

HEALTH MATTERS



KEMPTVILLE
DISTRICT HOSPITAL

FALL 2023

**“Without a CT scanner at KDH,
both our patients and their
families are impacted.”**



Dr. Colin Sentongo
Chief of Staff

Dr. Chris Kirby
Chief of Anaesthesiology

Dr. Nadine Kaefer
Chief of Family Medicine

Dr. Darryl Young
Chief of Surgery

Help bring a CT Scanner to KDH!

KDH Foundation launches Crossroads Campaign with fundraising goal of **\$2.2 Million**



Letter from the Chair of the Board

As a resident of North Grenville and the new Chair of the Kemptville District Hospital (KDH) Board of Directors, I am pleased to have this opportunity to address the readers of Health Matters – residents of North Grenville, the eastern regions of the United Counties of Leeds and Grenville, South Ottawa, and beyond.

As you may be aware, the Board of Directors is responsible for overseeing the operations of the Hospital and guiding its future in our complex health system. The Board determines KDH's mission and strategic directions and supports their advancement. We take these responsibilities very seriously.

One of our key strategic directions is 'Service Excellence and Innovation'. Under this direction KDH strives to be "a rural health care facility that is differentiated, innovative, and able to provide excellent, safe care to meet diverse health needs."

To realize this strategic direction, KDH needs to acquire CT (computerized tomography) scanning technology, the standard of care for the diagnosis of many life-threatening conditions. Having CT at KDH is critical, both for our ER and for our surgical programs, and will allow the Hospital to be able to assist with regional CT wait lists and backlogs and better serve the patients that require services from KDH.

As an organization, we are inspired by our Past Board Chair, Elizabeth MacPherson, who has donated \$15,500 toward the purchase of a CT scanner for KDH through the sale of her 1995 red Chevrolet Camaro. Elizabeth has challenged the KDH family to follow suit as they are able to. With the tremendous support KDH enjoys throughout the communities we serve, I am confident that together we can make CT a reality!

Sincerely,

Jeff Nolan
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

KDH's Physician Chiefs (left to right): Dr. Colin Sentongo, Chief of Staff; Dr. Chris Kirby, Chief of Anaesthesiology; Dr. Nadine Kaefer, Chief of Family Medicine; Dr. Darryl Young, Chief of Surgery. Missing: Dr. Alexander Coret, Chief of Radiology.

Photo: JEMMAN Photography



CEO's Message

I am very pleased to introduce this new issue of Health Matters.

In the Spring 2022 issue I shared that we had begun the important work of bringing a CT scanner to KDH. I am extremely proud to state that as an organization we have made huge strides in this work. We have received official designation from the Province as a CT site, secured funding from the United Counties of Leeds and Grenville and the Municipality of North Grenville (\$900,000 each) to build the required addition to house the CT scanner, along with \$200,000 that was set aside from the hospital budget, and now our Foundation has launched a capital campaign to raise the \$2.2 Million required to purchase the CT scanner itself.

For those doing the math, the total cost to bring a CT scanner to KDH is \$4.2 Million. While this seems a staggering amount for a small hospital to raise, I have no doubt it can be done, thanks to you – the people in the communities that KDH is privileged to serve.

A number of articles in this issue of Health Matters explain the vital importance of bringing CT technology to KDH; for example, the conversation with our Chief of Staff, Dr. Colin Sentongo, on page 4, and local paramedic Christ Scott's perspective on page 13.

I also want to highlight our collaboration with The Ottawa Hospital (TOH) for emergency services (see page 6). Through this expansion of our longstanding strategic partnership, our two hospitals are planning to implement an integrated service delivery model for the Emergency Department. Stay tuned for more information in the months ahead.

I would also draw your attention to the article on page 16 about the great work of WAY – Wellness Access for Youth – a vital initiative KDH helped get off the ground a number of years ago after community input identified a need for more mental health and substance use health services for youth in our area.

Warm regards,

Frank J. Vassallo
Chief Executive Officer
Kemptville District Hospital



Why KDH Needs a CT Scanner, Now!

A conversation with
Dr. Colin Sentongo,
KDH's Chief of Staff

The KDH Foundation is currently fundraising for a CT scanner. In a conversation with the Foundation, Dr. Colin Sentongo, Chief of Staff, described the CT scanner as “the gold standard requirement to operate a modern ER.” Not only do our complex patients require it, but physicians expect to have it as part of their toolbox, he explained.

“We are always competing for the limited supply of ER physicians, and the CT will improve this physician recruitment as it is an expectation for a hospital with our demographics and patient volumes to have one,” said Dr. Sentongo. He explained that it is so much easier for a physician to have a CT scanner available onsite and not have to convince a physician over the phone at a tertiary (highly specialized) care centre that a patient needs one, and meets the threshold for transfer. “For the patient, a CT scan can provide early diagnosis, which means early management or planning of management of the particular health issue.”

Dr. Sentongo recognized that we cannot continue to burden other health centres with our requests to use their CT scanners. Some of our partner referral institutions are actually incredulous that we do not have our own, and sometimes resent receiving transfers that overburden their ERs that are already running over capacity.

