

HEALTH MATTERS



KEMPTVILLE
DISTRICT HOSPITAL

SPRING 2022

‘Building Healthier Communities’



→ **EMERGENCY**
URGENCE

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Letter from the Chair of the Board

“**Building Healthier Communities**” is not only the mission of Kemptville District Hospital, but it is also a way of life for our incredible staff, physicians, and volunteers.

I would like to take this opportunity to formally thank all KDH healthcare workers for their dedication during two long years of COVID-19. I've been so impressed at how everyone involved with our hospital came together to handle the global pandemic. The sacrifices made by members of the KDH team have been heroic, and as we have been dealing with COVID-19 for two years now, I am inspired by and grateful for the team's determination and resilience. Throughout the pandemic, the entire KDH organization has been unwavering in its commitment to keeping our community healthy.

I would also like to thank the community for showing your support for KDH staff throughout the past two years. Earlier in the pandemic, there was an outpouring of support for healthcare workers in communities across Canada, and North Grenville and the surrounding area were no different! Your letters, gifts of food, noise-making (banging of pots, ringing of bells, etc.), social media posts and more meant the world to our staff. More recently, getting vaccinated, following public health guidelines, masking, physical distancing and handwashing were the most important ways you showed our staff that they were appreciated. We know these practices posed an inconvenience and a hardship and we're very grateful that you did your part to keep everybody safe.

As you may be aware, KDH's commitment to patient safety and quality of care were rewarded in the fall of 2021 with an overall Accreditation score of 99.7%. In achieving this score, the KDH team has so much to be proud of and to celebrate, especially in light of the additional challenges presented by the pandemic.

Before I close, I'd like to express the Board's thanks to the community for your participation in our current strategic planning process. Preparing a strategic plan is one of a Board's most important tasks during its mandate; however, it can't do this in isolation. That's why we were so pleased to have input from more than 700 members of the communities KDH serves, providing their hopes and aspirations for the hospital's future via a virtual workshop and/or participating in online and telephone surveys. All of the input gathered has been compiled, analyzed, and used to help develop our next strategic plan, which will set out KDH's new strategic priorities and identify the actions that will be taken to advance them. The plan is expected to be finalized in June 2022 and at that point we will share it widely with the community.

On behalf of the Board, I look forward to the exciting opportunities that await our hospital and our community!

Sincerely,

Elizabeth MacPherson
Chair of the Board of Directors



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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ON OUR COVER

Our new Chief of Staff, Dr. Colin Sentongo, took up his duties in July 2021.



CEO's Message

I'm so pleased to have this opportunity to communicate with the community in this special issue of Health Matters. Due to unforeseen circumstances, this is the first issue since early 2020. At that point we were poised to hold a number of special events throughout the year in celebration of KDH's 60th Anniversary, and then COVID-19 struck, and life changed dramatically for each and every one of us.

What strikes me in reflecting on that reality is that KDH did more than just cope with COVID-19 and all its implications – despite the additional challenges we have faced, we not only continued to make the provision of the highest quality patient care our number one priority, but thanks to our resiliency and strength, we also continued to move forward with growth and change. I would like to highlight several examples of this.

We began the work of bringing CT scanning technology to KDH – KDH has recognized that it is no longer enough for our ER to have x-ray and ultrasound capabilities – we need to be able to offer CT scans. A CT (computed tomography) scan shows detailed images of any part of the body, including bones, muscles, organs and blood vessels, making it more accurate than a traditional x-ray. Currently, our patients requiring CT have to be transported to Ottawa or Winchester, causing delays in getting these potentially life-saving diagnostic tests. Having CT scanning available will further benefit patients by enabling KDH to bring more medical and surgical programs requiring CT to the hospital.

To move this forward, we have provided the required documentation to the Ontario Ministry of Health and we have made funding requests to both the Municipality of North Grenville and the United

continued...





CEO's Message

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Counties of Leeds and Grenville (\$900,000 each over 10 years). I am delighted to report that North Grenville Council approved our funding request at their November 2021 meeting; this funding will begin in 2023. The United Counties of Leeds and Grenville have deferred our funding request until our CT scan proposal has been Ministry-approved. Once the Ministry approves our request, and funding from the United Counties is confirmed, the KDH Foundation will start the process to conduct a capital fundraising campaign. The Foundation will need to raise \$1.8 to 2.3 Million in order to purchase the CT scan for the hospital.



We welcomed a new Chief of Staff to KDH – Dr. Colin Sentongo, who

took up his duties in July 2021, is a highly regarded anesthesiologist and ER physician who previously served as Chief of our Anesthesia Department. During his

tenure as Anesthesia Chief,

Dr. Sentongo oversaw the introduction of a number of new surgical programs at KDH, including both a neurosurgical and spine decompression surgical program, and a virtual anesthesia preoperative clinic. He was also responsible for developing several new processes, protocols and procedures to ensure the highest quality and safety of care for surgical patients.

