new clinic wing is located on the upper level of the hospital, where 4,000 square feet of under-utilized space was modernized to effectively double KDH's capacity for providing outpatient services.

Speakers at the Grand Opening included Leeds Grenville MPP Steve Clark, North Grenville Mayor David Gordon, KDH Board Chair Karen Cooper, Foundation Board Chair Robert Noseworthy, CEO Frank Vassallo, and Mr. Shawn Tobin, a volunteer Patient and Family Advisor at KDH who was a member of the working group planning the new clinic space.

"As a Patient Advisor, I have had first-hand experience in the

reorganization and set-up of this great space we are in today," Tobin said. "The convenience, ease of access, expanded clinic services, and new technologies are something I am very proud to have been a part of."

Karen Cooper, Chair of the hospital's Board of Directors, spoke about the new wing's

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I'd like to acknowledge the Tallman and Norenberg families, both longtime generous supporters.

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- Robert Noseworthy,
Foundation Board Chair

exciting potential to provide additional programs for children and youth, expanded services for people with chronic illnesses, and a variety of new specialists' clinics. The need for these programs and services in North Grenville became apparent, she explained, during a series of public consultations held in 2016 to inform the development of the hospital's current strategic plan.

Robert Noseworthy, Chair of the Foundation Board, expressed sincere thanks to the donors who had supported the clinic modernization project to date.

"In particular, I'd like to acknowledge the Tallman and Norenberg families – both longtime, generous supporters of KDH," he said.

L to R: Foundation Chair Robert Noseworthy, MPP Steve Clark, Board Chair Karen Cooper, Mayor David Gordon, Patient and Family Advisor Shawn Tobin, Chief of Staff Dr. Penny McGregor, and CEO Frank Vassallo.

Photo courtesy of the Kempville Advance.



The Clinics at KEMPTVILLE District HOSPITAL GRAND OPENING

..and announces first two new Specialists' Clinics

KDH recently announced the first two new specialists to begin providing services in its newly redesigned clinic wing: Dr. Kate Kelly, Skin Cancer and Reconstructive Surgeon, and Dr. Irfan Moledina, Consultant Paediatrician.

Dr. Kelly is providing specialized care to local patients referred by their family doctor or specialist physician, offering surgical treatment for skin lesions suspicious for skin malignancy. Dr. Kelly has focused her professional career on surgical management of skin cancer and subsequent facial reconstruction. As one of the few surgeons in Eastern Ontario whose practice is fully dedicated to skin cancer management, she helps patients navigate the intimidating world of cancer diagnosis and treatment.

Dr. Irfan Moledina offers a full range of paediatric services, including general paediatrics, development, post-neonatal intensive care unit (NICU) care, and behaviour. He has extra training in child mental health and Attention Deficit Hyperactivity Disorder (ADHD). At KDH he is serving local patients who have been referred by their family physician or nurse practitioner. He notes that he does not provide primary care (the day to day healthcare that a family doctor would deliver).

In addition to providing paediatric services, Dr. Moledina will play an important role in the creation of the Child and Youth Mental Health and Addictions Health Hub for North Grenville, which KDH recently received funding from the Champlain Local Health Integration Network (LHIN) to help develop (see page 9).

Dr. Kelly, whose first clinic at KDH was held on March 1, 2018, commented on the new facility. "This is a wonderful space, both for my patients and myself," she said. "In addition to being ultra-modern in terms of equipment and fittings, the new clinics are inviting and welcoming. I'm delighted to be here."



Dr. Kate Kelly



Dr. Irfan Moledina

KDH Foundation grants \$878,000 to Hospital

The Kemptville District Hospital Foundation is pleased to announce that over the past year, thanks to the generosity of the community, it has donated a total of \$878,000 to the hospital!

This contribution includes \$603,000 in support of the Clinic Modernization Project, in which 4,000 square feet of under-utilized space on the upper level of the hospital was modernized to double KDH's capacity for outpatient services. The Foundation is committed to its goal of raising \$1 Million in support of this project.

As a direct result of this initiative, the two new clinics described above are now operational. A new clinic for people with Chronic Obstructive Pulmonary Disease (COPD) is coming this fall.

The Foundation is optimistic that, with the addition of much-needed new services for the community, they can raise the remaining \$400,000 required to complete this important project.

In addition to the \$603,000 contribution for the Clinic Modernization Project, \$100,000 was provided to the KDH ER



department, and the remaining \$175,000 of the \$878,000 grant was used to purchase a new portable digital x-ray machine and two new patient comfort slings for the inpatient units.