There are also other practical concerns. “Without a CT scanner at KDH, both our patients and their families are impacted,” said Dr. Sentongo. “Consider this: after waiting through triage at KDH, a patient who requires a CT scan is sent by ambulance to an Ottawa hospital. This means one of our nursing staff must ride with the patient, which makes us short-staffed. The ambulance cannot wait around and returns to base or has to attend to another emergency. The patient must therefore make his or her way back to Kemptville under their own recognizance when they are finished with their CT if it is normal.” He shared another

scenario: “If a patient is given an appointment for CT, a family member or friend might have to take time off work to transport their loved one 100 km or more, round trip, outside of our area.”

“

Lots of times a patient, for example, needs surveillance of their cancer. Travelling to Ottawa at a fragile point in their life adds an unnecessary burden. We need the technology at home, in Kemptville.

”



Patient Letter



“Last summer while working in the garden of a friend, I tripped over a pile of plastic piping and landed face down on the rusty rail of a trailer parked in the yard. I am not sure that I was rendered unconscious by the fall, but I think it likely. I was stunned and had a closeup vision of a mouse or vole inches from my face. Not sure if that was real or not. In any case, when I was able to struggle to my feet, feeling somewhat groggy and dizzy, I realized I was bleeding from the scalp. Now, as every nurse knows, bleeding from the scalp is quite profuse, so I had blood all over my face and hair. When I had staggered up to my friend's house, she helped stem the tide of blood and pressed me to go to the hospital. I was reluctant to go once it appeared the blood had stopped flowing (although it never really did), and insisted on driving home. Once there, cooler heads prevailed and I made my way to the emergency department.

I waited patiently in the KDH ER with a towel on my head, waiting to be seen by a doctor. I was triaged in due course, and got to see a doctor about four hours later. She examined the wound and stitched me up, but made it clear that my head should be scanned to check that there was no internal damage. I expected another wait of a few hours until the scan could be arranged at KDH, but she informed me that the nearest CT scanner was at the Civic Campus of The Ottawa Hospital. She would send me there by ambulance.

So, it was off to Ottawa in an ambulance. The next delay was at the receiving corridor outside the ER at the Civic. Two extremely pleasant women paramedics who had brought me from Kemptville looked after me well and chatted as we waited for the hospital staff to admit me. Another two hours. Then it was upstairs to the diagnostic department where I was wheeled into a cubicle for a wait of six hours until I could have the scan. By this time, it was close to midnight and they had not even looked at the scan. I dozed for a while and, close to 6:30 am, they informed me that they could detect no further damage to my skull or brain. Now I began to be concerned about how I would get home. They told me, quite firmly but politely, that I was on my own. They could make no arrangements for transport. So, I called my poor husband, at home, asleep, and asked him to come and fetch me. He arrived at about 7:30 am and we were home by 8:15 am.

All told, my tumble resulted in almost 16 hours of seeking and receiving medical attention. If KDH had had a CT scanner, this could have been more like eight hours or less. Nevertheless, I was well and promptly treated at KDH with the resources they have and am most grateful to the staff that saw me. I am glad they are just down the street but believe more resources, such as a CT scanner, should be devoted to making their job more efficient.”

Kenneth Mews,

Past Member of the KDH Board of
Directors (2000-2012), Past KDH
Board Chair (2002-2005)

In addition to reducing the travel to other locations for a CT scan, Dr. Sentongo said that having CT at KDH will be very helpful for our inpatient unit. He explained that, “Lots of times a patient, for example, needs surveillance of their cancer. Travelling to Ottawa at a fragile point in their life adds an unnecessary burden. We need the technology at home, in Kemptville.”

Dr. Sentongo also addressed the steady growth of the Kemptville community, with residential projects and nursing homes sprouting up constantly. “With our changing demographics and population growth, we need to be prepared. “We need to operate our ER like a city one. The reality is that Kemptville will soon be considered a suburb of Ottawa. We need to prepare ourselves for more growth. Having a CT scanner is an essential part of this planning.”

“

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The Ottawa Hospital and Kemptville District Hospital Collaborate for Emergency Care

In late May 2023, The Ottawa Hospital (TOH) and Kemptville District Hospital (KDH) announced a new collaboration for emergency care.

Together, the two hospitals are planning to implement an integrated service delivery model for the KDH Emergency Department in the coming months. This model will ensure that patients accessing the KDH Emergency Department will have seamless and consistent care for the future.

In June 2023 TOH's Emergency Physician group began working with the KDH Emergency Department to coordinate and help support emergency services in Kemptville over the summer months.

Emergency Physicians from TOH working in the KDH ER report that they appreciate the professionalism and collegiality of the entire KDH Emergency Team, which includes physicians, nurses, diagnostic imaging and lab staff, and others. They've also commented on the excellence of the facility itself.