Emergency Medicine and Anesthesia are Dr. Sentongo's main areas of interest. He completed his Family Medicine Residencies at both the North-eastern Ohio School of Medicine and the University of Calgary, followed by further Anesthesia training at the University of Ottawa. He currently holds anesthetic privileges across multiple hospitals in Eastern Ontario.

Dr. Sentongo is also committed to helping to train the next generation of physicians; ongoing teaching responsibilities include providing exposure to rural anesthesia to Queen's University and University of Ottawa medical students through the Eastern Regional Medical Education Program, and teaching anesthesia electives to University of Ottawa Family Practice residents.

We continued our important work on developing an Ontario Health Team (OHT) as we were not going to pass up this opportunity to reimagine and transform

the way health and community support services are delivered within our region! Our original OHT, the North Rideau Health Alliance, merged with the Three Rivers OHT, and the resulting Ottawa West Four Rivers OHT received Ministry approval in September 2021.

The Ottawa West Four Rivers OHT is a collaboration of more than 60 health system partners from North Grenville, Arnprior, Carleton Place, Almonte and West Ottawa. When up and running, the OHT will be responsible for delivering care for the people of these communities, directly connecting them to the different types of care they need and providing 24/7 help in navigating the healthcare system. OHTs bring together healthcare services such as primary care, hospitals, public health, long term care, home and community care, and community support services under one umbrella to help people more easily get the right care, at the right time, in the right place.

We appointed two new Senior Leadership Team members.

First off, Jennifer Ellis, RN, PhD, joined KDH as Vice President of Nursing/Clinical Services and Chief Nursing Executive in January 2022. Jennifer brings to KDH 16 years of progressive leadership experience in the healthcare sector. Her areas of expertise include patient safety, patient experience, professional practice, risk management, quality improvement, nurse staffing, and service operations.



Previously, Jennifer was the Director of Quality and Safety at the Children's Hospital of Eastern Ontario (CHEO). Significant accomplishments during her seven-year tenure at CHEO included implementation of a robust patient safety strategy and programming, as well as operational service and infrastructure changes. Additionally, her team oversaw a very successful Accreditation, in which CHEO achieved Exemplary standing and an overall score of 99.7%.

Jennifer earned her PhD in Nursing from McMaster University in 2009, successfully defending a thesis focused on nursing health human resources. She has authored papers that have appeared in publications such as Canadian Nurse and the Journal of Nursing Care Quality and is an advocate of evidence informed, professional practice. Ellis has been a guest lecturer in the Telfer School of Management's Master of Health Administration program and is currently teaching its Quality Management course.

Soon after, we welcomed Brittany Rivard, CPA, CA, to KDH as our new Chief Financial Officer and Vice



President of Operations. Brittany is an accomplished operations leader who brings 12 years of progressive experience in a number of industries, with a focus on healthcare and accounting. Her areas of expertise include process streamlining, continuous quality improvement, data and business analysis, organizational strategy, and regulatory compliance.

Brittany came to KDH from the Faculty of Dentistry at the University of Toronto, where she was Associate Director, Clinical Operations. In this role she was responsible for the leadership and management of dental clinics, with oversight of more than 90 staff. Previously, Brittany served at the Hospital For Sick Children in Toronto in a number of roles, concluding her time there as Director, Clinical Funding Strategy. Her multiple responsibilities in this capacity included operating as an information and decision-making hub in support of the clinical team and working with the strategy team to position the hospital for future success under the Ontario Health Team model.

Brittany earned an Honours Bachelor of Arts in Business Administration from the Richard Ivey School of Business after beginning her undergraduate degree in Honours Health Sciences at the University of Western Ontario in London, Ontario. She holds a Chartered Professional Accountant (CPA), Chartered Accountant (CA) designation.

We strengthened our IT infrastructure following a cybersecurity incident – An unexpected opportunity to move forward with growth and change presented itself in the fall of 2021, when KDH joined the growing list of healthcare organizations attacked by highly sophisticated cybercriminals. In restoring its IT systems, KDH has taken the opportunity to create a more secure and robust digital environment that will serve our organization well into the future as health systems increase their reliance on digital technologies and the electronic data associated with them.

Thanks for reading, and I look forward to the next opportunity to share news and updates with you!

Warm regards,

Frank Vassallo
Chief Executive Officer
Kemptville District Hospital

Message from our Chief of Staff and Vice President, Clinical Services

KDH is actively working to bring in a new program that will be of great benefit to the communities that KDH serves: a Women’s Health Surgical Program in collaboration with The Ottawa Hospital (TOH).

Still in development, the program is likely to include day surgery procedures as well as pre- and post-op clinics at which patients would see their surgeons for consultation and follow-up. Our clinical teams are working hard to have the program up and running as early as the fall of 2022.

