



SPRING 2017

HEALTH MATTERS

'BUILDING HEALTHIER COMMUNITIES'



Ray of Sunshine

In January of this year, the KDH Auxiliary received a letter that began like this:

"Hello! My name is Grace Dinsmore. I am 11 years old. For Christmas my parents gave us money and challenged us to do something good. My idea is to make sunflowers for people in the hospital as sunflowers are cheery and a sign of good health and I think having a sunflower would make them smile while in the hospital."

Grace had done research on the KDH website and found that our Auxiliary volunteers put together 'comfort kits' for people admitted to the hospital without a supply of personal care items. The comfort kits contain everyday necessities like a toothbrush and toothpaste, shampoo, and a notebook and pen.

Now they also contain Grace's sunflowers!

We were very impressed with the way Grace took the initiative and made this happen on her own. After deciding what she wanted to do and talking to

-Continued on inside front cover

HERE WE GROW AGAIN!

Clinic Modernization Project

KDH is renovating and expanding clinic space to bring more specialized services to Kemptville!



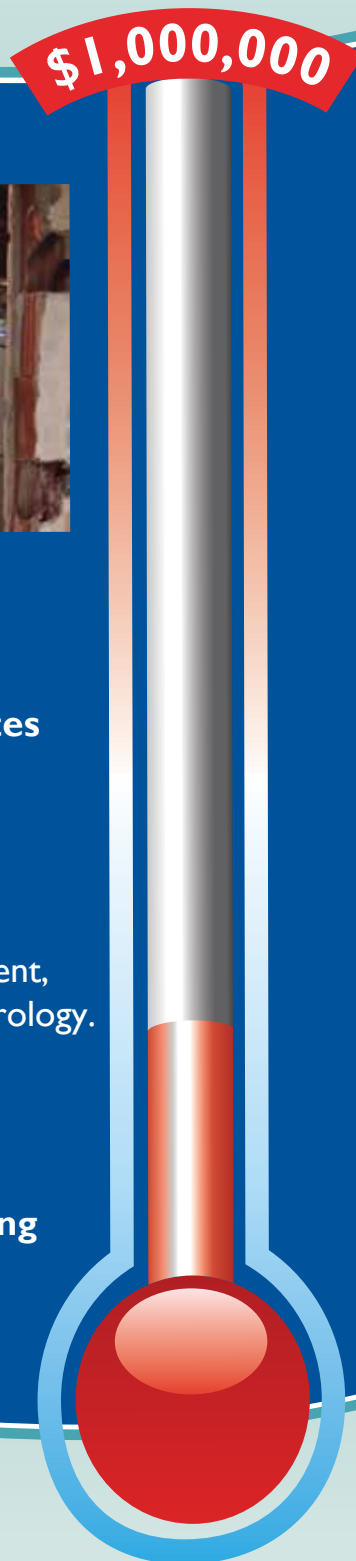
New Proposed Clinics

Children and Youth Services
Including Mental Health and Addictions

New Specialists' Clinics
May include Concussion, Ophthalmology, Pain Management, Psychiatry, Sleep Apnea, and Urology.

Prevention, Education, and Wellness Programs

Chronic Illness Programming





CEO's Message

I am pleased to introduce this issue of Health Matters. Pull up a chair, grab a coffee, and sit down and read about what we're working on to enhance programs and services at KDH.

For starters, read about our Clinic Modernization Project (pages 3 and 7), which will enable us to provide more specialists' clinics, services for children and youth, people with chronic illnesses, and more. This project, and all of our initiatives, are guided by what we heard from you, our patients and families, through our strategic planning process (page 4) last year.

I'd like to highlight our joint efforts with our patient and family advisors (page 5) and our partners (page 11) to improve the patient experience. We are also working hard to help make healthcare seamless for people moving from one provider to another (page 9) and leveraging information technology (page 4) to enhance patient care.

I would be remiss if I didn't mention how proud I am of all of our dedicated staff, physicians, and volunteers for their contributions to our 'Exemplary' Accreditation results in December 2016 (page 3). Our preparations for Accreditation resulted in the development of a number of new processes and new and updated policies to improve the quality, efficiency, and effectiveness of your hospital.

How enormously grateful we are for the KDH Foundation and, most importantly, the many donors who give so generously to enable us to do what we are privileged to do – provide Exemplary care to our patients and families.

And finally, I want to end by acknowledging people like Grace (on our front cover) who inspire all of us to look for ways to make a difference in the world around us. Together we will continue to Build Healthier Communities today, tomorrow, and in the years to come.

Yours in health,

Frank J. Vassallo
Chief Executive Officer

LETTERS FROM PATIENTS

Hi Frank,

We met in the hallway last month as I was waiting to have my blood work done. Thank you for being kind and welcoming and helping out.

I really want to say kudos to your wonderful staff for making my preparation before surgery very comfortable.

After I had my knee replacement surgery and I was taken to my room, everyone from the nurses, to the food staff and physiotherapist made my stay very comfortable. I have told everyone what a great hospital KDH is and if I need to have my other knee done I certainly will be driving to the Kemptville Hospital!

Please pass my thanks to everyone for their kindness. I did have my surgery soon after I met you. I am recovering very well.

Best wishes,
Roslyn Taller, Ottawa

Fantastic hospital and staff that take wonderful care of their patients. They love their jobs and it shows. Cannot thank the entire staff enough.
- Glen Paron, Kemptville

I came in around 4 pm yesterday. It was pretty busy. I had had gastro for about five days and it wasn't letting up. I had lost 20 pounds and honestly thought I was dying. It was a short wait to get a bed in a hallway with warm blankets. Boy was I grateful! So like any other hospital we have to wait! There are others worse off and need to be tended to. After treatments, x-ray and rest I was released. So about seven hours. My check-up was thorough and I was nursed back to life. I'm still sick but not in desperation anymore. Glad I came!
- Taralynn Mary-Jane Baribeau

-Continued from front cover

the appropriate people, she used the \$50 her parents had given her to buy supplies. Then, explained her mom, Tara, Grace went downstairs with the supplies and a glue gun. She came back upstairs with a sunflower prototype.