The exception that a number of TOH physicians have noted is the lack of CT scanning technology at KDH. TOH physicians are accustomed to having this important diagnostic



On June 21, 2023, a group of TOH Physicians, Administrators and other staff visited KDH for a day of discussions about the new collaboration; the day kicked off with a tour of the ER.

tool at their fingertips. Currently at KDH, patients requiring CT have to be transported to another area hospital for this test.

"Having all of the tools that you need to provide patient care in one place is an essential part of any health care worker's job," said Dr. Guy Hébert, Medical Director for the Department of Emergency Medicine at The Ottawa Hospital. "It ensures that we are able to provide the best care possible in a timely manner, with the most accurate information on the patient's condition, all in the same facility. Patients are able to receive the tests they need without travelling to another location, which creates a better overall patient experience."

"A CT scan is now considered the 'gold standard' in Emergency medical care, added KDH's Chief of Staff, Dr. Colin Sentongo. "With Kemptville's changing demographics, and our Emergency Department facing a greater complexity of patients, getting the CT scanner is the hospital's utmost priority. It will be a 'game changer' in terms of our ability to diagnose patients more quickly and consequently manage their conditions faster. It will also decrease the impact on both patients and their families in having to endure a prolonged transfer to a tertiary care centre to obtain a CT."

Prior to the establishment of this new partnership, like a number of other hospitals across Canada, KDH had been dealing with the possibility of some reduction in emergency services due to the shortage of physicians working in rural emergency departments.

"We are so grateful to be able to collaborate and leverage our strategic partnership with The Ottawa Hospital," said Frank Vassallo, KDH's CEO. "Partnerships like this ensure that all patients will continue to

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- Dr. Guy Hébert

“

Our hospitals have worked together for many years, collaborating on ways to improve access to care for patients throughout our region. This partnership is another step in that approach, as we look at more ways to ensure patients receive the care they need.

”

- Cameron Love,
President and CEO, The Ottawa Hospital

receive high-quality, timely and consistent care, no matter where they are.”

“Our hospitals have worked together for many years, collaborating on ways to improve access to care for patients throughout our region,” added Cameron Love, President and CEO of The Ottawa Hospital. “This partnership is another step in that approach, as we look at more ways to ensure patients receive the care they need.”

TOH and KDH previously created an innovative

partnership in orthopedic surgery in 2017, which saw surgeons from both hospitals perform joint replacement procedures in KDH’s state-of-the-art operating facilities. This helped to reduce wait times for patients throughout the region, and allowed many patients to receive care closer to home.

More information about the integrated service delivery model currently under development by TOH and KDH will be shared as it becomes available.

More About CT Scans

Medical professionals use computed tomography, also known as CT, to examine structures inside the body. A CT scan uses X-rays and computers to produce images of a cross-section of the body. It takes pictures that show very thin “slices” of the patient’s bones, muscles, organs, and blood vessels so that healthcare providers can see the body in great detail.

Conditions that a CT scan can find include:

- certain types of cancer and benign tumors;
- fractures;
- blood clots;
- bowel disorders (blockages, Crohn’s disease);
- brain and spinal cord diseases or injuries;
- internal bleeding.





News from



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www.kdhfoundation.ca



Message from the Chair



Crossroads Campaign Fundraising Goal: \$2.2 million

Over the past two years, the Hospital and Foundation have been working on setting the wheels in motion to bring a CT scanner to KDH. The hospital had to first get approval from the government to operate a scanner and then find the funding to build a new space to house the unit.

Thanks to a pledge of \$900,000 from both the Municipality of North Grenville and the United Counties of Leeds and Grenville, the cost of the 'build' has been covered.

The Foundation now needs to raise \$2.2 Million to purchase the CT scanner itself. Thanks to the support of some early donations, we have already raised close to \$600,000.

I would like to thank the generous donors who have contributed to this important campaign thus far. We are calling our fundraising campaign 'The Crossroads Campaign' as we are truly at a crossroads: a CT scanner is an essential tool we can no longer do without.

You can help by making your donation. Or buy a ticket for a chance to win a 2023 Camaro through ctscannerlottery.ca.

Every donation counts.

Thank you,

Margret Norenberg
Chair, KDH Foundation Board of Directors



Six-Year-Old Raises \$650 for CT Scanner

Six-year-old Gracie Garvin decided she wanted to “support the community and help people feel better.”

She set up a lemonade and popsicle stand in her driveway during a recent community garage sale with a sign that read, “Donations to the Kemptville District Hospital”.

At the end of the day, Gracie had raised \$650!

Gracie said that it would be much better if people didn't have to go to Ottawa for (CT scan) treatment. Thank you, Gracie!



Community Heros

The KDH Foundation established its **Community Hero** initiative to recognize businesses in the communities KDH serves for their outstanding support.

Grahame's Bakery, Kemptville

In May 2023 the Foundation recognized Grahame's Bakery as a Community Hero.

Home of the heritage wood burning oven that has been operating since 1885, Grahame's Bakery has been a Kemptville landmark and strong community supporter for many decades.

Siblings Rick Grahame and Deb Wilson, who have been operating the bakery since 2005, continue to support KDH and the KDH Foundation in various capacities.