The program is being developed using a “hub and spoke” model, with TOH serving as the “hub” and KDH acting as a “spoke”, alongside other regional hospitals.

The program will be supported with funding through the Ontario government’s new Surgical Innovation Fund that will provide hospitals with the flexibility they need to perform more surgeries and procedures in their communities, helping to reduce the health service backlog due to the COVID-19 pandemic.

Our dedicated surgical program staff and physicians are what make this program a possibility.

The Women’s Health program will build on the success of KDH’s hip and knee replacement surgical program, which we started 10 years ago in collaboration with TOH. Please see page 6 for an article celebrating the 10th anniversary of the start of that program.

We look forward to providing updates to the community on the Women’s Health and other surgical programs as news becomes available.

Yours in health,

Jennifer Ellis, RN, PhD
*Vice President,
Clinical Services &
Chief Nurse Executive*

Dr. Colin Sentongo
Chief of Staff



Celebrating 10 Years of Total Joint Replacement Surgery at KDH

A decade after the program began, KDH serves the community with a regional orthopaedic surgery program in partnership with The Ottawa Hospital

When orthopaedic surgeon Dr. Geoffrey Dervin completed the first four total knee replacements at KDH on October 17, 2011, the hospital became one of only a handful of small hospitals in North America performing this type of surgery. This was a transformative event for KDH, made possible by an innovative partnership with The Ottawa Hospital (TOH).

The two hospital administrations came together to find a solution to the system wide challenge of lack of operating room capacity at the large hospitals performing Total Joint Replacement (TJR) surgery, and a backlog of patients waiting for new hips and knees.

The idea of a partnership between the large urban teaching hospital and the small-town hospital began to take shape between senior administrative and medical staff. TOH was prepared to bring surgeons, patients and 'wait-time funding' (a federal funding program allocated provincially) to KDH. In turn, KDH would provide the operating rooms, nursing and allied health staff, and inpatient care. As a smaller hospital, KDH would be able to do these repeatable procedures efficiently, reliably and at a low cost.

In true KDH fashion, staff and physicians embraced the challenge of starting up the new program in record time. From idea, to planning, to the first surgeries, it was six intense months, and it took the whole hospital working together to make it happen. From admitting to x-ray, from dietary to environmental services, and from pharmacy to physiotherapy, all staff and departments were impacted and challenged.

To say that KDH staff experienced a sense of joy and accomplishment on the day the first total knee replacements were performed would be a huge understatement!

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In true KDH fashion, staff and physicians embraced the challenge of starting up the new program in record time.
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Dr. Geoffrey Dervin performed the first knee replacement surgeries at KDH on October 17, 2011. Dr. Dervin is currently Chairman and Head, Orthopaedic Surgery, University of Ottawa and The Ottawa Hospital.

Not long after the first knee replacement surgeries, hip replacements were added to the program, with Dr. Joseph O'Neil performing the first hip replacement at KDH on April 20, 2012.

KDH's TJR program and the partnership behind it have been extremely successful. Well over 3,000 knee and hip replacement surgeries have been performed at KDH to date. In addition to the joint recipients themselves, who appreciate the shorter wait time and the patient and family centred care that KDH is known for, the program has been lauded by the United Counties of Leeds and Grenville, who presented the KDH Board of Directors with the 2012 Bill Thake Economic Development Leadership Award, and by the Ontario Hospital Association, who recognized the program as a "Leading Practice for Improving Access to Care" the same year.





A group of our current surgical program staff and physicians (left to right): Kristen Lechleitner, RPN, Dr. Steve Oliver, Courtney Durance, RPN, Dr. Colin Sentongo, Anne Massey, RN, Dr. Chris Kirby, Dayna Sands, RN, Joanne Frost, RN.

Now, a decade on, the orthopaedic program continues - and offers even more services. Thanks to the success of the program, spinal surgeries (microdiscectomies) were added in 2019, making KDH one of the only small hospitals in Ontario performing spinal surgery. More than 200 microdiscectomies have been performed at KDH to date, despite operating room pauses necessitated by COVID-19.

The program has evolved into a regional orthopaedic program with KDH functioning as a satellite of TOH, and surgical leaders at both hospitals continually looking for new procedures to bring to KDH.

"The satellite program that we've established with The Ottawa Hospital is a prime example of how a large and small hospital can work together to bring integrated care to our community," said KDH's Chief Executive Officer, Frank Vassallo. "We look forward to continuing to grow our orthopaedic program at KDH," he added.

During the last ten years a number of advances in technology have been implemented in the KDH program, including a "Rotex" operating table extension that allows surgeons to perform a less invasive type of total hip replacement procedure called the anterior approach. Patients who have this type of surgery can be in and out of the hospital in one day, where traditional hip replacements generally require a two-night stay.

