

HEALTH MATTERS



KEMPTVILLE
DISTRICT HOSPITAL

SPRING 2024



Goal: \$2.2 Million. Funds Raised To Date: \$1.6 Million

Back row (l-r): Margret Norenberg, Donor, KDH Foundation Board Chair; Dr. Colin Sentongo, Donor, KDH Chief of Staff; Sylvie and Steve Jonsson, Donors, Owners Jonsson's Independent Kemptville.

Front row (l-r): Lis Angus, Donor, KDH Board Past Chair, KDH Auxiliary Past President; Louise Tallman, Donor, Crossroads Campaign Chair, KDH Auxiliary Past President.



THE CROSSROADS CAMPAIGN



Letter from the Chair of the Board

As Chair of the KDH Board of Directors, I am very pleased to share that our work to bring a CT scanner to KDH continues to advance. Much has been accomplished since the last issue of *Health Matters* in the Fall of 2023.

Following official designation from the provincial government as a CT site, KDH moved to the next steps of awarding a construction contract and procurement of equipment through the Ministry of Health Request for Proposal (RFP) process with defined criteria for awarding the work.

Simultaneously our Foundation launched the Crossroads Campaign to raise the necessary \$2.2 Million needed on top of the funding pledged by the United Counties of Leeds and Grenville and the Municipality of North Grenville (\$900,000 each) and \$200,000 set aside from the hospital budget.

As a result of all of these efforts, we are getting close to our goal of performing CT scans at KDH – ***the ground-breaking for the planned addition to house the CT unit will take place this June, with a goal to start performing the first scans by the end of the year!***

I can't emphasize enough what an impact this will have on our patients, providers, our community and the wider health system as it improves the care we provide and opens up opportunities to bring new programs and services to KDH.

On behalf of the Board of Directors, I would like to thank everyone who has helped move this project forward, especially the individuals, businesses and service clubs who have donated to the Crossroads Campaign. I would also like to offer my sincere appreciation to the members of the KDH Foundation Board for all their work to bring a CT scanner to KDH.

It won't be long now!

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

The Crossroads Campaign

Dream Team — "When like-minded people come together in support of a cause, in this case to raise \$2.2 million for a CT scanner, we see philanthropy at its best. We are truly grateful for the decades of giving, volunteerism, and commitment from these wonderful individuals to KDH since its inception in 1960."

- Joanne Mavis, Executive Director,
Kemptville District Hospital Foundation



CEO's Message

I am very pleased to introduce this new issue of *Health Matters*. Like our Fall 2023 issue, this edition has a heavy emphasis on our CT Scanner Project, as it will be such a game changer for the entire KDH community.

Read on page 6 about the addition that will be built to house the new CT scanner and the model we've chosen because of its benefits for our patients and providers.

This issue highlights the service groups and other organizations and individuals who have pledged their financial support for CT at KDH through our Foundation's Crossroads Campaign; see pages 9 through 11. From KDH staff and physicians – thank you from the bottom of our hearts for your support!

At KDH we realize the value of strategic partnerships in enhancing the programs and services we provide. See pages 12 and 13 for details about our new same-day discharge laparoscopic hysterectomy program, the latest service made available for patients in the local communities that KDH serves and the wider Ottawa region thanks to a partnership with The Ottawa Hospital (TOH) for gynecology. We are excited by the possibilities for new collaborations that having CT scanning capability in the near future will provide.

Our commitment to quality, safe, and compassionate care is central to everything we do. See page 16 or the quality initiatives we are focused on this year.

Warm regards,

Frank J. Vassallo
Chief Executive Officer
Kemptville District Hospital





The Benefits and Opportunities of a CT Scanner at KDH

For this issue of *Health Matters* we sat down with Dr. Colin Sentongo, KDH's Chief of Staff, to talk about the benefits and opportunities that having a CT scanner at KDH will present.

Dr. Sentongo started by saying that the need for a CT scanner at KDH has existed for years. "A CT scanner is a critical diagnostic tool the medical staff have long advocated for," he said. "Beyond the immediate benefits for North Greenville residents requiring a CT scan, having CT at KDH will help free up local ambulances as there will be no need to transfer emergency patients who require an urgent scan. It will also help reduce CT wait times for the region as a whole.