Kudos to Grace's mom and dad for inspiring their kids to find a charitable organization they cared about and support it.

In addition to knitting and sewing and doing crafts, Grace takes dance lessons, skates, and plays basketball and soccer. She wants to be a movie director when she grows up. And we have a feeling Grace will continue to make a positive difference in the lives of people in her community.

We'll give Grace the last word, explaining why she started making sunflowers for KDH patients: "I wanted to do something to make them happy, to make their day brighter. It made me feel good."



HEALTH MATTERS

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

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Photo: Barking Monkey Studio

Accreditation Canada declares KDH 'Exemplary' – again!



After 18 months of hard work by staff, physicians, and the Board of Directors, Accreditation Canada awarded KDH Exemplary Standing in December 2016 – for the second time running.

In addition to receiving Accreditation Canada's highest rating, KDH also achieved a rare perfect score on its accreditation survey, conducted November 28th through December 1st, 2016.

A perfect score means KDH met every one of the 1,666 criteria that the Accreditation Canada surveyors used to measure the quality of care and services that the hospital provides.

Preparation for Accreditation meant comparing current processes and policies in every area of the hospital against leading practices in healthcare.

"We gained a clear picture of our strengths, and areas where we could improve," explained Lana LeClair,

Vice President of Corporate Affairs, who led the accreditation preparation process.

This Accreditation work resulted in the development of a number of new processes and new and updated policies to improve the quality, efficiency, and effectiveness of the hospital.

"I can't tell you how proud I am," said CEO Frank Vassallo. "This achievement was made possible by the entire organization working together – staff, physicians, patient and family advisors, KDH Auxiliary volunteers, and our Board," he said.

Now other hospitals are contacting KDH to find out how we achieved a perfect score! "We are happy to share about the work we did leading up to our successful survey," said LeClair, "but our focus on improving quality, efficiency and effectiveness does not end with the award of Exemplary Standing; we are maintaining our focus on the Accreditation Canada standards to continuously raise the bar relative to quality improvement initiatives, policies, and processes, as well as promoting a quality, safe, and patient-centred culture."



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I can't tell you how proud I am. This achievement was made possible by the entire organization working together – staff, physicians, patient and family advisors, KDH Auxiliary volunteers, and our Board.

- Frank Vassallo, CEO

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KDH Embarks on Modernization Project to Expand Outpatient Services

Work is underway at KDH to modernize and expand our current clinic space to meet the community's needs for enhanced outpatient services. The 'Clinic Modernization Project' will see KDH updating existing clinic space and renovating underutilized space to effectively double the overall outpatient offerings that currently exist. With more clinic rooms, we will also be able to offer extended hours of operation and increase our focus on disease prevention, health promotion, and wellness for all age groups.

The Clinic Modernization Project will enable KDH to provide –

Children and Youth Services – These will include clinics for children and youth to help manage mental health and addictions challenges before they reach the crisis stage, as well as support groups for parents and caregivers.

Chronic Illness Programming – Enhancing KDH's ability to support people with chronic conditions means that they will have the tools they need to manage their conditions and lead better, happier lives, with fewer

visits to the ER, fewer hospitalizations, and the ability to remain at home as long as possible.

Specialists' Clinics – With double the number of clinic spaces, KDH can add a variety of new specialists' clinics. New offerings may include clinics for Concussion, Ophthalmology, Pain Management, Psychiatry, Sleep Apnea, and Urology. We also anticipate shorter wait times, compared with booking a specialist's appointment in a larger centre.

Prevention, Education, and Wellness Programs – Healthcare is not just about healing, but also about preventing illness, and the best way to do that is through education. The Clinic Modernization Project will allow us to increase our programs to help people of all ages stay well.

A Room for Families. A key component of the project is the creation of a private visiting or grieving space for families. Now a standard feature in hospitals, the concept of a designated room for families to gather in private did not exist when KDH was built; the Clinic Modernization Project will enable KDH to offer this source of comfort.

Overall, 7,600 square feet of space will be modernized!

The Clinic Modernization Project was designed following public consultations undertaken in 2016 that indicated a growing demand in our region for outpatient services focused on children and youth, support for seniors and others living with chronic illnesses, and increased access to surgeons and other specialists close to home. Access to these resources is currently very restricted at KDH due to space constraints and outdated facilities. We have only three clinic spaces, located in the 1960s-era wing of the hospital, and they are old-fashioned, cramped, and inefficient. Space limitations routinely force us to turn away specialists hoping to offer clinics at KDH.

The creation of the new clinic spaces is progressing well. Demolition is complete and structural, electrical, and mechanical work is underway. Framers and drywallers are also onsite. Excluding any unforeseen delays, we anticipate that the new clinics will be ready for a Grand Opening ceremony by late September, 2017.



Richard Delaney (far right) of Delaney + Associates facilitates our Partner Consultation.

Planning for Your Healthy Future: KDH's New Strategic Plan

In the fall of 2016, after extensive consultation with stakeholders, KDH launched its new Strategic Plan.

Designed to help us achieve our updated vision of being **your leader and partner for healthy communities**, the new Plan is centred on five goals:

- Make care seamless for patients and families
- Specialize to meet the needs of patients and families
- Partner with patients and families for the best healthcare experience
- Focus on our people
- Make the best use of our resources

By setting out specific initiatives within each of these goals, the Strategic Plan defines where we want to go over the next three years and how we expect to get there.

What does it mean for our patients and their families?

Our new strategic initiatives are designed to achieve the following results:

- Better coordination of care and transitions between healthcare providers.
- More support for people with complex conditions.
- A Healthier Community built by the Community in partnership with KDH.
- Access to specialized services in our outpatient clinics and operating rooms.
- Care close to home.
- Enhanced inpatient care.
- An improved experience in every area of the hospital.
- An opportunity to collaborate on decisions affecting the patient experience.
- A full complement of physicians, ensuring a wide range of services for KDH patients.
- A highly skilled, professional workforce, resulting in the highest quality care.
- A strongly engaged workforce, leading to an enhanced patient experience.
- More efficient and effective health services.
- Better access and support for patients through the innovative use of technology.