Thank you, Grahame's Bakery for all that you do. You truly are a Community Hero!



Pictured (left to right): Deb Wilson; Margret Norenberg, Foundation Board Chair; Rick Grahame.

B & H Your Community Grocer, Kemptville

In July it was B&H's turn to be recognized as a Community Hero. It was the perfect opportunity to show our appreciation, while they were celebrating 60 years of serving the community since their opening in 1963.

B&H owners Jim and Judy Beveridge do so much for the community, and in particular for KDH and the Foundation.



Pictured, centre: Judy and Jim Beveridge; to the right of Judy and Jim: Margret Norenberg, Foundation Board Chair; MPP Steve Clark; Joanne Mavis, Foundation Executive Director.

KDH Volunteer Barb Larry Donates \$2,500 to the CT Scanner Campaign

Barb Larry has been a KDH volunteer for five years. She volunteers weekly in the Café and Gift Shop and at Hey Day, the Auxiliary's huge annual community garage sale, which she says is "lots of fun" and she can't miss it.

Recently, Barb made a generous donation of \$2,500 to the CT Scanner Campaign. She asked, **“Why should our hospital equipment not be updated? It is so important to attract new doctors who expect us to have a CT Scanner. Besides, I may need it tomorrow!”**

Barb remembers her husband's need for a CT scan 10 years ago and that they had to drive into Ottawa for the appointment. "Just think about it," she said, "having a local CT scanner means not driving that distance or having to find parking or anything else in a big hospital."

She also shared that visitors to the KDH Café and Gift Shop have said they like how KDH is "calm and cool" and well organized, with volunteers who greet patients and help them navigate their way to appointments.

A CT scanner will provide KDH with critical, urgently needed patient care equipment. Barb emphatically said, **“We need that!”**

Barb Larry (left) presents a cheque to KDH Foundation Board Chair, Margret Norenberg.



CT SCANNER LOTTERY

HELP BRING A CT SCANNER TO KEMPTVILLE

YOU COULD WIN A 2023

Camaro SS Convertible & Early Bird Prizes



TICKETS CAN BE PURCHASED
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IN SUPPORT OF:



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VALUE
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FLASH GROCERY SHOPPING SPREE

Win a 5-minute shopping spree for up to \$2,000 at Jonsson's Your Independent Grocer in Kemptville, ON.

Early Bird Sponsor



Deadline: Sep 21 at 11:59 p.m.



VALUE
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BEST SLEEP EVER BUNDLE

- Austin Queen Bed
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- Cooling Bedding

Early Bird Sponsor



Deadline: Oct 12 at 11:59 p.m.

Grand Prize Deadline:
October 26, 2023 at 12 PM

LIMITED AVAILABILITY	\$300	\$100	\$25
	20 TICKETS	5 TICKETS	1 TICKET

TOTAL PRIZES VALUED AT

\$75,613



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50/50 DRAW

THANK YOU TO OUR SPONSORS





\$73,236 raised through the KDH Foundation Corporate Golf Classic



Thank you to our generous sponsors! See you all in 2024!



Yes, I want my family to help bring a CT Scanner to KDH. 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 _____ CVV _____

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

Why a CT Scanner is Critical for KDH: A Paramedic's Perspective

Life as a paramedic is never “dull,” explains Chris Scott, Paramedics Supervisor for the United Counties of Leeds and Grenville who lives in the area served by KDH.

He explained that a large portion of the patients sent by ambulance from KDH to larger centres are sent to get a diagnostic CT scan. “Working as a paramedic, some days I would spend an entire day with one KDH emergency room patient, waiting around for them to undergo a CT scan in Ottawa,” said Chris. “And since our patient was stable, we’d end up waiting in the line-up while high acuity patients went ahead of us. Sometimes that was the only patient we would help in an entire 12-hour shift.”

With only two ambulances allocated for the entire catchment area of North Grenville, that meant there was only one ambulance available to support local residents.

That’s why Chris Scott is a strong advocate for bringing a CT scanner to KDH sooner rather than later. “A CT scanner has become a fundamental piece of equipment required for an emergency department,” said

Chris. Working as a paramedic in the region, Chris knew that many of the patients he would bring to KDH following a 911 call would need to be sent to other hospitals for CT scans. Unfortunately there are only very specific situations where paramedics can bypass a smaller hospital, and the need for diagnostic imaging is not one of them. Chris would take patients to KDH knowing it wasn’t where they needed to be and the services weren’t going to meet the patient’s needs.

Not only is the process of transferring patients into the city inefficient, it’s also incredibly uncomfortable for the patient. “Ambulances were not built for comfort. And you’re not going to feel any better by being strapped to a stretcher for hours on end, waiting in line for your turn,” said Chris.