Recently a new, state of the art microscope (the "Zeiss Tivato 700") was purchased for surgeons to use in performing microdiscectomies; it enables leading practice spinal surgeries.

Both equipment purchases were made possible by funding from the KDH Foundation.

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KDH is considered an important community asset and one of the reasons why residents choose to move to North Grenville.

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The orthopaedic surgical program is one of many services provided at KDH, including 24-hour emergency care, inpatient care, a busy day surgery program, a variety of specialists' clinics, education and support programs for diabetes and other conditions, and partnership in the child and youth mental health and substance use health initiative known as "WAY", Wellness Access for Youth. KDH is considered an important community asset and one of the reasons why residents choose to move to North Grenville, one of the fastest growing municipalities in Eastern Ontario.

Ever since the hospital opened its doors on June 29, 1960, KDH has continued to evolve, responding to changing health needs while fulfilling its mission of 'Building Healthier Communities'.

The successful orthopaedic surgical program at KDH has, without doubt, transformed the hospital. It is proof of the power of strategic and visionary thinking, collaboration, leadership, and teamwork. Here's to the next 10 years!



News from



DONATE NOW

www.kdhfoundation.ca



Message from the Chair

It gives me great pleasure to provide the community with an update on the recent activities of the Kemptville District Hospital Foundation.

Although the majority of our fundraising events were cancelled in 2020 and 2021, our donors continued to support us. Thanks to their ongoing generosity, the Foundation was able to purchase a new state-of-the-art microscope to perform spinal surgeries at KDH.

In this issue of Health Matters, you can read about how this innovative technology is changing the lives of people suffering with debilitating back pain (see page 9).

Please also take a moment to read personal stories about our donors; Ann Faurbo, Brittany Walker and Mike McFadden (see pages 10 and 11). These donors experienced emergency situations at KDH and wanted to show their appreciation for the outstanding care they received by making very generous donations.

Although COVID-19 affected our lives significantly over the last two years, KDH continued to provide high quality care to patients on a daily basis. I applaud and thank our medical teams and staff for their determined focus on patient care during these difficult times.

The Foundation is very excited to announce that we are once again holding fundraising events. Our annual golf tournament which raises funds for new equipment will take place July 26, 2022 at eQuinelle Golf Club.

We are also looking forward to hosting our annual Women's Health and Wellness event in the fall.

Most of all, we are looking forward to connecting with our donors, supporters, and friends of the Foundation.

On behalf of the Foundation Board and Staff, thank you for your continued support.

Together we can ensure our community has access to the best quality care, close to home.

Margret Norenberg
Chair, KDH Foundation Board of Directors

KDH Corporate Golf Classic

July 26, 2022
1pm Tee-off

eQuinelle Golf Club

In support of KDH
equipment fund

To register or sponsor -
mboucher@kdh.on.ca
www.kdhfoundation.ca



New state of the art spinal microscope funded by The Kemptville District Hospital Foundation

Patients suffering from sciatica and other debilitating spinal issues have a new reason to hope and a better chance of getting relief thanks to the Kemptville District Hospital Foundation.

The new state-of-the-art microscope, the Zeiss Tivato 700, provides brilliant optics and depth of field, and improves the safety and quality of spinal procedures, says Dr. Steve Kingwell, an orthopaedic surgeon specializing in spine surgery at KDH.

Dr. Kingwell says the microscope is typically used in procedures for people who suffer from disabling sciatica, and sometimes weakness or numbness in the leg. As a result, a lumbar microdiscectomy or decompression procedure may be required.

“Having this microscope in Kemptville has allowed us to expand and provide spine care to more patients in the region,” Dr. Kingwell explained.

Some of the patients that Dr. Kingwell has treated weren’t able to work due to the level of pain they were living with – from plumbers to office workers and physicians alike.

Dr. Kingwell has also treated retirees that couldn’t conduct regular exercise, as well as parents who faced difficulty trying to play with their children.

“This new tool opens doors for patients of all ages, enabling life-changing surgeries that allow people to return to work, engage in activities, and improve their quality of life,” said Dr. Kingwell.

Additionally, the microscope’s small footprint in the operating room means it takes up half the space that the previous equipment did.

“As a small community hospital, KDH continues to punch well above our weight,” noted Dr. Colin Sentongo, KDH’s new Chief of Staff. “It is rare for a hospital our size to have the ability to provide spinal microdiscectomy surgery, as this is usually done at larger tertiary care hospitals. This spinal microscope was an essential tool in recruiting the specialists required to perform these surgeries to Kemptville.”



Photo: Kelly Richer

Dr. Alexandra Stratton (l) and Jessica Boyer, RPN, using the Zeiss Tivato 700 microscope.

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As a small community hospital, KDH continues to punch well above our weight.

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- Dr. Colin Sentongo, Chief of Staff

The Kemptville District Hospital Foundation provided \$261,000 for the purchase of the microscope.