The Strategic Plan was developed by taking into account what we learned from in-depth consultation sessions with members of the community, our partners, staff, physicians and volunteers, as well as interviews with school principals and superintendents and addictions and mental health leaders, online surveys, and postage paid feedback cards.

We heard what people value most about KDH, and your collective hopes and aspirations for your hospital, today and tomorrow. Thank you to everyone who provided input.

To learn more, visit <http://www.kdh.on.ca/your-hospital/our-strategic-plan/>

KDH leads the way in implementation of IT for enhanced patient care

In 2015, KDH emerged as a small hospital leader in enhancing patient care through the innovative use of Information Technology (IT).

At that time we had just achieved Stage 4 in the internationally-recognized Electronic Medical Record Adoption Model (EMRAM) process, which charts a healthcare organization's path through eight stages toward a paperless patient environment.

As we have continued to move forward along this path, we have implemented electronic medical records, an automated packaging and dispensing machine for medications, an electronic medication administration record, and more. For patients, going electronic means greater safety because it reduces the chance of errors.

Now at Stage 5.2 and on track to achieve Stage 6 later this year, KDH continues to lead the way – the average EMRAM score of hospitals within the Champlain Local Health Integration Network (LHIN) is 2.3, and the average score for all Ontario hospitals is 3.1!

Here are next steps in our EMRAM journey:

Electronic Charting. Our Workstations On Wheels (WOWs) - medication carts at the patient's bedside that are fitted with computers - make electronic charting possible. In the near future, physicians, nurses, and allied health professionals (pharmacy, physiotherapy, dietary, etc.) will be able to do their charting electronically at the bedside. This means that rather than documenting the patient's vital signs, mobility, dietary needs, etc. on paper charts, members of the healthcare team will enter this information into each patient's electronic medical record.

Electronic Patient Order Sets. A patient order set is a group of related physician orders that apply to a specified diagnosis or a particular period of time. Earlier this year, KDH received funding to be the first hospital in the Champlain LHIN to implement digitalized or electronic order sets. To best meet the needs of the people in the communities KDH serves, we selected Chronic Obstructive Pulmonary Disease (COPD), Congestive Heart Failure and Pneumonia order sets for the first phase of this project. This will standardize care for our patients with these illnesses based on leading practices.

Closed Loop Medication Administration (CLMA). The WOW mentioned above includes a hand-held bar-code reading scanner that closes the loop left open in paper-based techniques by confirming electronically that a medication, with a certain dosage, at a specific time for the right patient is the intended and correct one. KDH's IT, pharmacy, and nursing teams are currently working on the implementation of CLMA for our inpatient orthopedic surgery unit.

That's not all – here are two other exciting IT projects we're also working on:

Connecting Ontario, Northern and Eastern Region (NER). Connecting Ontario is a program funded by eHealth Ontario that will give health providers secure and timely access to electronic patient health information by integrating various electronic health care systems. Clinicians will be able to access their patients' health information through the Connecting Ontario viewer and/or an electronic medical record from any secured computer, 24 hours a day, seven days a week.

At KDH, due to priority shifts, we began our Connecting Ontario implementation later than most other Champlain hospitals; however, by the end of fiscal year 2016/17, KDH had surpassed all but the two lead hospitals in achievement of the project milestones. Now, for the overall program, which encompasses the Northwest, Northeast, Southeast and Champlain LHINs, KDH is on track to be the first of the remaining 62 hospitals to go live with data contribution in 2017/18.

South East Health Integrated Information Portal (SHIIP). KDH is a Champlain lead agency in the roll-out of SHIIP, a secure web-based portal that enables healthcare providers to share patient data in real time, including hospital emergency room and acute care visits. By connecting information from different databases, SHIIP helps providers to identify complex and high-needs patients. This in turn improves clinical decision-making and care planning to enhance the patient experience.

KDH staff and physicians are excited about the potential for SHIIP, which will help identify high needs patients who would benefit from Health Link Care Coordination (see page 9), and outpatient care services.

KDH Celebrates its Patient and Family Advisors

During National Volunteer Week, celebrated across Canada from April 23rd to 29th, 2017, KDH recognized a new kind of hospital volunteer: the Patient and Family Advisor.

Patient and Family Advisors at KDH partner with staff and physicians to provide input into policies, programs and practices that affect patient care and services. Their contributions include sharing their healthcare experiences, participating in committee work, reviewing or helping to create educational or informational materials, working on short-term projects, and attending meetings of the hospital's Patient and Family Advisory Committee (PFAC).

The PFAC was established in August, 2016, following KDH's formal commitment to Patient and Family Centred Care, a philosophy of care that sees healthcare providers partnering with patients and families, both in their care and at the organization's decision-making tables.

KDH currently has about a dozen dedicated Patient and Family Advisors, who have accomplished an impressive amount in their first eight months. Their work includes helping to develop KDH's current Strategic Plan and annual Quality Improvement Plan, providing input on the hospital's ethics framework, reviewing handbooks for hip and knee replacement patients, and participating in patient safety leadership rounds.

"We are so grateful for the invaluable contributions our Patient and Family Advisors make," said Lana LeClair, the hospital's Vice President of Corporate Affairs, who co-chairs the PFAC, along with Patient and

Family Advisor Bob Hale. "Hearing the patient voice at our decision-making tables has changed us as an organization, and very much for the better," LeClair added.

Oris Retallack, an active member of the PFAC, provided her perspective: "I am pleased and honoured to work with the other Patient and Family Advisors and the professional and enthusiastic staff at KDH. Our goal is to enhance the patient experience and the culture of care at KDH. Our work supports the hospital's Strategic Plan and is being welcomed warmly. There is lots of time for everyone to contribute ideas and ask questions so everyone's thoughts are included. I am grateful for this opportunity to make a difference."

KDH welcomes new Patient and Family Advisors. They may provide input in person, by email, or over the phone. No special qualifications are required. To learn more about becoming a Patient and Family Advisor at KDH, please contact Lana LeClair at 613.258.6133 ext. 222, or lleclair@kdh.on.ca.