"Our priority is to invest in projects and equipment that have a direct impact on improving patient care," stated KDH Foundation Executive Director, Joanne Mavis.



Community Donations to the KDH Foundation

Thank you to the community for your generous support to enhance patient care at KDH.



Little Black Dress Event

The North Grenville Chamber of Commerce held their second annual Little Black Dress (LBD) Event on October 19, 2017 and raised a total of \$5,100 for KDH. Mark your calendar for another fun LBD Event this fall!

Representatives from the Chamber present a cheque to the KDH Foundation (left to right): Allen McEvoy, Sarah Spear, Kristie Mastin, Joanne Mavis, Margaret Norenberg, Gerald Tallman, Louise Tallman, Cathy Sheppard, Melissa White and Mary Boucher.



Seafood Extravaganza

The inaugural Seafood Extravaganza, hosted by Chef Pietro and Liz and Hemke van Gerwen at Castle View Catering and Fine Dining (formerly the New Rideau Restaurant) was held on October 21, 2017. The evening was held in memory of Chef Pietro's daughter, Jose Anselmo, and Chef Dan Halliday. More than 100 guests enjoyed not only a superb seafood buffet, lobster, prime rib and dessert, but also a social evening with friends and community members that raised \$12,275.

Left to right: Robert Noseworthy, KDH Foundation Board Chair, receives a cheque from Liz van Gerwen, Chef Pietro Anselmo, and Hemke van Gerwen, co-owners of Castle View Fine Dining.



Royal Canadian Legion Ontario Provincial Command Branches and Ladies Auxiliaries Charitable Foundation and The Commonwell Insurance Company Donations

The Royal Canadian Legion Ontario Provincial Command Branches and Ladies Auxiliaries Charitable Foundation and The Commonwell Insurance Company each donated \$6,000 to help the Foundation purchase two new comfort slings for the inpatient medical unit. The slings safely and comfortably transfers patients from bed to chair.



North Grenville Community Sweetheart Brunch

The Knights of Columbus held their twentieth annual North Grenville Community Sweetheart Brunch on February 11, 2018. Almost 1,000 people attended the event and enjoyed the food and entertainment. Foundation staff and Board members were on hand to gratefully accept a donation of \$2,000.

Representing the Knights of Columbus Council 5333, Todd Fortin, Grand Knight (far right) presents a cheque to the KDH Foundation (left to right): Robert Noseworthy, Board Chair; Joanne Mavis, Executive Director; Mary Boucher, Senior Manager, Community Engagement; and Margaret Norenberg, Board Vice Chair.

Photo credit: Andrew McManaman





Bishops Mills Women's Institute Donation

The Bishops Mills Women's Institute recently presented a \$400 donation to the KDH Foundation.

Jeanne Lambert of the Bishops Mills Women's Institute (right) presents a donation to Mary Boucher of the KDH Foundation.



Lemonade Stand Donation

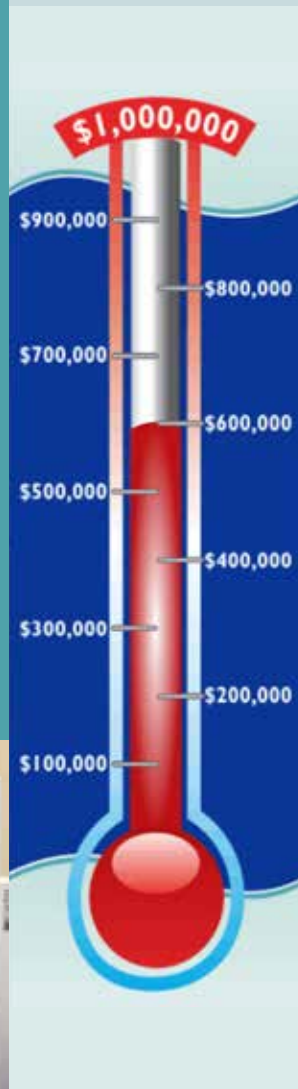
In the summer of 2017, four local children set up a lemonade stand in their neighborhood. They raised more than \$60, which they donated to the Foundation. What a great inspiration from our youth!

Pictured left to right: Billy Tighe, Connor Arcand, Caitlyn Tighe and Maddison Heavens.