For Chris, getting a CT scanner in Kemptville is a crossroads moment for the hospital. “I’ve spent my career in the medical



“Working as a paramedic, some days I would spend an entire day with one KDH emergency room patient, waiting around for them to undergo a CT scan in Ottawa.”

profession. Getting a CT scanner in Kemptville could be a pillar from which to grow the hospital so it can continue to serve the community,” explains Chris. “North Grenville and the surrounding areas are growing rapidly. The need for a CT scanner has existed for years and that need will only continue to grow as our community grows.”

Chris hopes that families and donors will be generous when making their gift towards keeping patients close to home. “It’s not just good business sense,” explains Chris. “It’s good for the community, and it’s good for my family and friends – that’s what matters most.”

Foundation Receives \$21,000 from International Plowing Match for CT Scanner Campaign

On July 24, 2023, the profits from the 2022 International Plowing Match (IPM) & Rural Expo, held in September 2022 at the Kemptville Campus, were distributed to 40 charitable organizations throughout Leeds and Grenville.

The KDH Foundation received a cheque for \$21,000 from the 2022 IPM Board of Directors.

A total of \$165,000 was distributed to hospitals, community youth groups, community support organizations, IPM partners, and food banks.



KDH Foundation representatives Margret Norenberg (Board Chair), Joanne Mavis (Executive Director), and Kristy Carriere (Foundation Coordinator), can be seen in the photo below, taken at the cheque presentation event.



Foundation Provides \$250,000 in Funding for New Anesthesia Ventilators to Improve the OR Experience for Patients and Providers

In July 2023, KDH received three new anesthesia ventilators funded by the KDH Foundation.

“Anesthesia ventilators are essentially the machinery that keeps the patient alive during surgery,” explained Dr. Colin Sentongo, who served KDH as Chief of Anaesthesiology for six years before being appointed Chief of Staff in 2021.

“They breathe for the patient; they administer the gases that keep the patient asleep,” he added. “So I am biased in the sense that I think it’s probably the most important equipment that you can have in an operating room. Everything else, in my opinion, is secondary.”

The new ventilators are an upgrade from KDH’s previous anesthesia machines, which Dr. Sentongo described as outdated. “Extra perks” of the new ventilators, according to Tanya Deans, RN, KDH’s Manager of Clinical Programs, are “less anesthetic gas usage with

more precise delivery and new monitoring cables for patients needing paralytics (powerful muscle relaxants used to prevent muscle movement) during their procedures.” In addition, the new ventilators are familiar to many of the Anaesthesiologists who provide services at KDH as they also use them in The Ottawa Hospital (TOH) ORs.

The KDH Foundation provided \$250,000 for the purchase of the new Ventilators; these funds were raised in the tremendously

supportive communities that KDH serves.

It is very important to KDH that our clinical teams have the equipment they need to provide the best possible care to our patients; as such, we would like to express our heartfelt thanks to the Foundation for providing the funding for the anaesthesia ventilators, and for their continued support in enhancing the quality of care provided at KDH.

“
Anesthesia ventilators
are essentially the
machinery that keeps
the patient alive
during surgery.

” - Dr. Colin Sentongo



Pictured (left to right): Taylor Shelp, RN; Jennifer Ellis, Vice President, Nursing/Clinical Services and Chief Nursing Executive; Tanya Deans, RN, Manager, Clinical Programs; Dr. Colin Sentongo, Chief of Staff; Kelly Richer, RN, Surgical Care Unit Team Leader; Chelsey Green, RN, Epic Coordinator; Margret Norenberg, Foundation Board Chair; Frank Vassallo, CEO.

Outpatient Programs & Specialist Clinics

KDH offers a variety of specialists' clinics and outpatient programs. A physician referral is needed unless otherwise indicated.

Chronic Pain | Dr. Zeeya Jamal offers a clinic in managing chronic pain. Dr. Jamal's practice at KDH focuses on patients suffering with headaches, facial pain, neck pain and low back pain. Among the services offered are nerve blocks of the head, face, neck and spine.

Cardiology | Our cardiology clinic provides assessment and management of chest pain (including referrals for exercise stress testing), atrial and ventricular arrhythmias, congestive heart failure, etc.

Dermatology | Treatment of skin problems and diseases, from rashes, hives and lumps and bumps to shingles, lupus-like disorders and cancers.

Diabetes | KDH offers a diabetes education, prevention and support program including group education and personalized support during individual counselling sessions. Delivered by a multidisciplinary team, the program 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 ext. 216.

Diagnostic Imaging | KDH offers a variety of diagnostic imaging services: X-ray, ultrasound, mammogram, bone mineral density testing, electrocardiogram, Holter monitoring, pacemaker check, echocardiogram, and cardiac stress testing. Patients can self-refer for mammograms (call 613.258.6133 ext. 103) and bone mineral density testing (613.258.6133 ext. 400).

General Surgery | Focusing on the organs of the abdomen, the thyroid gland, diseases involving the skin, breast, soft tissue and hernias.

Gynecology <NEW!> | Dr. Tammy LeRiche provides a gynecology clinic for patients from the local community as well as those undergoing gynecology surgery at KDH. Services provided/conditions treated include contraception, fibroids, polyps, dysfunctional bleeding/ menstrual irregularities, post-menopausal bleeding, and ovarian/adnexal masses.