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Hearing the patient voice at our decision-making tables has changed us as an organization, and very much for the better.

*- Lana LeClair,
VP Corporate Affairs*

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Four members of the KDH Patient and Family Advisory Committee (left to right): Oris Retallack, Shawn Tobin, Joyce Charter, and Bob Hale (Co-Chair).

Our campaign to make Patient and Family Centred Care a reality for every patient, every time



In March of 2016, we launched a campaign called 'The Patient Experience Starts Here' to help us transition from providing patient-focused care to partnering with patients for Patient and Family Centred Care.

When you come to KDH, you will see our staff, physicians and volunteers wearing buttons that remind us every day that 'The Patient Experience Starts Here' – with each one of us.

Whether we work as a nurse or doctor, whether we volunteer, work in IT, Environmental Services, or any other department, each one of us has a huge impact on the patient experience.

We developed an Owner's Guide to accompany the buttons, a series of posters, and a video about what 'The Patient Experience Starts Here' means to each of us.

In November 2016 our CEO, Frank Vassallo, was invited to present about KDH's unique campaign and our work to achieve Patient and Family Centred Care at Health Achieve, the Ontario Hospital Association's annual national healthcare conference held in Toronto.

Vassallo was one of three hospital CEOs sharing their strategies and lessons learned in effecting culture change within their organizations to achieve Patient and Family Centred Care. He presented along with Julia Hanigsberg, President and Chief Executive Officer of Holland Bloorview Kids Rehabilitation Hospital, and Janice M. Skot, President and Chief Executive Officer of Royal Victoria Regional Health Centre.



KDH's work in this important area continues. Please visit our website to learn more: <http://www.kdh.on.ca/your-hospital/patient-and-family-centred-care-at-kdh/>

Welcome to the KDH Emergency Room

IF YOUR CONDITION IS LIFE THREATENING (you are experiencing shortness of breath or chest pains, for example) please speak to any member of our staff on arrival. You will see the triage nurse immediately.

IF YOUR CONDITION IS NOT LIFE-THREATENING, please take a number and have a seat in our waiting area. You will see the doctor as soon as possible. When your number is called, a specially trained triage nurse will assess you to determine how quickly you need treatment. Your pulse, blood pressure, temperature and breathing will be measured and notes will be made of any allergies or medications you are taking. Our triage nurses place patients in priority sequence using the Canadian Triage Acuity Scale, which ranges from Triage Level 1, patients needing resuscitation, to Triage Level 5, non-urgent. After assessment by the triage nurse, you will be asked to take a seat in the waiting area until you are called to the Patient Registration desk. The registration clerk will ask for your name, address, Ontario Health Card (OHIP) number (or other health insurance plans), family doctor's name, and an emergency contact phone number. The clerk will make up a chart for you and give you an identification wrist-band. You will then return to the waiting area until you are called to a treatment room within the ER.

If at any time your condition worsens, please inform a member of our staff immediately.

Your Role as a Partner in Your Care. As a patient or family member, we ask that you be an active participant in your care – ask questions, let us know if you have any concerns, make sure you tell your healthcare team about any symptoms you may have, your health and family history, and the medications you are taking. We also ask that you be respectful – of other patients and families, of our staff, physicians and volunteers, and hospital property.

Our Commitment to You. As part of our commitment to partner with you and your family for Patient and Family Centred Care, we will treat you with dignity and respect, share information with you, and encourage you to participate in your care. We will tell you our names and our roles when we walk into a room where you are, and display our name badges prominently so that you can easily read them. We will answer any questions you may have and keep you informed about the reason for any delays.

If you would like more information about the ER, or have any other questions about Kemptville District Hospital, please contact Patient Relations at 613.258.6133 ext. 223 or patientrelations@kdh.on.ca. We would be happy to talk to you.

EMERGENCY ROOM TIP:

Keep an up-to-date list of your current medications and medical conditions in your wallet, just in case you end up in the ER unexpectedly.

Q & A with Dr Jonathan Rathwell



Dr. Jonathan Rathwell is KDH's new Chief of Emergency Services. He is also well known and respected in the North Grenville community as a family doctor, having practiced family medicine in Kemptville since 2007. We asked Dr. Rathwell to answer some of the most frequently asked questions about the KDH Emergency Room (ER).

Q: I was in the ER recently and there were only two other people in the waiting room, and yet I had to wait three hours to be seen by the doctor. Why?

A: When you are in the ER waiting area, you have no way of knowing what is happening within the ER itself. In this case, most likely there were people with life-threatening conditions being treated in the ER. Perhaps an ambulance came in with one or more casualties of a car accident. In a small emergency room like ours with one physician and limited nursing staff on duty, one very ill patient can occupy all of our resources for a long period of time. As a result, people with non-life-threatening conditions will have a longer wait. We know waiting is tough – and waiting without knowing why is tougher. As much as we can, we will keep you informed about the reason for any delays.

Q: I went to Emergency with a knee injury. I thought I should have an x-ray to determine the extent of my injury. The doctor told me it was a soft tissue injury, and gave me instructions for taking ibuprofen and icing my knee, but did not order an x-ray. Should I have insisted on having one?

A: Emergency Room doctors follow evidence-based guidelines with respect to knee x-rays and a host of other conditions. Since you had a soft tissue injury, and since x-rays show bone only, an x-ray would not have been helpful. Sometimes patients feel they need certain tests that aren't clinically indicated or warranted. Part of our role as physicians is to be judicious about healthcare spending, and not to order tests or write prescriptions unnecessarily. In your case, your injury would best have been managed by your family doctor, who could follow up with you as necessary.

Q: Why don't you post ER wait times? I want to have that information when deciding which hospital's ER I will visit.