"Having a CT scanner at KDH will have multiple benefits for our patients and families, for our hospital, and for the regional health system," Dr. Sentongo continued. "The opportunities are in terms of new programs and services that we will be able to bring to KDH, and those will come with their own unique benefits."

Dr. Sentongo highlighted the following benefits and opportunities as a result of having a CT scanner on site.

Benefits for patients and their families/caregivers

- ER patients needing CT will be able to get their scans done quickly and conveniently at KDH, rather than enduring lengthy transport to another facility, where they may wait for hours, and have to make their own way home if their scan is normal.
- Inpatients who need CT to monitor their condition or diagnose a new issue will not have to make the uncomfortable trip to another facility.
- Patients will receive a faster diagnosis, which means treatment or management can start sooner. This is especially important with time sensitive life-threatening conditions like pulmonary embolism, suspected strokes, head trauma (especially in the elderly on blood thinners), severe neck injuries, ruptured aortic aneurysm, ischemic bowel, or appendicitis.
- Family and friends will not need to take time off work to drive patients to booked appointments for CT scans.

Benefits for KDH

- ER physicians expect to have onsite CT, as it is considered the 'gold standard' when operating an Emergency Room. Therefore, the acquisition of a scanner will help us significantly in terms of the recruitment and retention of physicians and ensure our ER remains fully operational 24/7.
- It will provide a better experience for ER physicians to have CT onsite rather than trying to convince a physician over the phone that a patient needs a CT scan and meets the threshold for transfer. Having the physician spend precious time on the phone takes them away from their main task of providing patient care.
- Greater satisfaction for our healthcare professionals, in knowing they are providing the best care possible.
- Better use of nursing resources as they will no longer need to accompany patients being transferred by ambulance to other facilities for CT scans.

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ER patients needing CT will be able to get their scans done quickly and conveniently at KDH.

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Having CT at KDH will also result in better use of ambulances and paramedics who currently often wait around for hours for patients to get their CT scans at other facilities, instead of attending to emergencies in the region.

Dr. Sentongo concluded, “KDH physicians and staff very much look forward to the arrival of our new CT scanner late this Fall. With the installation of the state-of-the-art scanner, combined with the outstanding healthcare professionals at KDH, patients in North Grenville and beyond will be able to receive the best quality care closer to home.

“On behalf of our clinical teams, I would like to extend my most heartfelt thanks to the community for funding this project through the Crossroads Campaign. Quite simply, we would not have a CT scanner at KDH without the support of the community. Thank you.”

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KDH's Physician Chiefs agree that having CT scanning capability at KDH will have a tremendously positive impact on patients and their families. A CT scanner is a critical diagnostic tool the medical staff have long advocated for. Pictured (l-r): 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 from the photo: Dr. Alexander Coret, Chief of Radiology. Photo: JEMMAN Photography.



KDH's New CT Scanner and the Modular Addition that will house it

Introducing KDH's CT scanner – the Revolution Ascend

Under the guidance of KDH's CT Scanner Project Team, we are pleased to announce that the Revolution Ascend from GE Healthcare will be the new CT scanner at KDH.

The Revolution Ascend was selected as it best meets the clinical needs of KDH patients today and going forward. For example –

- The design provides increased space inside the scanning unit for better patient comfort.
- Cutting edge technology includes Artificial Intelligence (AI)-supported image technology
- Provides faster scanning and turnaround times

The Revolution Ascend's fast scanning times mean patients spend less time in the unit, and more patients can get their scans done on any given day.

For the radiologists interpreting the CT scans, image quality is of paramount importance for accurate diagnosis. The image quality of the Revolution Ascend received a score of 4 out of 5 or higher from radiologists using the scanner.

KDH's Chief of Radiology, Dr. Alexander Coret, commented on the selection of the Revolution Ascend: "This scanner is without doubt among the best on the market in its category. It is a new model that incorporates top notch technology, AI included. GE also will provide adequate training for our technologists as well as technical support and future upgrades. The scanner is an asset to KDH and will



The GE Healthcare Revolution Ascend CT Scanner

significantly improve patients' care. It will be available locally and will decrease significantly the need to send patients to other medical facilities."

With the acquisition of the new CT scanner, the CT Scanner Project Team is also pleased to announce that the CT scanner will be housed in a pre-fabricated addition, called a Modular Cassette Unit (MCU), located adjacent to the existing Diagnostic Imaging (DI) Department on the ground floor of the hospital.