Foundation Funds New Portable X Ray Machine

The Foundation recently purchased a new portable x-ray machine for the Diagnostic Imaging department at KDH. This machine enhances the patient experience: it is completely mobile in the hospital; the results are immediate; patients no longer have to wait for their images to be developed; and a diagnosis can be given on the spot. For more information, please visit our website at kdhfoundation.ca.

Karen Finner, KDH's Senior Medical Radiation Technologist, with the new portable x-ray machine.



Campaign Update

The KDH Foundation recently contributed \$250,000 to the hospital in addition to the other donations raised in support of the Clinic Modernization project. This brings the total raised from the community towards our \$1,000,000 goal to just over \$600,000.

"We understand how important it is to bring new specialists to Kemptville to address the lack of such resources for our community in areas such as mental health services for children and youth," said Robert Noseworthy, Chair of the KDH Foundation Board of Directors.

"Increasing KDH's capacity to offer new specialists' clinics is a great initiative for the health of our growing community," he added.

The project involves the redevelopment of the old and unused operating suites. The space has been transformed into six new multi-purpose clinic spaces that are both patient- and physician-friendly (see page 10).

The next phase of development will include the addition of a much-needed private grieving/family space, which currently does not exist at the hospital.

"There is still a way to go to reach our goal, but we are encouraged by the outpouring of support we have received from the community for this very important project," Noseworthy concluded.



IN BRIEF



RNs Catherine Miller (left) and Michelle Morgan flank Dr. Johnny Brisebois in the KDH ER.

KDH staff recognized for their hard work during the busy winter period

Canadian winters present additional challenges for hospitals across the country. With each winter season comes an increase in influenza cases, motor vehicle accidents, hospital bed shortages, and more. In recognition of the extra effort required to keep a hospital running smoothly under these seasonal pressures, in February 2018 senior leadership at KDH recognized staff for their hard work and dedication during the busy winter period.

Frank Vassallo, KDH's CEO, acknowledged that, "Winter brings extra pressures for our staff in all areas of the hospital, from our nurses, doctors, and other members of our care teams, to housekeeping and maintenance staff, who must work extra hard to keep the hospital clean and safe."

"I want to personally thank the entire KDH team for the grace, dedication and professionalism they are exhibiting under these pressures," he added. "Despite the seasonal challenges, they continue to provide the highest quality, patient-centred care to the people of North Grenville and beyond."

KDH staff prepared for the oncoming winter weather the previous fall by developing a 'surge' plan to deal with the potential increase in patients needing to be admitted to hospital. In addition, KDH staff were extra diligent in following infection control procedures to prevent the spread of illness.



Pictured (left to right): Laurie Dojeiji, Brenda Steacy, Andrea Corbett, and Andra Taylor.

KDH awarded Silver Status in the Healthy Foods initiative

In June 2017, KDH was recognized for achieving Silver status in the Healthy Foods in Champlain Hospitals initiative, which aims to create a healthy food environment in hospitals within the Champlain Local Health Integration Network (LHIN).

KDH was the second of the 20 Champlain hospitals to reach Silver standing. A number of changes were made at KDH's popular Coffee Bar to make this possible, including limiting the availability of deli meats to once a week, reducing the size of the fresh-baked muffins, introducing new sandwiches and snacks, and updating nutritional information.

The Silver level builds on KDH's earlier work to achieve Bronze status in November 2015, when dietary department staff increased the availability of whole grains, vegetables and fruit, reduced sodium in soups, decreased portion sizes for high-calorie beverages, and created nutritional labels for all Coffee Bar items made on site.

A celebratory event was held at KDH on Wednesday, June 21, 2017, to recognize the achievement. Representing the Healthy Foods initiative, Laurie Dojeiji and Andra Taylor presented an official Silver status plaque to both Andrea Corbett, KDH's Manager of Food and Nutrition Services, and Auxiliary Volunteer Brenda Steacy, the Food Manager for the Coffee Bar.

KDH continues to lead the way in Digital Health

In July 2017, KDH became the third hospital in Northern and Eastern Ontario to go live with data contribution in the provincial government's ConnectingOntario digital health initiative. Only The Ottawa Hospital and the University of Ottawa Heart Institute reached this milestone before KDH.

Going live with data contribution means that KDH now securely sends patient health information to the provincial clinical data repository, where it can be accessed by clinicians caring for these patients. The information includes hospital reports, lab results, discharge summaries and consultants' notes. The end result is that a doctor or other clinician treating a patient who has been cared for at KDH can now get a more complete picture of that patient's health; this in turn leads to more efficient clinical decision-making and a better patient care experience.