A: We made the decision not to post wait times because, without an automated process for determining them, we would just be posting an educated guess, which would often be inaccurate. It's difficult in general to predict ER wait times, but it is particularly so in a small emergency room like ours where, as I mentioned, one very ill patient can occupy all resources. Wait times fluctuate rapidly, as there may be only a 30-minute wait at one point, and then a large trauma comes in that requires the attention of all staff for an extended period, and the wait shoots to several hours. That being said, you could reasonably expect to usually have a shorter wait time in Kemptville than you would in a big city hospital where they see a much greater volume of patients.

Our Project Team

KDH is fortunate to have an extremely competent team of professionals who are committed to completing the Clinic Modernization Project to the highest standards of quality.

The Project Team consists of:

- David Bryden – Bryden Martel Architects Inc.
- Larry McMillan & Christopher Sylvestre – WSP Mechanical/Electrical Engineers
- Louis Guilbeault – BTY Group
- Tammy Buehlow – KDH
- Harold Westendorp – KDH

The Major Trades are:

- Electrical contractor: D.R. Howell Electric
- Mechanical contractor: S&R Mechanical
- Gypsum Board/Ceiling: Marel Contractors



Examining the plans at a recent site meeting are (back row, left to right): Jeff Howard, S&R Mechanical, Chris Sylvestre, WSP Mechanical; (front row): Dean Howell, D.R. Howell Electric, and KDH's Harold Westendorp and Tammy Buehlow.

OUR GENERAL CONTRACTOR

Harold Westendorp is a 4th Class Stationary Engineer. He brings more than 30 years of residential and commercial construction experience to the project, with 21 years' experience in a health-care environment.

Harold is a dedicated KDH employee, who recently celebrated 20 years of service to the Hospital. His responsibilities relative to the Clinic Modernization Project include coordination of all trades, site safety and security, and involvement in risk management and control.

OUR PROJECT ADMINISTRATOR

Tammy Buehlow is KDH's Building Services Manager. Her qualifications include Algonquin College Project Management Studies certification (with Honours), Lean Yellow and Green Belt certification (Black Belt in progress), and she is currently studying for the Certified Associate in Project Management (CAPM) exam. As the Administrator of the Clinic Modernization Project, Tammy has been involved since its inception.

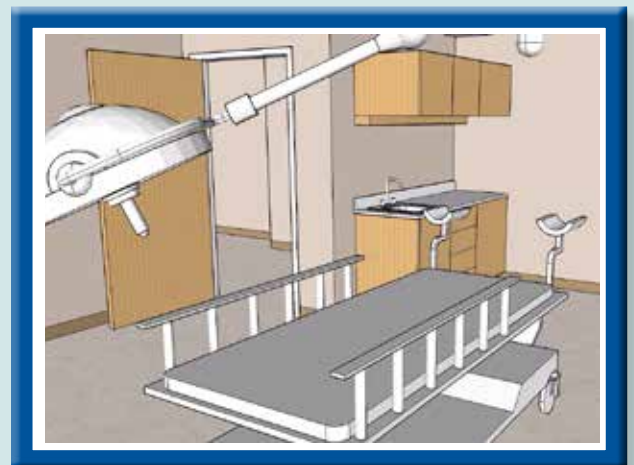
HERE WE GROW AGAIN!

Our Clinic Modernization Project will see KDH updating existing clinic space and renovating underutilized space to double our current outpatient services.

CURRENT



FUTURE



The project will enable KDH to provide:

- Children and Youth Services
- Chronic Illness Programming
- New Specialists' Clinics
- Prevention, Education and Wellness Programs

 kemptville district hospital
FOUNDATION

 **KEMPTVILLE**
District HOSPITAL



Auxiliary NEWS

Welcome New Kemptville District Hospital Auxiliary (KDHA) President

We were delighted to welcome Connie Parsons as the new President of the KDH Auxiliary in the Fall of 2016. Connie is the studio manager and health and safety coordinator for Lagois Design Build Renovate in North Gower, a position she has held since 2007. Prior to that, she lived in South Korea for four years teaching English at a private university. A graduate of the University of Guelph with a major in Family Studies, Connie began her career as district supervisor for the Visiting Homemakers Association in Ottawa, and moved on from there to instruct and coordinate the Home Support Worker training program at Algonquin College. She moved to Kemptville in 1984 when she became the owner of Kemptville Florist and a freelance Continuing Education instructor in floral design. Connie has been affiliated with a number of community organizations, including the Kemptville Rotary Club, of which she was the first female President, the North Grenville Community Service Council, the Kemptville Youth Centre, and Girl Guides. As Auxiliary President, she is an ex-officio member of the KDH Board of Directors.



Connie Parsons (centre) receives her President's Pin from Jane Wolfe, Past President of KDHA (right), and Bev Carson, Treasurer of KDHA.

KDHA donates \$65,000 to KDH

In April 2017, the Auxiliary made its annual donation to KDH to enhance patient care. For the third year in a row, the amount was an extraordinary \$65,000! This year, the Auxiliary has chosen to allocate its donation to the purchase of pain pumps for palliative patients, a new endoscope for the OR, equipment to help monitor carbon dioxide levels for patients in the ER, and an ice machine to provide pain relief for knee replacement patients. "It has been an honour for all of us to work with the awesome team at KDH," President Connie Parsons declared. "We are proud to support their efforts to provide high quality, patient-centred care to everyone in the communities that KDH serves." Frank Vassallo, the Hospital's CEO responded: "We are deeply grateful to each and every one of our Auxiliary members for all that they do to make our hospital a better place for our patients. Our volunteers make a difference at KDH every day."



Connie Parsons presents Auxiliary's annual donation to KDH CEO Frank Vassallo.

2016 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 2016 bursaries were presented to Cassandra Goodall from North Grenville District High School and Abigail Layden from St. Michael Catholic High School.



KDHA Past President Jane Wolfe presents the 2016 bursaries to Cassandra Goodall (photo at left) and Abigail Layden (right).



Here comes Hey Day!

Hey Day, the KDH Auxiliary's annual giant yard sale, is fast approaching! Hey Day 2017, the 57th annual, will be held June 9th (6:30 to 9:30 pm) and 10th (9:00 am to 1:00 pm) at the North Grenville Curling Club in Kemptville.