Internal Medicine | Prevention, diagnosis, and treatment of adult diseases including cardiovascular disease, hypertension, uncontrolled diabetes mellitus, thyroid disease, and gastrointestinal disease.

Lung Health Program | KDH hosts a Registered Respiratory Therapist/Certified Respiratory Educator in collaboration with ConnectWell Community Health. The clinic focuses on spirometry screening for chronic lung disease and provides ongoing education and case management to local patients. To self-refer, please call 613.259.2182 ext. 2324.

Neurology | Focusing on dementia, Alzheimer's, Multiple Sclerosis, TIA/stroke, migraines, brain tumors and treatment, Lou Gehrig's Disease, and spinal (disc) issues.

Orthopaedics | Treating bone, ligament and muscle conditions, including joint pain, providing pre-operative assessments, fracture follow-up and cast care.

Physiatry (Physical Medicine and Rehabilitation) | Treating patients with mobility issues, foot/back/neck/shoulder/hip/knee pain, sciatica, post-concussive syndrome, complications of stroke, complications of neuropathy, osteoarthritis, general extremity complaints, and non-traumatic spinal cord injuries.

Outpatient Physiotherapy | KDH offers bundled care funded physiotherapy after hip and knee replacement surgery. The hospital where your surgery takes place will send a referral to KDH to arrange your physiotherapy. A KDH Physiotherapist supports our Pulmonary Rehab Program in partnership with ConnectWell Community Health.

Plastic Surgery | Reconstructive or reparative surgery, specializing in malignant skin lesions and hand problems in both children and adults. Procedures performed include carpal tunnel repairs.

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. To register or for more information, call 613.259.2182 ext. 2324.

Sports Medicine | Injury diagnosis, management and prevention, from children to seniors, focusing on joint issues, ganglion, feet issues, and chronic back injuries.

Transfusion Clinic | Providing a variety of blood-related therapies including phlebotomy, platelet and blood transfusions, immunoglobulin G (IgG) and iron.

Telemedicine | At KDH we have the capacity to offer telemedicine services so patients do not have to drive a long distance to see a specialist. If you are referred to a specialist whose office is a long way from your home, you may be able to see your specialist in subsequent visits through telemedicine at a centre close to your home. With telemedicine at KDH you can see and speak with your specialist via a TV screen in a private space.



KDH's newest Specialist,
Obstetrician/Gynecologist
Dr. Tammy LeRiche.



WAY – Wellness Access for Youth – making a difference for North Grenville Youth

WAY - Wellness Access for Youth - is a collaborative made up of organizations that provide, refer, and support mental health and substance use health services for youth aged 12 to 25 years of age in North Grenville.

WAY can help with mental health, substance use health, food insecurity, housing, employment, transportation to appointments, and more. WAY can also connect parents and caregivers to help through PLEO – Parents' Lifelines of Eastern Ontario.

Dan MacKinnon (pictured at right) of Connect Youth is the WAY Coordinator and Navigator; it is his job to connect WAY clients with the help they need. With the new school year underway, Dan is prepared for an increase in calls.

"The start of the school year can be stressful as we leave behind summer days for the more structured school days," he said. "As well, September can bring huge transitions, from starting kindergarten to transitioning to university or college."

"Anxious feelings are normal and expected during times of transition or change," said Lorena Crosbie, Executive Director of Children's Mental Health of Leeds and Grenville, one of the WAY partners. "This is



especially true for children and teens going back to school, or for youth transitioning into a high school for grade 7," she added. "The transition can be stressful and disruptive for the entire family. That's why we want to spread the message that help is just a call away."

Youth and/or their parents can call 1-866-741-1WAY (1929) to access the services of all the WAY partners.

Client Story —

Dan shared the following letter from the mother of a recent WAY client.

“After experiencing consecutive head traumas at the beginning of this year, our son developed some devastating mental symptoms. Unfortunately, we found many doors closed to us and were in a constant battle to get help. We felt voiceless and in constant fear that we were going to lose our son, and our family seemed to be falling apart. Everything changed when the OPP put a call out to WAY.

Due to our unique situation, we assumed that we would be facing another closed door. We couldn't have been more wrong. Suddenly we had this amazing supportive team working together to get our family the help and resources we needed. Our son was offered a safe place to recover and so much more.

Dan connected with our son daily, either a quick, "Hey buddy, how's everything going today?" or a deep conversation about his future, education possibilities, and so much more. Dan listened and showed our son that he is valuable; in response our son found his smile, then his laugh, and now he is planning for his future.

When we took our son to the emergency apartment, I was blown away at the effort made to make him feel safe and comfortable. The thrifted furniture was cozy and clean. There were kitchen essentials

and even a fan. What I really want to emphasize, however, was something I actually never considered essential before: Dan ensures that everyone has new linens and towels. Seeing every dime being so thoughtfully spent to ensure that these kids feel valued and that someone cares about them still makes me emotional. It may seem insignificant, but the impact was huge, not only on our son, but also on us as terrified parents leaving their scared child. Dan offered a sense of home when life was in chaos.