KDH will be one of only two hospitals in Ontario using the innovative modular cassette unit. The unit will be supplied by SDI Canada, a Canadian innovator in bringing modular solutions to hospitals to house CT and MRI technology.

KDH's CFO and VP Operations Brittany Rivard explained why the modular option was the right choice for KDH: "After a thorough review of our options, it was determined by the CT Scanner Project Team that the modular cassette unit has significant advantages. This innovative approach will allow us to speed up the lengthy construction and integration processes, meaning we can deliver critical diagnostic services sooner. Additionally, this method minimizes construction-related disruptions and potential cost overruns, making it a smarter choice for meeting the evolving healthcare needs of our community. It can also be easily moved should the hospital expand."



3D rendering of the modular cassette unit recently installed at Brockville General Hospital (BGH) to house their new MRI machine. The unit was supplied by SDI Canada; BGH and KDH are the only hospitals in the province implementing this innovative modular solution for scanning technology.

Thank you to the Municipality of North Grenville and the United Counties of Leeds and Grenville for their contribution of \$1.8 million (\$900,000 each) to pay for the construction portion of the CT scanner project. The KDH Foundation will be funding the \$2.2 million needed for the CT scanner and supporting technology.



News from



DONATE NOW

www.kdhfoundation.ca



Message from the Foundation Chair

I am delighted to share with you that since our CT Scanner Campaign journey started last July, **we have raised \$1.6 million towards our goal of \$2.2 million** to purchase a CT Scanner for KDH. This is a remarkable achievement.

We recently reached another notable milestone in the Campaign. The Foundation made the first down-payments on both the CT Scanner – \$250,000 – and the Modular Cassette Unit to house the Scanner – \$403,000.

I would like to extend my deepest gratitude to the many individuals, businesses and service clubs that have gone above and beyond in contributing to the Campaign.

I encourage you to take a moment to read about some of the many wonderful donations we have received to date.

And finally, I am so pleased to announce that Mrs. Louise Tallman (featured on the cover of this issue of *Health Matters* and at right) has graciously agreed to take on the role of Chair of the Crossroads Campaign.

The Tallman family have been committed supporters of the KDH Foundation for decades.

Under the leadership of Mrs. Tallman, I have no doubt that we will raise the remaining \$600,000 to reach our Campaign goal.



Margaret Norenberg
Chair, KDH Foundation Board of Directors

P.S. Please consider making a donation to the Crossroads Campaign using the envelope included in this issue of *Health Matters*.



The CT Scanner Lottery was a great success last year, raising \$203,000 for the Campaign! Congratulations to Todd Durie, seen here in the driver's seat, the happy winner of the 2024 Camaro SS Convertible! Thank you to everyone who purchased tickets!



Meet Our New Foundation Board Members

Geoﬀ Bowlby has deep roots in the North Grenville area and a passion to support his community by volunteering. He has a BA in Economics from Glendon College, York University, an MA in Economics from the University of Waterloo, and a Certificate in Public Sector Leadership from the University of Ottawa. He has worked for three decades with the federal government in Ottawa and frequently represents Canada at the United Nations.



Geoff Bowlby



Caroline Ritter

her husband, Jon Wallace, operate Wallace Farms.

Caroline Ritter moved to North Grenville when she was a young teenager, later graduating with a BA from Carleton University and a law degree from the University of Ottawa. She recently retired after a 25-year career as a lawyer with the Government of Canada. She and

Both Caroline and Geoff are excited about raising funds to bring a new CT Scanner to KDH.

Your Donor Dollars at Work!

The KDH Foundation recently purchased a Point of Care Ultrasound (POCUS) for the Emergency Department. Dr. Johnny Brisebois is seen here with the POCUS, a mobile ultrasound, along with Nurses Michelle (left) and Melanie. Dr. Colin Sentongo, KDH Chief of Staff, expressed his appreciation to the Foundation for their support and said the

POCUS ensures

“that those involved in direct patient care continue to have the tools needed to serve the KDH community.”

This piece of equipment cost \$55,000.



The Foundation was also able to purchase new Syringe Pumps for the KDH ORs thanks to a generous \$15,000 grant from the Royal Canadian Legion Ontario Branches and Ladies Auxiliary Charitable Foundation. The entire OR Team is grateful for the new syringe pumps, which administer medication in the OR at a steady rate over a long period of time.