Hey Day is being coordinated again this year by Jolene Stover, who helped make last year's event a resounding success! Donations can be dropped off at the Curling Club June 7th from 3:00 to 7:00 pm and June 8th from 9:00 am to 8:00 pm. Admission is free. 50/50 and raffle draws begin at 1:00 pm on June 10th. Shop Hey Day for Kemptville's greatest selection of furniture, clothing, sporting goods, toys, china, jewellery, accessories, linens, books, housewares, plants, tools, and more! Huge thanks in advance to all of our dedicated volunteers, many of whom come out year after year!



This year's award recipients (left to right): Bev Carson, Jane Wolfe, Lois Watts-Sculthorpe, Sue Cotter, Louise Shaw, Allison Penny, Donna Thibert, and Doug Southcott.

KDH celebrates its volunteers with annual appreciation event

In conjunction with National Volunteer Week, KDH celebrated its Auxiliary members and volunteers on April 27, 2017 with a Volunteer Appreciation Luncheon. On behalf of staff, physicians, and the Board of Directors, KDH CEO Frank Vassallo expressed his gratitude to the organization, whose 157 members gave 11,627 hours of their precious time to KDH in 2016.

Auxiliary President Connie Parsons recognized a number of dedicated volunteers with awards:

- Louise Shaw and Lois Watts-Sculthorpe received Certificates of Appreciation for five years of service.
- V (for Volunteer) Pins were awarded to the following in recognition of 10 years of service: Patrick Brauneisen (in absentia), Sue Cotter, Allison Penny, Douglas Southcott, and Donna Thibert.

Following these awards, Past Presidents Lillian Leonard and Jane Wolfe presented flowers to both Bev Cecchini and Elaine Martin in honour of their upcoming retirements from the Auxiliary. Bev Cecchini, who spoke about her many years with the KDHA, said, "I highly recommend both volunteering in this hospital and becoming

-continued on next page.

New volunteers are always welcome!

Typically, volunteers work for two to four hours at a time in the area of the hospital they choose. At this time we are particularly seeking greeters for our main entrance and ER: be the friendly face that greets and guides patients through the hospital! In addition, our Executive Committee is looking for a Treasurer and Vice President.

If you're interested in learning more, please contact Auxiliary President Connie Parsons by email at volunteer@kdh.on.ca

Auxiliary NEWS

a member of the Auxiliary. It's not just a rewarding experience, but you make new and lasting friendships."

Congratulations Provincial Life Members

Since the last issue of Health Matters, five members of the KDH Auxiliary have been honoured for their dedicated service: Lis Angus, Bev Carson, Lillian Leonard, Tine TeGrotenhuis, and Jane Wolfe all received Provincial Life Memberships (PLMs) from the Hospital Auxiliaries' Association of Ontario. Congratulations and thank you to our honorees!



Our 2017 Provincial Life Members: Jane Wolfe (left) and Bev Carson.



Our 2016 Provincial Life Members (left to right): Tine TeGrotenhuis, Lillian Leonard, and Lis Angus.

IN MEMORIAM

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

Mona Graham passed away on March 29th, 2016 and **Bertha Tenbult** passed away on August 3rd, 2016. Mona and Bertha belonged to the Acton's Corners Unit and they always sold 50/50 tickets and helped at numerous Hey Days. They will be missed.

Katy Pominville passed away on January 24th, 2017 at the age of 109. Considered one of the oldest hospital volunteers in Canada, Katy was a member of the KDH Auxiliary for many years and contributed in a large way by knitting goods to be sold in the Gift Shop. She will be missed.

Helping to make care seamless for patients and families

One of KDH's key strategic directions is to make care seamless for people receiving services from more than one healthcare provider. We can do this by building and facilitating partnerships between different health service organizations to ensure that they collaborate and communicate with each other. For our patients and families, this means better coordination of care and better transitions between healthcare providers. This approach is also known as 'integrated care' – care that is seamless, smooth, and easy to navigate.

Enabling Better Transitions in Care

In January 2017 we held a focus group session to bring together patients, their families or caregivers, and other health or service providers to talk about their experience with the healthcare system. These discussions will inform a new initiative KDH is developing as part of our efforts to enable seamless care: a truly patient-centred solution to issues around Transitions in Care. 'Transitions in Care' means your healthcare journey as you move from one health provider to another – for example, from hospital to your family doctor to home or to another service agency. It is about ensuring patients have the best possible outcomes from their care.

Partnering to Improve Child and Youth Mental Health

KDH has initiated an inter-agency collaborative to improve access, outcomes and experience for children and youth with mental health and addictions challenges. 'Reaching every child and youth; supporting every family' is the vision of the collaborative, which is made of up hospitals and agencies providing mental health and addictions services to children and youth throughout our region. "We are excited about the potential for this group to facilitate diagnosis, referral, and treatment, as well as step up targeted prevention efforts," said Catherine Van Vliet, KDH's Executive Vice President of Integration and Primary Health.

Coordinating Care for people with complex needs

Our current work within the South and West Ottawa/North Grenville (SONG) Health Link is another way we are working to make seamless care a reality in the communities KDH serves.

An initiative of the Ontario Ministry of Health and Long-term Care, Health Links coordinate care for people with complex needs, recognizing that five per cent of patients in the province – most with multiple, complex conditions – account for two-thirds of our healthcare costs.

or other healthcare professionals to develop a coordinated care plan that supports each client's healthcare needs and goals.

But Health Link Care Coordination goes beyond a client's health needs to consider her or his social situation. Patricia explains: "So often those with multiple complex medical needs are seen by medical specialists to address their health concerns, but no one in the system is responsible for helping them find safe housing or ensuring they have access to affordable food. That's where Health Links can come in, helping



That's where Health Links can come in, helping with the social factors that may affect a client's ability to access health services.

*- Patricia Creighton,
Health Link Care Coordinator*



Health Links facilitate coordinated care by ensuring that hospitals, family doctors, long-term care homes, and community organizations work as a team. The results are a better healthcare experience for people with complex needs, a reduction in gaps in service, and a decrease in unnecessary visits to hospital emergency departments and in hospital admissions.