We know without a doubt that WAY and Dan saved our son's



“

The transition (back to school) can be stressful and disruptive for the entire family. That's why we want to spread the message that help is just a call away.

”

- Lorena Crosbie
Executive Director,
Children's Mental
Health of Leeds
and Grenville

life. We cannot find the words to express our gratitude. I know that our family has been forever changed because of these compassionate people who are determined to do everything they can to be the change they desperately want to see.”

For more information about WAY, visit <http://www.kdh.on.ca/WAY/>

WAY is grateful to the KDH Foundation for its ongoing support. Funds donated annually to the Foundation through the Kemptville Tim Horton's Smile Cookie Campaign help support WAY.

Partner with KDH as a Patient and Family Advisor

As part of our commitment to Patient and Family Centred Care, we established a Patient and Family Advisory Committee (PFAC) several years ago. We are currently looking for additional volunteer Patient and Family Advisors and we are hoping through our recruitments efforts to ensure that the PFAC reflects the diversity of our patients, their families, and our wider community.

A Patient and Family Advisor is a person who has had a recent experience (generally within three years) of being a patient, or is the family member of a patient, and is interested in partnering with KDH staff and physicians to provide direct input into policies, programs and practices that affect patient care and services.

Patient and Family Advisors at KDH do one or more of the following:

- Share their healthcare experiences;
- Participate in committee work;
- Review or help create educational or informational materials;
- Work on short-term projects;
- Attend meetings of our Patient and Family Advisory Committee.

Patient and Family Advisors are welcome to 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 email PFAC@kdh.on.ca.



**Patient and Family
Advisory Committee**
KEMPTVILLE DISTRICT HOSPITAL

Giving Feedback

We have recently introduced a new and improved way to hear from you! You may receive a patient experience survey by email within two days of your visit to KDH. We would very much appreciate you completing the survey.

At KDH we strive for continuous quality improvement and are committed to providing exceptional, patient-centred and compassionate care. A critical piece in fulfilling this mission is understanding a patient's experience when they receive care from us.

Through our new survey provider (Qualtrix) we are collecting patient experience data from people who have visited our emergency department, had a clinic/specialist appointment, day surgery or an inpatient stay.

The survey will be from Kemptville District Hospital kdh@qualtrics-survey.com.

Only patients who have given consent to receive the survey and who have provided their email address during registration will receive a survey.

Thank you for your feedback!





News from the

KEMPTVILLE

District HOSPITAL

AUXILIARY INC.

Acton's Corners Unit and Main KDH Auxiliary merge

The Acton's Corners Unit of the KDH Auxiliary was one of the 19 distinct units that formed in early 1959 as part of a 'Women's Auxiliary' for the yet-to-be-built Kemptville District Hospital. Over time, the many individual units gradually dwindled to nine and then finally, one, Acton's Corners.

On May 9, 2023, the Acton's Corners Unit met for their annual May meeting. The floor was opened for nominations for the role of Chair; when no volunteer stepped forward, the group chose to become part of the Main Auxiliary – the Kemptville District Hospital Auxiliary – effective Sunday, June 11, 2023, the day after Hey Day 2023.

Thank you, Acton's Corners Unit, past and present, for all your contributions to KDH and for your ongoing support!

Volunteer at KDH

The KDH Auxiliary always welcomes new volunteers, including students. To learn more, please contact the Volunteer Coordinator at kdh_volunteer@kdh.on.ca.

Introducing the new President of the KDH Auxiliary, André Rancourt

The KDH Auxiliary elected André Rancourt as its new President at its Annual General Meeting in June 2023. André is a retired accountant whose career highlights include roles as Vice President Finance and Chief Financial Officer of March Networks, Co-Founder of Rancourt & Chartrand, Chartered Accountants, and President of The Lowe Martin Group.



André has a long history of volunteering; in addition to his contributions to the KDH Auxiliary, he is currently on the boards of 100 Men Who Care North Grenville, the Ferguson Forest Centre, and North Grenville Chamber of Commerce. He is also a member of the North Grenville Community and Economic Development Advisory Committee.

If you have been in the vicinity of the KDH ER on Friday mornings, you will recognize André. He will greet you, and everyone else who comes in, warmly. He thoroughly enjoys this role, explaining, "I get great satisfaction from helping people and find their appreciation heart-warming."

André's goals for his tenure as President of the Auxiliary include encouraging more opportunities to fundraise for KDH. He explains, "The recent success of Hey Day 2023 (see page 19) is vivid proof of the generosity of the North Grenville community. I was impressed with the commitment of the 220 volunteers who worked tirelessly and the wonderful, generous crowds that came out to support the initiative. My hope is to build on this positive wave and to expand the ways we can increase the Auxiliary's community exposure and fundraising activities."