Seen here (l-r), seated in the front row: Margret Norenberg, KDH Foundation Board Chair, who holds the big cheque with Legion member, Doug Brunton; standing in the second row: Legion members Cathy Ouellete, Joanne Dudka and Aubrey Callan with Joanne Mavis, KDH Foundation Executive Director. **The KDH Foundation is very grateful for the enduring support of the Legion.**

Gifts Which Have Helped Raise \$1.6 Million Towards Our \$2.2 Million Goal

Thank you to all the individuals, organizations and businesses that have made generous donations to the CT Scanner Crossroads Campaign! Every single gift to the campaign brings us that much closer to our goal.

Peter Van Adrichem, seen here with his partner, Geraldine Taylor (standing, left), and Margret Norenberg, donated \$10,000 to the Campaign. He said, "I am a local farmer and I want to challenge others – builders and developers – to step up and donate to the CT Scanner Campaign. They need to support this for the sake of the community." Both Peter and Geraldine are very grateful to have such great care, close to home.



A Legacy of Giving - Douglas de Pencier

The Foundation recently received an \$80,000 donation from the Douglas de Pencier Fund. Douglas, who passed away in August 2011, operated de Pencier Building Supply in Kemptville for 50 years. He was known for his support of various community causes and that legacy continues to give through the Douglas de Pencier Fund. This gift will be directed to the Crossroads Campaign.

The Taggart Parkes Foundation Donates \$50,000 to the Crossroads Campaign

The Taggart Parkes Foundation is committed to fostering healthy communities with an emphasis on improving healthcare services. KDH's Chief of Staff Dr. Sentongo expressed his deep appreciation to the Taggarts for the donation: "The entire Medical Staff thanks you for this gift!"

Seen here (left to right): Margret Norenberg, Mary Taggart, and Dr. Colin Sentongo.

“
The entire
Medical Staff
thanks you
for this gift!

” - Dr. Sentongo



Over \$100,000 donated by anonymous community members

The Foundation recently received a very generous donation of \$73,000 from a resident of Kemptville who wishes to remain anonymous. The donor, originally from North Gower, felt strongly that a gift to the Campaign would truly make a difference for his family, friends and neighbours.

We also received another generous donation of \$25,000 from a grateful patient who spent five weeks at KDH. The gift to the Campaign was made in honour of the exceptional care he received.



Geleynse and DCore Electric Donate to the Campaign

Joanne Mavis, KDH Foundation Executive Director, receives a \$2,500 donation to the CT Scanner Crossroads Campaign from Phyllis and Luke Geleynse, owners of **Geleynse**. Seen here (left to right): Kerri Watson, Joanne Mavis, and Phyllis Geleynse.

DCore Electric also recently made a \$2,000 donation to the Crossroads Campaign. Thank you for your support!



Ottawa Jewish Community Foundation Donates to the Crossroads Campaign

At the Soloway Jewish Community Centre in Ottawa, Margret Norenberg, KDH Foundation Chair (right), was presented with a cheque for the CT Scanner Crossroads Campaign by Erin Zipes, Vice Chair of the Ottawa Jewish Community Foundation.

eQuinelle Homes Commits to Contribute for Every New Home Built

Recently, Foundation Board Chair, Margret Norenberg, along with Kristy Carriere, KDH Foundation Coordinator, were delighted to receive a donation to the Crossroads Campaign from Josh Kardish, Senior Vice President of eQuinelle Homes Ltd. Supporting charitable endeavours in eQuinelle communities aligns with the company's mission to enhance lives by crafting exceptional places to live, work and play and their commitment to do what is right.

“

For every new home built in Equinelle, a contribution will be made to the KDH Foundation's Crossroads Campaign.

”

- Josh Kardish, Senior VP, eQuinelle Homes Ltd.

Service Clubs Stepping Up Once Again to Help KDH Foundation

In recent months, the KDH Foundation has received a flurry of donations to the CT Scanner Crossroads Campaign from **service clubs** in our area. They include – **\$4,000 from the Knights of Columbus Council 5333, \$10,000 from Kiwanis Club of Manotick, \$25,000 from Mountain and District Lions Club, \$10,000 from Mount Zion 28 Masonic Lodge, \$2,500 from the Royal Canadian Legion Kemptville Branch 212, and \$419 from Bishop’s Mills Women Inspired.**

Service clubs have been there to support KDH from the very beginning when that first pressing call went out

“
We sincerely thank
each and every
one of the service
club members for
all their hard work
and generosity.