“Within the region, this type of procedure has been identified as a high-demand surgery relative to the availability of operating rooms,” added Tanya Deans, Manager of Clinical Programs at KDH. “The addition of this service allows a new population of patients to experience patient-centred care with a small-town appeal. Patients often leave feeling as though they are truly number one.”



Grateful patient donates \$5,000 to KDH Foundation

On October 12, 2021, Kemptville resident Ann Fairbo was waiting for the school bus with her Great Dane puppy on leash when he suddenly took off, causing Ann to fall and break her left shoulder and hip.

She was still lying on the ground, unable to move, when the ambulance and paramedics arrived just minutes later.

"When I arrived at KDH, emergency room staff were understanding and most helpful," Ann recalled.

Her broken shoulder was confirmed by Dr. Johnny Brisebois, and after spending the night at KDH, Ann was sent to the Queensway Carleton Hospital (QCH) for a CT scan of her hip to determine why she was still in so much pain.

The CT scan revealed a hip fracture and Ann's stay at QCH stretched into five days while she underwent surgery. Ann then returned to KDH where she began her recovery.

"The nursing staff on the inpatient medical unit were amazing," said Ann. "There aren't enough words to express my gratitude for their help and compassionate care."

From adjusting her pillows and blankets each evening to bringing her snacks and water, Ann said the staff's acts of kindness were most appreciated.

In the beginning, Ann's condition required her to have two nurses to help her stand up. "No matter how many times I requested help, they were always patient and kind," she said.

One evening, Ann says there was a turning point in her recovery when a staff member named Melody consoled her. "I know from personal experience what you're going through – I had similar breaks and trust me... it's going to hurt a lot before it gets better," Melody said.

"She was right, it did hurt a lot," said Ann, "but little by little, it started to get easier. Melody gave me the courage to try harder."

Next, Ann worked with the physiotherapists, who got her up and walking using the parallel bars. "The physio team were all so kind and helpful," said Ann.

Everyone from the dietary staff, to the nurses and personal care assistants made Ann's experience at KDH all the more enjoyable.



It was in their honour that I made a donation to the Foundation. We are so fortunate to have KDH in our community.



- Ann Fairbo

"The cable television provided free of charge was unexpected, and a nice option given the hospital experienced an internet interruption during my stay," said Ann. "The nurses dealt with that and a temporary return to paper files with grace and diplomacy."

"All in all, a big kudos goes out to the staff, that in the midst of the pandemic and less than optimal working conditions, they went above and beyond. My heartfelt thanks goes out to all of them," Ann said. "It was in their honour that I made a donation to the Foundation. We are so fortunate to have KDH in our community."



Yes, I want my family, friends and neighbours to have the best medical equipment if they need to use the Kemptville District Hospital. Here is my donation of:

\$35 \$50 \$100 \$250 I prefer to give \$ _____

My cheque payable to the KDH Foundation is enclosed OR please bill my VISA Mastercard
OR Donate Online at www.kdhfoundation.ca

Card Number _____ Expiry Date _____

Cardholder Name _____ CV# _____

Telephone _____ Email _____

Name and Address for
Charity Tax Receipt:



Kemptville District Hospital Foundation
Box 2007, Kemptville Ontario K0G 1J0
613-258-6133 ext 157 | www.kdhfoundation.ca
Charitable Number: 118979152RR0001

Parents of twin girls delivered a month early at Kemptville hospital show gratitude with \$5K donation

Kemptville parents Mike McFadden and Brittany Walker considered it a miracle when their twin daughters made their surprise arrival one month early last year.

Having woken up with severe back pain on June 13, Walker didn't suspect that she was in labour.

After calling an ambulance to take her to the Ottawa General Hospital, Walker was informed that there wasn't enough time, and she would be admitted to Kemptville District Hospital's (KDH) ER instead.

It turns out the paramedics had made the right call — because after Walker was admitted at 4:03 a.m., Jackie Rose arrived at 4:23 followed by her sister Jolene Marie at 4:27.

With a number of factors at play, the double delivery was a risky situation, especially for the local hospital that did not have a maternity program in place since 1990. On top of being four weeks early, the twins were also both in breech position, making the delivery all the more high-risk.

Walker and McFadden were blown away by the level of care they received from KDH staff and everyone involved, including Leeds Grenville Paramedics, CHEO, and the Ottawa Civic Neonatal Intensive Care Unit.

To show their gratitude, they decided to donate \$5,000 to the hospital on behalf of the twins just before Christmas.



The McFadden Family

On Dec. 22 (2021), KDH staff met Jackie and Jolene and their parents to receive the donation.

Inspired by Jackie's and Jolene's arrival, KDH Foundation executive director, Joanne Mavis, explained the funds will be used to purchase pediatric manikins for physicians and nurses to practise CPR on, in addition to educational training.