KDH is home base for Health Link Care Coordinator, Patricia Creighton. Patricia works with clients, their caregivers, and their family doctors

with the social factors that may affect a client's ability to access health services."

For more information about the SONG Health Link, including to self-refer to the program, please call 613-321-7664 or email SONG.HealthLink@pqchc.com.

For more information about KDH's efforts to make care seamless for patients and families, please contact Catherine Van Vliet, Executive VP, Integration and Primary Health, at cvanvliet@kdh.on.ca.



Patricia Creighton, Health Link Care Coordinator.

KDH joins the Ontario Breast Screening Program

KDH is proud to announce that we received official Ontario Breast Screening Program (OBSP) affiliate status in the fall of 2016.

We have been working toward becoming part of the province-wide OBSP since opening our mammography unit in 2011. The reason for this is that evidence indicates that an organized screening program can find cancer earlier, leading to better outcomes for our patients.

Having a mammogram at an OBSP site offers women a number of important benefits, including a reminder letter when it is time to return for the next screening mammogram, notification of screening results for both participants and primary care providers, help to set up extra tests or referrals if needed, and the tracking of participants throughout the screening process.

As an OBSP affiliate, KDH provides screening mammograms to women every one to two years, depending on their risk factors.

About 10 percent of women who undergo breast cancer screening will be called back for further imaging, such as breast ultrasound or x-ray images. For most women, further pictures will help rule out breast cancer.

KDH provides follow-up of abnormalities detected via screening in partnership with Winchester District Memorial Hospital.

According to the Canadian Cancer Society, breast cancer is the most common cancer and the second



Karen Finner, Senior Medical Radiation Technologist

leading cause of death from cancer among Canadian women. Breast cancer occurs primarily in women 50 to 74 years of age. Finding early breast cancer offers the best chance of survival.

The Canadian Cancer Society recommends regular screening every two years for women 50 to 69 years of age. Women aged 40 to 49 should talk to their doctor about their risk of breast cancer, as well as the benefits and risks of mammography. Women over 70 should discuss with their doctor how often they should have a mammogram.

Women aged 50 to 74 can book a mammogram at KDH without a doctor's referral by calling Bookings at 613-258-6133, extension 400.

Living the KDH Mission

A number of KDH's highly respected healthcare providers recently demonstrated their personal commitment to 'building healthier communities' – KDH's mission for a number of years – by traveling to less fortunate areas of the world to provide much needed medical or surgical care to more than a hundred people...

Dr. Jonathan Rathwell, KDH's Chief of Emergency, took part in a 10-day medical mission to Tanzania in September 2016, along with **Dr. Tania Zakhem**, **Dr. Rehana Rouf**, and **Nurse Abby Van Camp**. Sponsored by the Canada-Africa Community Health Alliance, the mission was based in Shirati, a small town on Lake Victoria in an isolated region of northern Tanzania. The medical team traveled each day to small isolated villages one to two hours from Shirati, where people don't have access to any health care. On average they saw about 200 patients a day, or about 2,000 in total. In addition to caring for patients, they provided education sessions to several hundred students at area schools about malaria, sexually transmitted infections, clean drinking water sources, and basic public health. The mission team also spent a day doing ward rounds in the Shirati Hospital to help provide input and guidance to the local staff.

Cathy Burke, KDH's Vice President of Nursing, traveled to Guatemala in February 2017 with a group of surgeons and nurses from Cape Breton, Nova Scotia. In a mere five days the group of volunteers, Cape Breton Surgeons on a Mission, performed surgery on 65 people from rural areas of the country suffering from hernias, cancerous masses, gallstones, and more. Most had been suffering in pain for years with no hope of treatment due to the cost of medical care. In addition, many were unable to work and provide for their families because of their conditions. Thanks to the volunteers' fundraising efforts back home, all costs for the patients were covered, including transportation to the city, accommodations, and food. Cathy described the trip as "life-changing". "We worked long hours and it was very tiring," she said, "but it was a privilege to be part of this mission, performing life-altering procedures for some of the world's most forgotten people."



Cape Breton Surgeons on a Mission in Guatemala. KDH's Cathy Burke is fifth from the right.

A more comfortable, convenient mammogram

In early 2013, KDH made headlines by taking an innovative approach to mammography – pledging to make every mammogram as comfortable and convenient as possible, offering plush spa robes instead of hospital gowns, kind and caring technologists, and extended hours to fit patients' busy schedules. We continue to offer these comforts as an OBSP site.



A more comfortable mammogram

At Kemptville District Hospital, we offer:

- comfort
- convenience:
 - extended hours
 - we contact your doctor for the requisition
- next appointment reminders
- transfer of records

Women aged 50 to 74, call now to book your mammogram – **613.258.6133, extension 400, option 5.**



2675 Concession Road • Kemptville
20 minutes from Ottawa



Working with our Partners to Build Healthier Communities

Tanya Collins leads the Parkinson's Exercise Group at The Workshop Dance Studio.

Fred Lohmann with KDH's Laurie LaPorte-Piticco.

At KDH we are proud to work with a number of partners who share our commitment to Building Healthier Communities. Enhancing existing partnerships and forming new ones is a key initiative for KDH in our new Strategic Plan. In this article, we highlight some of the partnerships that help to create a healthy future for all.

Partnering to improve mental health and addictions services for children and youth

KDH has partnered with Parents' Lifelines of Eastern Ontario (PLEO) and Children's Mental Health of Leeds & Grenville to launch a confidential support group for parents and caregivers of children, youth and young adults (up to age 24) who are dealing with mental health and/or addictions challenges.

The support group meets on the second Tuesday of each month from 6:30 to 8:30 pm at KDH, providing a confidential, non-judgmental environment in which to share and exchange strategies and support each other, as well as to better understand and discover the various services available.

These efforts are in response to a need for improved youth mental health and addictions services identified by the community during our strategic planning process last year. For more information about the support group, call 613.321.3211 or 1.855.775.7005.