” - Joanne Mavis, KDH Foundation Executive Director

During a previous KDH Foundation \$10 million Capital “Lean On Me” Campaign in the mid-2000s, the Knights of Columbus Council 5333 donated \$40,000, made possible by the proceeds from their annual “Sweetheart Brunch”. The success of “Lean On Me” was transformational for the hospital: a new and expanded Emergency Department, new Operating Rooms, and a new Diagnostic Imaging Department with a suite of services.

For a full story about Service Clubs and their support of KDH, visit www.kdhfoundation.ca.



Kiwanis Club of Manotick donated \$10,000 to the CT Scanner Campaign. Pictured (left to right): Robert Lauder, Pembroke Kiwanis; Dean Usher, KDH Foundation Director; Margret Norenberg, KDH Foundation Chair; and Gary Coulombe, Manotick Kiwanis.



Mountain and District Lions Club donated \$25,000 to the CT Scanner Campaign. Pictured (left to right): Margret Norenberg, KDH Foundation Chair; Nathan Lang, Mountain Lions; and Frank Vassallo, KDH CEO.



Knights of Columbus Council 5333 donated \$4,000 from the Sweetheart Brunch to the CT Scanner Campaign. Pictured (left to right): Joanne Mavis, KDH Foundation ED; Jean LeClair, Past Grand Knight; and Margret Norenberg, KDH Foundation Chair.



Announcing Our Newest Surgical Program: Same-Day Discharge Laparoscopic Hysterectomy

February 8, 2024 was a landmark day at KDH as obstetrician/gynecologist Dr. Tammy LeRiche performed the first ever laparoscopic hysterectomy at the hospital.

Dr. LeRiche is an accomplished surgeon who has been performing laparoscopic hysterectomies for more than a decade, having established a successful day surgery laparoscopic hysterectomy program in Brockville as head of the Women's and Children's Program at Brockville General Hospital for a number of years.

The successful surgery signalled the start of the new same-day discharge laparoscopic hysterectomy program at KDH, the latest service made available for patients in the local communities that KDH serves and the wider Ottawa region thanks to a partnership with The Ottawa Hospital (TOH) for gynecology.

The same-day discharge laparoscopic hysterectomy program offers tangible benefits both for patients and the regional health system:

- Laparoscopic hysterectomies are minimally invasive, which often results in less post-op pain, reduced blood loss, fewer blood clots, less scar tissue, and a lower risk of infection.
- The KDH program is helping to decrease long wait lists in the region for the procedure.
- With this new program KDH is helping to train the next generation of obstetricians/gynecologists, providing an opportunity for medical residents to learn from experienced surgeons like Dr. LeRiche and her colleagues.

"KDH and TOH have a long history of working together to improve access to care," said KDH's CEO, Frank Vassallo. He noted that in 2017 the two hospitals created an innovative partnership for hip and knee replacement surgery that helped to reduce wait times for patients throughout the region. Spinal surgery, with both an orthopaedic and neurological component, was added to the orthopaedic program in 2020.



KDH and TOH have a long history of working together to improve access to care.



- Frank Vassallo, CEO

"In May of 2023, we leveraged our strategic partnership with TOH to begin development of an integrated medical model for Emergency services," Vassallo added, "and now, thanks to support from the province's Surgical Innovation Fund, we are delighted to be augmenting our gynecology services with the new laparoscopic hysterectomy program."

"This program, much like other collaborations between our hospitals, not only ensures that patients are able to return home quickly and safely, but it also improves overall patient experience and access to



This new program is an example of how we're increasing surgical services at KDH to accommodate the increased demand.



- Dr. Colin Sentongo

care for everyone in our region," said Cameron Love, President and CEO of The Ottawa Hospital. "By reducing hospital stays, those resources can be redirected to other areas of care, ensuring that more patients have access to the care they need in a timely manner."

Other services made possible by the KDH-TOH partnership for gynecology are a day surgery program for other gynecological concerns like endometriosis, fibroids and polyps, which began in the fall of 2022, and a gynecology clinic, established in September of 2023. In this clinic, Dr. LeRiche provides services related to contraception, fibroids, polyps, dysfunctional bleeding/menstrual irregularities, post-menopausal bleeding, and ovarian/adnexal masses.