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Walker and McFadden were blown away by the level of care they received from KDH staff and everyone involved

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This story originally appeared in the December 23, 2021 issue of the Kemptville Advance. Reprinted with permission of the Kemptville Advance/Metroland Media.



News from the

KEMPTVILLE

District HOSPITAL
AUXILIARY INC.

Since mid-March 2020, COVID-19 has prevented KDH's dedicated volunteers from physically working in the hospital. Their normally bustling Coffee Bar and Gift Shop has been shuttered, "Hey Day", a 60 year community garage sale tradition annually held in June, was cancelled twice, and the Acton's Corners Quilt Raffles were also forfeited. Despite all these roadblocks, the Auxiliary has persevered in its efforts to raise funds for patient equipment and contribute to the hospital in many generous and imaginative ways, including being great cheerleaders for staff.

Early in the Pandemic, Auxiliary President Linda Carnegie thanked staff, "for being there when the Auxiliary cannot." She added, "Thank you for being our Brave Heroes who are keeping our community safe. You are a source of strength, inspiration, hope and light in these times."

*Denotes Past Auxiliary Presidents

Under Linda Carnegie's leadership, the Auxiliary pivoted to innovative initiatives that included a Hey Day 50/50 online lottery that ran from June 2021 until December 2021. The 50/50 Team was comprised of Jolene Stover, Hey Day Coordinator, Linda, Brenda Steacy*, and Teresa Harrison. As Jolene said, "We learned we can adapt, pivot, expand our knowledge, come together as a team, challenge ourselves, and do whatever it takes to make an event successful for the Auxiliary and, ultimately, the hospital."

Auxiliary volunteer Jean Gallant helped to promote the online lottery at the Kemptville Farmers' Markets, and together she, Lillian Leonard* and other volunteers offered "retail therapy" at the Kemptville Night Markets. Several members of the Auxiliary had fun promoting the lottery in the 2021 Kemptville Santa Claus parade. Earlier in the year, some also helped decorate cookies for the Tim Horton's Smile Cookie Campaign, which raised \$8,000 for children's mental health services in Kemptville.

Business support for the KDH Auxiliary came from many sources, including B&H Grocers (in November 2020) and Jonsson's Independent Grocer (July 2021) with point-of-sale donations and Early Bird Lottery Sponsorships. Linda described the response from the community as "electrifying in its generosity".



Brenda Steacy (left) and Lillian Leonard brought items from the hospital gift shop to the Kemptville Night Market.



In spring, summer and fall, garden volunteers, previously led by Helen Racine and now by Laurie Fraser, have maintained "Beth's Garden", located near the Clinics entrance. Plant material was donated by Floral Design Landscaping. Art Parks, another volunteer, looks after a welcoming garden at the main entrance.

2020



Kathryn Peters



Will Campeau

2021



Victoria Dorion



Abigail Amer



Emily Ryan

The Auxiliary handed out their annual Bursaries to five local graduating students intending to pursue studies in healthcare. From North Grenville District High School, recipients were Kathryn Peters (2020) and Victoria Dorion (2021), and from St. Michael Catholic High School, Will Campeau (2020), and Abigail Amer and Emily Ryan (2021).



Auxiliary President Linda Carnegie presented a cheque for \$40,000 to KDH CEO Frank Vassallo.

Despite all the challenges wrought by COVID-19, the KDH Auxiliary managed to raise an incredible \$40,000 to support patient care at KDH! On presenting the cheque to hospital CEO, Frank Vassallo, in March 2021, Linda Carnegie said the donation was the result of “determination, stamina and generosity, which made it possible to help bring growth and development to the hospital to which we are so attached”.

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We learned we can adapt, pivot, expand our knowledge, come together as a team, challenge ourselves, and do whatever it takes to make an event successful for the Auxiliary and, ultimately, the hospital.

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- Jolene Stover

Other Auxiliary activities have included the ongoing Comfort Dolls project. Over the past two years, hundreds of small, colourful and charming dolls (now with their own small masks) have been knitted for distribution to KDH’s youngest patients in the ER. Johanna Kuntz, the project lead, appreciates all who have contributed their skills, supplies and support to this effort.



At the first COVID-19 Christmas, 2020, “elves” shopped, wrapped and delivered gifts to staff at the service entrance for distribution to Interim Long-Term Care residents. In 2021, “Elf” Joyce Charter joined Linda Carnegie and others to deliver goodwill, cheer and gifts, including handmade lap quilts, to patients and residents.

Joan Charter (left) and Linda Carnegie provided holiday cheer to Interim Long-Term Care and Convalescent Care residents.



Jean Gallant was one of several Auxiliary volunteers who helped decorate cookies for the 2021 Tim Horton’s Smile Cookie Campaign.



Patient and Family Advisory Committee (PFAC) Update

We are pleased to announce that our Patient and Family Advisory Committee (PFAC) has grown in the last year!