Led by KDH's IT Manager, Tim Farncombe, the team at KDH worked tirelessly to achieve this milestone. Their efforts were recognized by KDH CEO, Frank Vassallo. "I'm extremely proud of the team at KDH for their hard work and dedication on the ConnectingOntario initiative," he said. "It's exciting that the hospital has reached this contribution go-live goal, as contributing patient data is a key step in realizing the clinical value and patient benefits of an electronic health record."

Chantale LeClerc, CEO of the Champlain Local Health Integration Network (LHIN), added her praise: "On behalf of the Champlain LHIN, we congratulate the team at Kemptville District Hospital on this achievement," she said.

KDH completely smoke-free as of January 1, 2018

On January 1, 2018, KDH became entirely smoke-free – both inside the hospital and on its grounds – in compliance with the provincial government's Smoke-Free Ontario Act. This means that patients, visitors and staff must now leave the hospital property if they want to smoke.

"Our top priority in complying with the legislation is supporting our patients and families and our staff through this change," said Lana LeClair, KDH's Vice President of Corporate Services. "We are aware that for people who smoke, this is going to be really tough."

To help patients, KDH will continue to offer the Ottawa Model for Smoking Cessation to all inpatients who smoke. The program, offered in partnership with the Ottawa Heart Institute, includes counselling, personalized support, and medication to help patients deal with nicotine withdrawal.

For families, visitors, and KDH staff who may be ready to cut back or quit smoking, KDH has provided information on smoking cessation supports that are available, both through the public health unit, through the Ottawa-based MyQuit program, and a wealth of other sources.

The legislation will be enforced by the local public health unit, the Leeds, Grenville and Lanark District Health Unit. A person found to be smoking on hospital grounds, including in his or her vehicle, could be ticketed for smoking in a prohibited place and issued a fine of \$305.

KDH celebrates decade-long partnership with the Ottawa Heart Institute to help patients quit smoking



Pictured left to right: Kerri-Anne Mullen, Sarah Mackler and Lisa Comber of the Ottawa Heart Institute's Ottawa Model for Smoking Cessation at the KDH celebration in June 2017.

In June 2017, KDH celebrated 10 years of partnership with the Ottawa Heart Institute's Ottawa Model for Smoking Cessation (OMSC). Since implementation of the OMSC at KDH, approximately 250 smokers have been reached through personalized, best practice tobacco dependence treatment, resulting in increased quit attempts and long-term cessation. An estimated 100 smokers are smoke-free as a result of the support they received while at KDH.

"Being able to offer the Ottawa Model at KDH has made a big difference for our staff and our patients," said Cathy Burke, KDH's Vice President of Nursing and Clinical Services. "Our staff know they can offer real, proven help to our patients who smoke. The program gives us the tools we need to help patients who may be dealing with nicotine withdrawal and who may be ready to quit smoking for good. For our patients, the Ottawa Model offers a great chance of success, with evidence-based counselling and medication to help them quit. We are proud of the work we've done so far, and are committed to continuing to help members of our communities take this important step to improve their heart health."



News from the

KEMPTVILLE

District HOSPITAL

AUXILIARY INC.

In Memoriam

Since the last issue of Health Matters, we sadly bade farewell to several of our long-serving volunteers.

Joan Selleck, a member of the Acton's Corners Unit, passed away on November 9, 2017. Alice Ballerscheff, dedicated coordinator of our student volunteers, and a compassionate and dedicated nurse at KDH for many years, passed away on November 17, 2017. They will be missed.



Joan Selleck



Alice Ballerscheff

Congratulations to Patrick Brauneisen!

Volunteer Patrick Brauneisen received an award of a Volunteer Tack Pin for 12 years of service at KDH, firstly in the cafeteria and then in the kitchen. Thank you Patrick!

In the photo, Patrick Brauneisen (centre) marks bags at Hey Day with (from left to right) Jolene Stover, Connie Parsons, Jane Wolfe and Patrick's mom, Fran Brauneisen.



Thanks for your support of Hey Day

Hey Day 2017 was another huge success! Thank you to the entire community of North Grenville -- the volunteers who made it happen, the families that donated items, and, of course, the people that came out and supported Hey Day by buying raffle tickets, socializing and shopping for treasures.