Dr. LeRiche commented on the speed with which the same-day discharge laparoscopic hysterectomy program came together in the five months following the opening of the gynecology clinic. "It speaks to the cohesiveness of the team that KDH has assembled," she stated, giving credit to both medical and nursing leadership,



including KDH's Chief of Staff, Dr. Colin Sentongo, Vice President of Nursing/Clinical Services and Chief Nursing Executive, Jennifer Ellis, and Manager of Clinical Programs, Tanya Deans.

"This new program is an example of how we're increasing surgical services at KDH to accommodate the increased demand," stated Dr. Colin Sentongo, KDH's Chief of Staff. "This is Phase I," he added, "the surgical program is set to expand with additional surgeons and additional procedures."

KDH's OR team following successful completion of the first laparoscopic hysterectomy. Back row (l-r): Kelly Richer RN Surgical Care Unit Team Lead; Wendy Aleman RN; Julie Case RN; Dr. Chris Kirby, Chief of Anaesthesiology. Front row (l-r): Joanne Frost RN; Kelsey Hannah RN; Dr. Tammy LeRiche.

“

This program, much like other collaborations between our hospitals, not only ensures that patients are able to return home quickly and safely, but it also improves overall patient experience and access to care for everyone in our region.

”

- Cameron Love, President & CEO of The Ottawa Hospital



News from the



KEMPTVILLE
DISTRICT HOSPITAL
AUXILIARY INC.

The Kemptville District Hospital Auxiliary (KDHA) plays a crucial role at KDH, providing volunteers for every area of the hospital and raising funds for the direct benefit of our patients. Founded in 1959, the Auxiliary's mission is to provide volunteer service to KDH patients, promote good public relations and assist the hospital in providing quality community health care.

KDH Volunteers Honoured with Awards

We are delighted to share with *Health Matters* readers that two of our KDHA volunteers were recently recognized for their selfless service with awards.

Congratulations to long-time KDH volunteer Linda Carnegie on receiving a 2023 Ontario Senior Achievement Award! Linda was one of 20 recipients from across Ontario honoured with this award at a ceremony held February 29, 2024 at Queen's Park. The Ontario Senior Achievement Awards recognize people "who have made outstanding contributions to their communities through voluntary or professional activities after the age of 65."

Linda is a valued member of the KDH family, having served for seven years with the Auxiliary, including as President. Linda ably led the Auxiliary through the uncharted waters of the COVID-19 pandemic, finding creative ways to fundraise and achieving tremendous success. Linda continues to volunteer for KDH and also donates her time to Beth Donovan Hospice, where she has joined the Board of Directors. Holy Cross School is another beneficiary of Linda's volunteer time.

When congratulated on the award, Linda had this to say: ***"It is so much easier for me to give than receive and I have always felt I was getting more in return than giving. Volunteering is great for mental health as it provides a purpose, fulfills my days and benefits others. I don't give any more than other volunteers, just tend to do some things with more determination (stubbornness) and carry tasks to completion."***



Linda Carnegie (centre) receives her Ontario Senior Achievement award from Lieutenant-Governor Hon. Edith Dumont while Raymond Cho, Minister for Seniors and Accessibility, looks on.

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.

Soon after Linda Carnegie received her volunteer award from the Province, we were thrilled to learn that both Linda and KDHA Volunteer Coordinator Connie Parsons had been selected to receive 2023 North Grenville Civic Awards!

Connie Parsons, current Auxiliary Volunteer Coordinator and a past KDHA President, received her award in the 'Health & Wellness' category, recognizing volunteer efforts promoting healthy lifestyles, personal wellbeing, health and wellness.

Linda Carnegie, Auxiliary Past President, was recognized for 'Exemplary Work in the Community' – for volunteers who have made outstanding, long-term volunteer contributions in our community.

The awards were handed out at a Civic Awards Ceremony held March 28, 2024 at the North Grenville Municipal Centre.



Linda and Connie's cheering section included a number of KDH volunteers and staff. Connie is in the centre of the first row; Linda is at right in the pink jacket.

Annual Volunteer Appreciation Event Celebrates KDH Auxiliary Members

We were pleased to recognize the dedication and commitment of our KDH Auxiliary volunteers on Friday, April 19, 2024 at a well-attended Volunteer Appreciation Tea held during National Volunteer Week.