In April 2021, while completing a community survey designed to inform the development of KDH's next Strategic Plan, 139 people volunteered to join our Patient and Family Advisor (PFA) Pool for future surveys! Furthermore, 89 people expressed interest in becoming a PFA to work on short-term projects, participate on committees, and more! After reviewing Expressions of Interest, we recently officially welcomed two new PFAs to the ongoing work of our Patient and Family Advisory Committee.

The members of this vital group volunteer their time reviewing or helping create educational or informational materials, working on projects, participating in committee work, and much more. The following is a list of just some of the achievements of our PFAC since its inception in 2016.

- Developed and presented an education program for KDH staff, with topics such as 'Compassion Fatigue' and 'Difficult Discussions'
- Participated in the Medical Assistance in Dying (MAID) Working Group
- Collaborated on the 'Wayfinding' project, which followed the modernization of our Clinic space
- Participation in the development of KDH's annual Quality Improvement Plan
- Development of a Patient Declaration of Values for KDH
- Review of Patient Relations (complaints resolution) Process
- Review of patient experience survey results and patient complaints and compliments data
- Development of a Health Literacy Working Group
- Participation on interview panel for hiring of new Vice President
- Participation on the Steering Committee for the WAY – Wellness Access for Youth–child and youth mental health and substance use health initiative
- Consultation on Committees of the Ottawa West Four Rivers Ontario Health Team (OHT)

Guided by our Patient and Family Engagement Strategy, we have made it a priority to grow the role of our PFAs, and we are proud to have the Co-Chair of our PFAC helping to govern KDH as a voting member of our Board of Directors. In addition, PFAs serve on two separate Board Committees: Quality and Safety, and the Fiscal Advisory Committee.

Our PFAC has been honoured by requests to present about their work; for example, to the Ontario Hospital Association (OHA) Patient Experience Community of Practice and to Cornwall District Hospital.

In addition, several of our PFAs have been distinguished individually:

- In April 2018, Bob Hale, Co-Chair of the KDH PFAC, was appointed to the Ontario Minister of Health's PFAC; Bob was selected from among 1200 applicants.
- In 2020, Jane Hale, KDH PFAC member, provided input on the Steering Committee for the Ontario Health Team application process.
- In May 2021, PFAC member Brian McKee was one of only two PFAs appointed to the OHA Patient Experience Measurement Procurement Steering Committee; then in July of that year, Brian was chosen as the only PFA and only small hospital representative on the OHA Procurement Proposal Review group.

Congratulations to Bob, Jane and Brian, and heartfelt thanks to you and all the members of the KDH PFAC! Our two new PFAs are Jackie Smylie and Tedd Wood. Sadly, we said goodbye to former PFAs Heather Arnold and Oris Retallack. Oris had served faithfully since 2016 and contributed greatly, including in the previous strategic planning process and by initiating the Health Literacy Working Group.

To learn more about becoming a Patient and Family Advisor at KDH, please call 613.258.6133 ext. 222 or email PFAC@kdh.on.ca.



KDH's Patient and Family Advisory Committee has its own logo and Seal of Approval



New and Expanded Surgical Programs at KDH

We are pleased to provide this summary of surgical programs at KDH that have been introduced or expanded since the last issue of Health Matters in early 2020. The entire KDH organization takes tremendous pride in the contributions we are able to make to improve the lives of patients in our region through our surgical programs, including spinal surgeries, same day discharge hip and knee replacements, and neurosurgery for patients suffering from Parkinson's, chronic pain and more.

New Spinal Decompression/Microdiscectomy Program

We introduced The Ottawa Hospital (TOH) spinal decompression (Microdiscectomy) surgical program to KDH to serve both North Grenville and area and Ottawa patients. Microdiscectomy (micro decompression) spine surgery is typically done for herniated discs and works to relieve pressure on the spinal nerve by removing the cause of the pain. In collaboration with the TOH orthopaedic department, KDH started this program as a same day procedure not typically requiring admission. It is minimally invasive surgery and done with a small incision using an operating microscope under a General Anesthetic.

Increased Total Joint Replacement (TJR)/Total Hip and Knee Replacement) Program

Building on the success of our TJR program (see page 6), KDH embarked on the task of increasing our TJR volumes in an effort to ease the massive backlog of these surgeries that existed in both our region and Ottawa as a consequence of the COVID pandemic. The KDH surgical suite remained open even during some of our scheduled closures and March Breaks while our OR teams sacrificed vacation time, in order to accommodate the increased volumes with remarkable success.