Ferne Richardson presented a cheque for \$2,937 to John Currie, winner of Hey Day's 50/50 draw.

News from the Acton's Corners Unit

The Acton's Corners Unit of the KDH Auxiliary held their annual Christmas party at Maplewood Hall in Oxford Mills on December 6, 2017. Theresa Harrison, then Director of the Acton's Corners Unit, presented a donation of \$4,700 to Jane Wolfe, Past President of the KDH Auxiliary. This money was raised with a quilt raffle, the winner being Marj Cassgrain. Cecile Prodonick, Treasurer, presented the quilt to Marj.

Farewell to Bev Cecchini!

The KDH Auxiliary bids farewell to longtime and dedicated volunteer, Bev Cecchini. Bev worked tirelessly as the Manager of the Coffee Bar/Gift Shop since its inception in 2010. She served on the Executive of Auxiliary as Secretary for 11 years, and Bev looked after Lil's Café at Hey Day for six years. Bev received her Provincial Life Membership in 2013. Thank you, Bev, for all your years of service, and all the best in your new home!



Bev Cecchini with Andrea Corbett, KDH's Manager of Food and Nutrition Services.

2017 KDHA Bursary Recipients

Every year, the KDH Auxiliary awards a bursary to a graduate of each local high school who will be pursuing studies in healthcare. The 2017 bursary recipients were Katie Craig from North Grenville District High School, who will be studying Nursing, and Mia Andrew from St. Michael Catholic High School, who will be studying Forensic Science.

Below are photos of both recipients with Auxiliary President Connie Parsons.



Connie and Katie Craig.



Mia Andrew and Connie.



Pictured, left to right: Barb Morris, Connie Parsons, Allison Penny, Brenda Steacy, Lisa Charlebois, Bev Carson, Jolene Stover, Jane Wolfe, Ferne Richardson, and Lillian Leonard.

KDHA Executive for 2017-2018

Our Executive members for 2017-2018 are as follows:

- Connie Parsons, President
- Brenda Steacy, Vice President
- Lisa Charlebois, 2nd Vice President
- Jane Wolfe, Past President
- Bev Carson, Treasurer
- Barb Morris, Director, Acton's Corners Unit
- Allison Penny, Coffee Bar/Gift Shop Manager
- Jolene Stover, Hey Day Convenor
- Lillian Leonard, Gift Shop Buyer and Newsletter/Archivist

Our new Treasurer as of November 21, 2017 is Nancy Erhardt. Our outgoing Treasurer is Bev Carson. Thanks for serving as Treasurer for all those years, Bev!



Nancy Erhardt (centre) with Connie Parsons (left) and Bev Carson.

KDH volunteer creates colourful new gowns for palliative patients

Thanks to the joint efforts of staff and volunteer Sylvia Johnston, palliative patients at KDH now have beautiful new hand-made gowns to wear.

The idea for the gowns came from Beth Laporte, a Personal Care Assistant at KDH. Beth was inspired by her dear friend and colleague, Alice Ballerscheff, who, sadly, passed away as a palliative patient at the hospital in November, 2017.

Alice cared for KDH patients for 30 years as a Registered Practical Nurse; she was respected and loved by all, and is dearly missed. The new gowns are called "Alice Gowns" in her memory.

Beth discussed the idea of special gowns for palliative patients with Laurie Laporte-Piticco, Physiotherapy Assistant and Activation Coordinator on the Interim Long-Term Care unit, who approached Sylvia Johnston with the idea. Sylvia is a KDH volunteer and talented seamstress who had previously made special gowns for children having x-rays at KDH. Sylvia embraced the idea and sourced a variety of multi-coloured soft fabrics, which included images of flowers, birds, cowboys and butterflies, symbolizing hope. She made a dozen gowns with just one string at the top rather than two, as suggested by Beth to make them more comfortable and comforting.

The KDH Staff Association was approached to cover the costs of the project and unanimously voted in favour of doing so. Shelley Molson, Laundry Technician, will provide in-house laundry service for the gowns.



Left to right: Shelley Molson, Sylvia Johnston, and Beth Laporte.



Volunteer brings smiles to the faces of our littlest patients

Johanna Kuntz, a retired nurse from Mississauga, has been volunteering at KDH since September 2016. Johanna brings something extra to KDH as part of her service as a volunteer: she makes "comfort dolls" for children waiting in the ER.