Our CEO Frank Vassallo welcomed the attendees along with Jeff Nolan, Chair of the Board of Directors, and several members of nursing staff. North Grenville Mayor Nancy Peckford also took time out of her busy schedule to attend the celebration at Heritage Hall, home to Catered Affairs on the Kemptville Campus.

"Our annual Volunteer Tea has always been a very important event in the life of the Hospital as it gives us the opportunity to formally recognize and thank all of our volunteers," said Vassallo.

Accompanied by Auxiliary Volunteer Coordinator Connie Parsons, Auxiliary President André Rancourt presented the volunteers with a series of awards.

Certificates of Appreciation were presented to Trudy Arnaud, Linda Brennan, Mary Cruse, Maretta Hay, Sylvia Johnston, Dorothy Leeder, Mike O'Brien, Art Parks, Ferne Richardson, and Donna Thibert.



Pictured (l-r): Frank Vassallo, KDH CEO; Nancy Peckford, Mayor of North Grenville; André Rancourt, KDH Auxiliary President; and Jeff Nolan, Board Chair.

Outstanding Service Awards were presented to Betty Beach, Susan Brown, Jean Gallant, Teresa Harrison, Johanna Kuntz, Connie Parsons, and Judy Walsh.

An **Award of Excellence** was presented to Linda Carnegie, and Linda Brennan and Jean Gallant received "**V-Pins**" in recognition of achieving the milestone of giving more than 1,000 hours of volunteer service in total to KDH. Susan Brown also received a V-pin for serving for four years on the Auxiliary Executive.

Congratulations to all of the award recipients, and thank you for your service!



Our Focus on Quality Improvement to Enhance Patient Care

KDH has a deep commitment to continuous quality improvement. Our Board of Directors regularly monitors the hospital’s performance on more than 25 indicators of quality, and each year, like hospitals across the province, we develop and publicly post a new Quality Improvement Plan (QIP).

The initiatives in our new QIP, for Fiscal Year 2024-2025, reflect our core values of quality, safe, efficient, and evidence-driven care, with patients and families at the centre. In addition, they align with our current strategic directions: Person-Centred Care; Service Excellence and Innovation; Team KDH; Strong and Vital Partnerships; and Sustainability and Growth.

Our Quality and Safety Team, Physicians, Volunteers, Patient and Family Advisors, Resident Council, and healthcare partners collaborated to develop this year’s QIP.

In developing the QIP, the teams reviewed KDH’s current performance on priority indicators identified by Ontario Health and the following drivers of quality improvement: patient relations process findings; patient experience surveys; critical incident reporting; performance on the previous QIP; overall performance status; current quality improvement priorities outside of the QIP; and known 2024-2025 organizational priorities. This analysis informed the identification of priorities for the new QIP.

This year, our areas of focus are:

■ **Wait-Times:**

We will decrease the wait-time for admitted patients in the Emergency Department waiting to be transferred to an inpatient bed.

■ **Patient Safety:**

We will improve Barcode Medication Administration (BCMA) rates in our Emergency Department, Inpatient Medical Unit, and Perioperative Unit. BCMA is a safety feature when staff scan the patient’s wristband and the medication prior to administration of the medication.

Nurse Julie scans a patient medication before scanning the patient’s wristband and then administering the medication.



■ **Patient/Client/Resident Experience:**

We will continue our work to increase the percentage of residents of our Interim Long-Term Care unit who respond positively on resident surveys, indicating that they feel listened to by staff.

Our Interim Long-Term Care Residents enjoy a visit from therapy dog Swift and his handler Bev from Ottawa Therapy Dogs.



■ **Staff Safety:**

We will continue our important work on Workplace Violence Prevention by increasing staff reporting of workplace violence incidents.

■ **Equity, Diversity and Inclusion (EDI):**

We will increase the number of staff who have completed relevant EDI education.

Our 2024-2025 Quality Improvement Plan was submitted to Ontario Health and posted to the KDH website on March 31, 2024. Read the full QIP here:



“It was a very pleasant experience” and other Patient Survey Comments

As reported in the last issue of *Health Matters*, we are now surveying patients by email about their experience at KDH. Here is some recent feedback received in the comment boxes of the surveys.