New Same Day Discharge TJR Program

We developed a new Same Day Discharge TJR program to allow healthy, motivated patients to be discharged home the same day of their surgery. Same day discharge of total hip and knee replacements has become commonplace at most of the larger hospitals that offer specialized care. KDH embarked on emulating the success of these programs by offering it as an option to our KDH community. Due to peri-operative advances such as minimally invasive surgical approaches and anesthesia techniques and medications, this program has been successful in KDH. Using strict protocols and patient selection criteria we have been able to discharge patients hours after their surgery with high patient satisfaction and outcomes similar to that of inpatient hip and knee replacements.

Expanded Endoscopy (Colonoscopy/Gastroscopy) Program

KDH made a decision to expand endoscopy services that were previously on offer by collaborating with the Department of Gastroenterology at TOH to increase the volume of these services. The COVID pandemic has resulted in a backlog of these cancer screening and treating procedures. In response, we were able to enhance the quality and volume of our pre-existing endoscopy program, incorporating the additional expertise and experience of the TOH gastroenterologists.

New Deep Brain/Spine Nerve Stimulator Implantation Program

KDH is now providing an innovative deep brain/spine nerve stimulator implantation program for chronic pain and Parkinson's patients through the TOH neurosurgery program. In collaboration with Dr. Adam Sachs, a neurosurgeon and the Director of Neuromodulation and Functional Neurosurgery at TOH, KDH in 2020 started to provide surgical services for patients suffering from a wide spectrum of neurological disorders. It included those primarily suffering from Parkinson's, Epilepsy, Multiple Sclerosis and chronic pain. Dr. Sachs' innovative approach to these patients is to provide spinal cord stimulators for chronic pain and deep brain stimulator devices to deal with adverse symptoms of Parkinson's and to manage Epilepsy. In the past, many of these patients would have to travel to Toronto, but through KDH's collaboration with TOH these surgeries can be performed closer to home.

New Workplace Safety and Insurance Board (WSIB) Surgical Program

Approximately two years ago, TOH was awarded a contract with OWN (Ontario Workers' Network) through WSIB with a focus on complex work-related injuries with the goal of expedited recovery and return to work. TOH formed a partnership with KDH to participate in this program focusing on knee, shoulder and back injuries. With KDH's focus on orthopaedics, we have been able to leverage our experience in these areas through the provision of knee and shoulder arthroscopic surgery as well as microdiscectomy (spinal decompression) surgery.



Outpatient Programs & Services

Outpatient programs and services at KDH include the following vital programs. Learn more about these programs here, including how you can access them.

Bone Mineral Density (BMD) Testing

The best way to protect yourself from an unexpected fracture is to have a BMD test that predicts your risk of osteoporosis. All men and woman 65 and over should be tested. The test is painless and quick. To have a BMD test at KDH you will need a referral from your family doctor.

Mammograms

Women aged 50 to 74 should have regular mammograms, generally every two years. Mammograms save lives; early detection of breast cancer provides the best chance of survival. Women aged 50 to 74 can book their mammograms at KDH directly. Call 613.258.6133 extension 400. If you have missed your regular mammogram because of COVID-19, please don't delay in calling for an appointment.

Lung Health Program

KDH offers a Lung Health education program in partnership with ConnectWell – Lung Health. Monthly virtual education sessions are led by a Certified Respiratory Educator; topics include 'learning about your inhalers', 'exercise and COPD', Nutrition, Stress and Anxiety Management, and much more. To register, call Lori at 613.259.2182 extension 2324 or 1.866.762.0496 extension 2324.

Pulmonary Rehab Program

In partnership with ConnectWell Community Health, KDH offers a Pulmonary Rehab Program for people with chronic lung conditions. The program is provided by a Respiratory Therapist/Certified Respiratory Educator and Physiotherapist, both virtually and in-person. To register or for more information, call 613.259.2182 extension 2324.

Diabetes Education and Support

KDH offers a comprehensive Diabetes Education and Support Program including group education and personalized support during individual counselling sessions. In March 2022 we expanded the program, which now has a staff of one Nurse Educator and two Registered Dietitians. The KDH Diabetes program runs Monday to Friday and offers virtual and in person appointments. People 18 years and older with diabetes or prediabetes can register for the program by calling 613.258.6133 extension 216.

GLA:D Program

The GLA:D™ (Good Life with OsteoArthritis in Denmark) Canada program is for people with hip and knee osteoarthritis (OA) to conservatively manage their symptoms with education and exercise. The program consists of 2 education sessions, 12 neuromuscular exercise sessions, and is led by a certified Physiotherapist. If participants consent, the program also includes data collection to measure patient outcomes and for quality monitoring. The GLA:D™ Canada program is proven to produce positive long-term outcomes including decreased pain, decreased pain medication usage, and increased physical activity levels. KDH is offering GLA:D™ at no cost as part of a regional research project. To participate, clients are referred by their primary care provider to the Total Joint Assessment Clinic where they will be assessed by a Physiotherapist and referred to the GLAD program at the time of their consultation. Should individuals wish to access GLAD directly, they may find clinics offering the program for a fee at www.gladcanada.ca.