Partnering to improve the experience of people with Parkinson's

In January, KDH embarked on an innovative partnership with The Workshop Dance Studio in Kemptville to enhance our programming for people

with Parkinson's. This new collaboration saw KDH's Parkinson's exercise program move out of the hospital and into the dance studio!

Operating the Parkinson's program at The Workshop Dance Studio, which is twice the size of the space available at KDH, means increased access to this important program: physiotherapist Tanya Collins reports that we've been able to eliminate our waiting list! And with the The Workshop Dance Studio's owner, Nancy Morgan, acting as an additional instructor, a broader scope of expertise can be offered to the participants as they perform the exercises and movements. As well, with more room to move freely, the therapeutic benefits for specific Parkinson's impairments are optimized, while the temperature-regulated space provides increased comfort for participants.

Going forward, both Tanya and Nancy are excited about the opportunity the innovative partnership

Partnering to ensure people are cared for in the right place

As many readers are aware, sometimes hospital beds are occupied by patients who no longer need to be in hospital, but can't be discharged home for a variety of reasons. While they wait for an opening in a nursing home or other setting, our health system's limited, expensive resources are used inappropriately. These patients are known as alternate level of care (ALC) patients. Hospitals across the country track the percentage of days that an ALC patient occupies a bed, and strive to reduce them.

By partnering with our local Community Care Access Centre (CCAC), KDH achieved tremendous success in reducing our ALC rates in the last fiscal year. We went from a yearend average of 40.6 percent for 2015/2016 to only 16.9 percent for 2016/2017.

This dramatic decrease in our ALC percentage was due to coordinated efforts by CCAC Care Coordinator Heidi Peskett, working in conjunction with Dr. Greg Leonard,

“

By partnering with our local Community Care Access Centre (CCAC), KDH achieved tremendous success in reducing our ALC rates in the last fiscal year.

”

presents for collaborative program development by a physiotherapist and trained dance expert.

The Parkinson's exercise group meets every Thursday at 1:00 pm. If you are interested in joining the program, call 613.258.6133, extension 136 to make an appointment for an initial assessment. You do not need a doctor's referral.

our Chief of Staff, Frank Vassallo, CEO, and Cathy Burke, Chief Nursing Officer. The focus throughout the year was on preparing patients for discharge at admission, utilizing all available services for the patient, and coordinating efforts to promote early discharge to the patient's preferred destination.

This work continues as we strive to reduce our ALC rate even further.



Left to right: Joanne Mavis, Foundation Executive Director, Graham Pincott, Treasurer, Mary Boucher, Senior Manager, Community Engagement, Margaret Norenberg, Foundation Board Vice Chair, Frank Vassallo, KDH CEO, Robert Noseworthy, Foundation Board Chair, Lillian Leonard and Anna Van Adrichem-Rochon, Foundation Board Members.

Kemptville District Hospital Foundation grants \$308,495 to the KDH Equipment Fund

At a recent meeting of the Board of Directors of the KDH Foundation, the Foundation presented a cheque to Mr. Frank Vassallo, CEO of KDH, for \$308,495, raised through the community in support of the Hospital.

The funds were used to purchase much needed equipment including a new ECG machine for the Emergency Room, a new portable Ultrasound, a patient lift to move patients safely from bed to chair, a specialty bike for the physiotherapy department, and new robes for the mammography unit.

Robert Noseworthy, Chair of the Kemptville District Hospital Foundation, noted, "There is no government funding available to purchase equipment. Thanks to the support of our community, KDH has the tools it needs to provide the best care possible to our patients."

For further information or to make a donation, please contact the KDH Foundation office at 613-258-6133 (ext. 185 for Joanne or 157 for Mary).

Thank you to the North Grenville Chamber of Commerce for raising \$5,000 from the first annual Little Black Dress event. Note the 2017 event is scheduled for October 20th.



Pictured here are (left to right) – from the Foundation, Mary Boucher, Senior Manager, Community Engagement, and Margaret Norenberg, Vice Chair of the Board – and representing the Chamber, Melissa White, Chair, John Gray, Vice Chair, and Cathy Sheppard, Treasurer.



Thanks to all the generous shoppers at Jonsson's Independent Grocer who recently made our annual K Card Campaign a success! Steve Jonsson is pictured here presenting a cheque for \$1,030 to Foundation staff Joanne Mavis (left) and Mary Boucher to support women's health programs at KDH. Jonsson's Independent is a longtime supporter and member of the KDH Foundation's Community Partner program.

Thanks to our two local Tim Hortons restaurants in Kemptville for the donation of a 'pack' of Tim Hortons Teddy Bears! The bears will be distributed to children in the KDH Emergency Room.



Pictured here (left to right): Margaret Norenberg, Vice Chair of the KDH Foundation Board, Donna Fullerton, representing owner Jose Salvador, and owner Ingrid Kohling.

Thank you to the Kemptville Knights of Columbus for their donation of \$2,000, presented at the 2017 Sweetheart Brunch.



Pictured (left to right): Lillian Leonard, Foundation Board Member, Mary Boucher, Foundation Senior Manager, Community Engagement, Robert Noseworthy, Foundation Board Chair, and Todd Fortin, Grand Knight, Holy Cross Knights of Columbus.



A recent donation from the St Daniels Ladies group has brought their total donations to the KDH Foundation to \$5,000, earning them a spot in the 'Friends' category on the Donor Wall. This lovely group of ladies raised the funds from their shortbread cookie sales and their annual bazaar.

From left to right; Marie Havekes, Margaret Norenberg, Maryann Foley, Anne Caza, Joey O'Connor, Joan Amirault, Emily VanAdrichem, Cecile Lalonde and Diny Meulenbrook.

Shoppers Drug Mart raised funds for the Kemptville District Hospital Foundation Women's Health & Wellness with their Tree of Life program.



Shown, Anna Van Adrichem-Rochon, KDH Foundation Board Member (far right), accepts cheque from Gary Baxter (fourth from right), Pharmacist/Owner, and the Shoppers team.



With the help of their customers, Jason Moore (left) and Steve Moffatt of the Marlborough Pub in North Gower were again able to present a cheque for \$500 to the Foundation's Mary Boucher.