KDH Auxiliary makes \$60,000 donation to enhance hospital services

The Kemptville District Hospital Auxiliary presented its annual donation to the Hospital in the lead-up to National Volunteer Week, April 16-22, 2023. The 2023 donation – in the amount of \$60,000 – was used to support the purchase of three new patient beds and a mobile nursing station for the inpatient medical unit, as well as a cardiac monitor for the recovery room. The 2023 donation brings the KDH Auxiliary's total contribution since its founding in 1959 to a staggering \$1.86 Million!

Linda Carnegie, the President of the KDH Auxiliary at the time, explained that the sizeable donation was made possible by the generosity of the North Grenville community and the volunteers' vigorous fundraising efforts, including hosting a very successful British



Tea as part of the Quilt Show and International Plowing Match held on the Kemptville Campus in the fall of 2022.

Then KDH Auxiliary President Linda Carnegie (left) and Treasurer Brenda Steacy (centre) present the volunteer organization's annual donation to Frank Vassallo, KDH's CEO.

Thank you to Past President, Linda Carnegie

André succeeds Linda Carnegie, who served as Auxiliary President from 2020 to 2023, through the enormous challenges imposed by COVID-19. During Linda's tenure, the Auxiliary made the difficult decision to cancel Hey Day, its major annual fundraiser, in both 2020 and 2021, pivoting in 2021 to successfully take Hey Day 50/50 ticket sales online, a huge learning curve for the team. In 2021, the Auxiliary donated \$40,000 to KDH, an amazing accomplishment considering the entire KDH volunteer program was put on hold in March 2020 for the safety



of the volunteers. This included the shuttering of the Auxiliary café and gift shop, a major source of revenue. To continue supporting KDH financially during this time, Linda led community fundraising drives in 2020 and 2021 with point-of-sale donations at two local grocery stores.

A significant fundraiser that Linda coordinated in 2022 was the innovative 'British Tea' held over several days in conjunction with the Quilt Exhibition and the International Plowing Match in August of that year. Most recently, she co-convoked Hey Day 2023, a landslide financial and attendance success.

During her term as Auxiliary President, Linda also touched the lives of others with her own generosity and creativity. She made and delivered a hot lunch for KDH staff in November 2020 and again in June 2021. When KDH went live with its new Epic Health Information System in November 2022, Linda brought in a delicious meal for staff working through the night on the launch. She also made handmade lap quilts for residents in the Interim Long-Term Care Unit that year.

Thank you Linda!

“

I get great satisfaction from helping people and find their appreciation heartwarming.

”

- André Rancourt

Hey Day 2023 breaks all records!

'Hey Day' is the KDH Auxiliary's major annual fundraiser, a longstanding tradition for North Grenville and surrounding communities, and arguably Ontario's largest indoor garage sale. The 2023 edition of Hey Day, held June 9 and 10 at the North Grenville Municipal Centre, broke all records, attracting more than 3,500 visitors and raising more than \$50,000 for essential medical equipment for KDH.

Eager shoppers found treasures in furniture, books, linens, toys, clothing, jewellery and fine china, sporting goods, appliances, and tools. Thanks to a generous donation by Les Winters, there were sandwiches, drinks and snacks at the canteen. And the Bake Sale meant there were homemade goodies to take home too.

To quote the event's co-convenor, Jean Gallant, **“A huge thank you goes out to all of the over 220 volunteers who helped accept the donations, sort them, set them up at the different sections, and help buyers during the sale. They worked hard but always with a cheerful attitude.”**

Tremendous thanks also goes out to a huge number of local businesses for their generous donations and other much-appreciated forms of support.

The Auxiliary is already planning for Hey Day 2024. To sign up for next year, please contact the KDH Auxiliary at kdha.heyday@gmail.com.





Join Our Team!

We currently have several full-time, part-time and casual RN positions available in our Medical/Surgical and Emergency units. We also have part-time and casual RN positions in our Monday to Friday OR program.

Kemptville District Hospital is a small rural community hospital with a wide variety of services that has a big impact on regional programs.

Located within the thriving Municipality of North Grenville, Kemptville is approximately 55 km south of the downtown core of Ottawa and 2.5 to 3 km south of the Rideau River. Rural living with all the amenities of city life!

We offer -

- Excellent benefits with medical, dental and vision plans for full-time employees (extended healthcare and/or dental care available for part-time employees)
- HOOPP Pension program
- Competitive wages based on central and local collective agreements
- Low parking fees: \$6/day, \$25/month
- Internal cross-training opportunities
- Recognition programs
- Reimbursement for recertification of BCLS, ACLS, and TNCC
- Employee discounts through corporate partnerships



What our employees are saying:

“Working at KDH we all know each other, and we are like family. We all help each other during good and bad times.” - Heather, RN at KDH since 1989

“I love nursing and helping people be restored to health through surgery! In the unit we have a team approach to patient care where each member of the team is valued for their individual competencies and disciplines. I am proud to be a Registered Nurse serving at KDH.” - Ann, RN at KDH since 2012

To see our current career opportunities, visit our website, www.kdh.on.ca. To learn more about the benefits of working at KDH, please contact Human Resources, hr@kdh.on.ca.



Photo: JEMMAN Photography