Emergency Department

“While I had a long wait, the wait was worth it as staff were kind, friendly, respectful, and professional. I was impressed with how quickly tests were run, and results were received. I received exceptional care. Thank you so very much.”

“Everyone from the nurses, doctors and cleaning staff are absolutely unbelievable with their compassion, empathy, care and utmost respect for your situation. We are extremely fortunate to have this amazing hospital in our community.”

Day Surgery

“Very impressed with KDH right from the front door! Very organized, very efficient, friendly, helpful, clean, very professional! I have had a few procedures at this hospital over the past few years and recommend it always to anyone without reservations! Top notch wonderful staff and I felt comfortable being there!”

“Excellent experience under the circumstances! Great pre-op, op and post-op staff, surgeon and anesthesiologist. Job well done right through from arrival at front door, check-in, pre-op, op, post op to departure. Everything done in a timely manner, friendly and knowledgeable staff, quick and relatively painless procedure under competent and trustworthy care from beginning to end. Thank you! Huge asset to the community!”

Inpatient

“Staff were always friendly, kind and informative. Plus a smile as well. That makes a big difference. Keep up the good work.”

“I was very pleased with my decision to go to KDH for my knee replacement surgery. Everyone from intake to discharge was friendly and took the time to explain and just converse. The doctors were open to questions and answered them completely. The nurses were attentive and friendly. My room was quiet and the food was quite good.”

Outpatient

“As always very respectful and caring staff at my dermatology appointment. As well as front reception. Very efficient staff at booking department. Kudos to KDH.”

“It was a very pleasant experience to visit KDH. The staff I encountered were professional, pleasant and very helpful. Congratulations!”

Reminder: If you’ve provided your email address and consented to receive surveys, you may receive a patient experience survey by email within two days of your visit to KDH. The email will be from kdh@qualtrics-survey.com. Thank you in advance for responding – your feedback will be used to help enhance the patient experience at KDH!





Patient & Family Advisory Committee News



Members of the KDH Patient and Family Advisory Committee (PFAC) are volunteers who partner with staff and physicians to provide direct input into policies, programs and practices that affect patient care and services.

Since the last issue of *Health Matters*, the PFAC has welcomed three new members, who bring a variety of different skills and expertise, along with a deep commitment to improving the experience of KDH patients and families. Welcome **Connie Parsons, Ron Shafer and Sue Shafer!**

In June, the PFAC will say farewell to **Bob Hale**, founding member of the committee and its Co-Chair for the past eight years. As Co-Chair, Bob became an ex-officio member of the KDH Board of Directors in June 2019. He served on the

Governance Committee of the Board and is past Chair of the Quality and Safety Committee. On the provincial stage, Bob was selected from more than 1,200 applicants from across Ontario to serve on the Minister of Health and Long-Term Care’s Patient and Family Advisory Council in 2018. Thank you, Bob, for your leadership over the years and your unfailing desire to make a difference for our patients and their families.

Thank you to PFAC member **Tedd Wood** who is stepping into the Co-Chair role. Tedd joined the PFAC in 2022 in gratitude for the professional care, compassion and friendliness of KDH staff that he and his family had experienced. Fortunate to be retired and looking for a way to give back to the community, Tedd is eager to help KDH in any way he can.



The current members of the KDH PFAC (left to right): Jackie Smylie, Sue Shafer, Ron Shafer, Connie Parsons, Tedd Wood, and Bob Hale.

Recent Activities

Here is a list of recent PFAC activities:

- Consultation in the development of KDH’s 2024-2025 Quality Improvement Plan (see page 16).
- Review of patient complaints and compliments data to identify trends and opportunities for improvement.
- Review of patient experience survey wording and results.
- Review and recommendations on employee engagement survey results.
- Participation on new Accreditation Committee.
- Participation in Safety Leadership Rounds.
- Review of Public Health signage regarding measles.

To learn more about our Patient and Family Advisors and their activities in support of KDH, scan the QR code at right.



Join Our Team!

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

“Working in Environmental Services alongside nurses, doctors and other members of our care teams fulfills me. I love to clean patients' rooms because they express their appreciation for a job well done. I often sing to them to make their day a little brighter and sometimes they sing along! I dress up on the different holidays and have scrubs for every occasion.” - Louise, Environmental Services Technician at KDH since 2004

“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



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).

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

Gynecology | 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.

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.*