Since Johanna began this project in December 2016, she has handed out approximately 40 hand-knit dolls. "The dolls are meant to comfort the children who perhaps aren't feeling well, distract them from nurses taking blood, and ultimately help them feel better," explains Johanna.

Children who receive the dolls are able to take them home with them if they would like to. In fact, "The children often won't let them go once they receive them!" says Johanna.

The dolls are made from old scraps of yarn and other quilting supplies, and are hospital-approved as they contain no buttons or other choking hazards and are machine-washable. Johanna welcomes donations of yarn and quilt batting; if you would like to contribute, please contact Patient Relations at patientrelations@kdh.on.ca or 613.258.6133 ext. 223.

Turn the page to read a heartwarming letter



LETTERS

...continued from page 2

Dr. Kirby, my anaesthetist, outlined my options, answered all my questions, and helped me make the right choice: a spinal injection that worked perfectly and exactly as he described it. Our discussion was like one with a good friend and one whom I could trust completely. KDH is extremely fortunate to have him on staff.

Dr. Davison has performed a couple of surgical procedures for me before. He is a terrific surgeon with a sense of humour that set me at ease in the operating room. His post-surgery instructions are working well and the neatness of the incision, my freedom from pain, etc., indicate an excellent, successful operation.

Nurse Marilyn is another true professional with a sense of humour, in whom I placed my trust immediately. She too, is a person I'd want as a friend.

Nurse Linda rounded out an OR team that you must all be very proud of.

Nurse Pat, in the recovery room, was excellent as well.

I don't want to forget Nurse Judy and Dr. Jones, the pre-op consultants at my visit the month before my surgery. Both of those professionals provided my wife Linda and me with a complete summary of how my surgical experience would be carried out.

There are a lot of great things to be said about your hospital. One of them is that I wish I could sit down with all of the above staff members at the local pub on a Friday afternoon. KDH must surely be very proud.

Sincerely, and again with great appreciation,
Hugh Grant (81 years and going strong)
Mallorytown

Volunteer brings smiles to the faces of our littlest patients continued...

Here is a letter from the mother of one of the children who received one of Johanna's dolls last fall:

“

Hello,

I'm writing today to express thanks to the volunteer at KDH who makes the knitted dolls. On Thanksgiving weekend we found ourselves taking our four-year-old daughter, Sabrina, to the emergency room. We were there for many, many hours and she had multiple tests and x-rays done. During our wait we came across these dolls with notes attached to them that said they were for children in the hospital who needed them. My daughter picked one out and spent the entire hospital visit holding her. Over the course of the last week and a half Sabrina has been to many doctors and had more tests done and this whole time she has been bringing her doll, whom she has named 'Mrs. Cotton Candy Ice Cream'. She is doing much, much better now so I finally have a chance to write to you in the hopes that you will pass on this message to the person who knitted this doll. It really has been a comfort to her and she sleeps with it every night.

Thank you so much for everything you do.

Sincerely,

Karen

”



- Sabrina and Mrs. Cotton Candy Ice Cream

Board of Directors NEWS



Dr. Penny McGregor
Chief of Staff

Dr. Penny McGregor was appointed by the Board as the Hospital's new Chief of Staff effective July 3, 2017.

Dr. McGregor brings to KDH 14 years of experience in patient-centred family medicine, combined with close to a decade of administrative experience gained as Clinical Chief of the multi-disciplinary Department of Obstetrics at Perth and Smiths Falls District Hospital. She has enjoyed privileges at KDH since 2003.

Dr. McGregor received her Doctorate in Medicine from the University of Ottawa in 2000, and went on to complete her Family Practice Residency at the same institution. Dr. McGregor also holds a Master of Arts degree in Psychology from Carleton University. In 2014, she was awarded Fellowship in the College of Family Physicians, a designation that recognizes family doctors who distinguish themselves through outstanding contribution to their communities, their colleagues, and the discipline of family medicine.

As Chief of Staff, Dr. McGregor also serves as Chair of the KDH Medical Advisory Committee, and plays a key role as a member of the KDH Board of Directors. In addition to her part-time duties as Chief of Staff, Dr. McGregor continues to care for patients at KDH and maintain her family practice in nearby Merrickville, Ontario.

Since the last *Health Matters*, the KDH Board has welcomed a new Chief of Staff and two new Directors



Bryonie Baxter
Director

Bryonie Baxter brings more than a decade of leadership in the education and not for profit sectors to the skills-based KDH Board. In September 2017 she joined Sun Life Financial as a Financial Advisor. Previously, she was the Executive Director of The Elizabeth Fry Society of Ottawa, overseeing 30 staff and responsible to a volunteer Board of Directors with a mandate to assist criminalized women and youth. Ms. Baxter's experience in the education sector includes serving as Vice Principal in the Peel District School Board, and Coordinator of the International Baccalaureate Program at Glenforest Secondary School in Mississauga, Ontario. Ms. Baxter's governance experience includes serving on the Youth Justice Advisory Panel and at the Ministry of the Attorney General's Criminal Justice Advisory Table. She holds a Bachelor of Arts and a Bachelor of Education from the University of Toronto, as well as Ontario Principal's Council Certification from Toronto's York University.

Ms. Baxter expressed her rationale for making a commitment to the KDH Board as follows: "I joined the Board as a way of connecting with and giving back to my community. I hope I can contribute in making Kemptville District Hospital the best it can be and all that our community needs and deserves."



Elizabeth MacPherson
Director

A relatively new Kemptville resident, Elizabeth MacPherson was Chairperson of the Canada Industrial Relations Board from January 2008 to December 2014. Prior to that appointment, she was the Director General of the Federal Mediation and Conciliation Service. Ms. MacPherson holds a B.A. in Industrial Relations from McGill University and an LL.B. and LL.M. from the University of Ottawa. She has been a practising labour mediator since 1978 and now runs her own business, Athena Dispute Resolution Services. In 2012, she was awarded the Queen Elizabeth II Diamond Jubilee Medal for her contribution to labour relations in Canada.

"KDH is an incredibly important institution in North Grenville and I am delighted to be able to contribute to the community by serving on its Board of Directors," said Ms. MacPherson.



KDH Patient and Family Advisor Bob Hale appointed to the Ontario Health Minister's new Patient and Family Advisory Council

We are very pleased to announce that Bob Hale, Co-Chair of the KDH Patient and Family Advisory Committee, has been appointed to the Ontario Health Minister's own Patient and Family Advisory Council (PFAC).

Comprised of a Chair and 15 members, the new PFAC of the Ontario Ministry of Health and Long-Term Care (MOHLTC) will advise government on key healthcare priorities that have an impact on patient care and patient experiences in the province.

Hale was selected from more than 1,200 applicants from across Ontario. He has been an active member of KDH's Patient and Family Advisory Committee since its formation in August of 2016; he became the Committee's Co-Chair in November of the same year.

Hale's work as a Patient and Family Advisor at KDH has included participating in patient safety leadership rounds, providing input to the hospital's review of performance indicators, and sub-regional planning at the Champlain Local Health Integration Network (LHIN) level. Recently he was appointed to the Quality and Safety Committee of the KDH Board of Directors, marking an important first for the hospital by bringing the patient voice to a Board table.

Hale is delighted to be part of the provincial PFAC, whose members were carefully chosen to ensure the Council reflects the perspective and healthcare experiences of a broad cross-section of Ontarians.

"It is an honour to represent patients, families and caregivers to inform policy development and decision making at the Ministry," he said. "I am confident that we can make a difference and that working together we will improve both patient care and the patient experience for Ontarians."

Lana LeClair, Vice President of Corporate Services at KDH and the other Co-Chair of the Patient and Family Advisory Committee, commented on Hale's appointment: "We are so proud to have one of our Patient and Family Advisors at the provincial table!" she said.

“

We are so proud to have one of our Patient and Family Advisors at the provincial table!

”

- Lana LeClair
VP Corporate Services

"Bringing the patient voice to our decision-making tables is a concept that's long overdue," she added. "We are seeing the impact it can have here at KDH, and the potential difference it can make at the provincial level is enormous!"

The creation of the Health Minister's PFAC was first announced in October 2016, and in September 2017, Julie Drury of Ottawa was announced as Chair. The inaugural meeting of the Council, with then Health Minister Dr. Eric Hoskins in attendance, was held in Toronto in November 2017. A second meeting with Deputy Minister Bob Bell attending was held in February 2018.

Hale reports that the Council has begun to develop a work plan that will look at issues such as digital health, primary care, mental health, and home and community care.

KDH is currently seeking more Patient and Family Advisors. If you're interested, please contact Lana LeClair at lleclair@kdh.on.ca or 613.258.6133 ext. 222.



Photo Credit: Roger Yip

Bob Hale (in red sweater) stands to the right of then Health Minister, Dr. Eric Hoskins.