

The Mississippi River Health Alliance

REPORT TO THE COMMUNITY 2017-2018

- ▶ **Two Hospitals. Better Together.**
- ▶ The very best care close to home.

Better together! That's the idea behind the Mississippi River Health Alliance. It brings Almonte General Hospital and Carleton Place & District Memorial Hospital together to improve each patient's overall health care experience. Our goal is a strong, coordinated system of care. And it's working.

Over the past year, we've continued to develop our plan for the future. In fact, new strategic directions have been drafted with the help of hundreds of stakeholders. During those conversations, we heard a lot about the value and potential of the Mississippi River Health Alliance as well as strong encouragement to keep going. So, we have.

Here are just a few examples:

- ▶ The consolidated strategic plan is a roadmap for growth and development – with both shared and individual objectives. The Mississippi River Health Alliance will lead the way.
- ▶ We have aligned our annual Quality Improvement Plans, taking best practices and ideas from both organizations for a more consistent experience for patients and residents.
- ▶ A new joint program is helping to support an exceptional working environment for staff, physicians and volunteers. This, in turn, will support improved quality and safety for patients and residents.
- ▶ The two hospitals now share a senior leadership team, providing greater synergy. Other new shared roles - in key areas such as Discharge Planning and Occupational Health & Safety - also support collaborative care and provide opportunities to learn from one another.
- ▶ We have improved our transition processes, making it easier for patients and families. The hospitals also support one another during particularly busy periods.

- ▶ Procedures, processes and policies are being reviewed, improved and aligned.
- ▶ Both hospitals achieved Silver Status in the Healthy Foods in Champlain Hospitals program. The goal is to make the healthy choice the easy choice in our cafeterias, gift shops and vending machines.
- ▶ Perhaps most importantly, we are seeing a change within the organizations – moving from 'we and they' to 'us'. We aim to be better together than we would be alone.



The Mississippi River Health Alliance formalizes the commitment of the two hospitals to work together. A joint committee makes recommendations to the two Hospital Boards. Each hospital remains a separate corporation with its own Board, Foundation and Volunteers. Funds raised in each community stay in each community.

Together, we are creating a stronger voice for local health care – close to home.





▶ A TRUE HEALTH HUB

It makes good sense. Bringing services together in one location benefits patients, residents and families. On Spring Street in Almonte, we do just that. In addition to Almonte General Hospital and Fairview Manor, our surrounding communities have access to Leeds Grenville Lanark Public Health, the Ottawa Valley Family Health Team, our team of Obstetrician/Gynecologists as well as a Pediatrician, and Lanark County Mental Health. Our regional Day Hospital supports patients with chronic conditions and a host of visiting specialists provide services right here close to home. And we are proud to have the 90+ paramedics who provide ambulance and rescue services on our team as well.

And we are not stopping there. This year, we welcomed three new Family Physicians to our team.

The Electrical Medical Record is one step closer with the 'go live' of the new clinical module as well as mobile work stations. This key step offers real-time information as care plans and reports are available as soon as they are entered into the system.

Thanks to additional Ministry of Health and Long-Term Care funding, infrastructure work continued

▶ CARING SNAPSHOT 2017-2018

Almonte General Hospital

Admissions	1,442
Births	412
Inpatient Days	14,541
Emergency Visits	16,922
Ambulatory Care Visits	13,854
Surgical Procedures	843
Diagnostic Imaging Exams	13,153

this past year with lighting upgrades and a new roof for the Rosamond Unit.

At Fairview Manor, our new Director and Assistant Director of Care say they are proud to work with a great team focused on resident-centred care. This year, we even hosted a wedding in our chapel.

The Lanark County Paramedic Service team is a key part of community care in our region. The Service has been testing a new CPR device which will free up paramedics to perform other procedures during life-threatening emergencies. And a new Advanced Care Paramedicine program will introduce 'Advanced Care Paramedics' who will be able to provide an additional level of care for our most ill patients.

Our thanks to the dedicated Board of Directors and committed staff, physicians, volunteers and Fairview Manor Auxiliary members who care for our patients and residents every day. And a special mention for our new Patient and Family Advisory Committee which is already making a difference. Like the established Resident and Family Councils at Fairview Manor, they provide ideas and input on all aspects of care.

Fairview Manor

Resident Days (including respite care)	39,669
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Lanark County Paramedic Service

Calls Answered	19,480
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"The Manor has brought back my husband's health level. They have certainly done everything to make life worth living again."



"You made the experience far less stressful."



MOVING FORWARD

The exciting news at Carleton Place & District Memorial Hospital continues to be the planning for our new Emergency Department. We are at stage 2 of the Ministry's five-stage approval process. Planning is being led by the Capital Projects Committee of the Board, which includes hospital staff and community members with expertise in health care, architecture and construction. Throughout the planning, patients, neighbours, the community, staff and volunteers are providing input.

But there is much more going on at CPDMH. For example, eight new cardiac monitors and six telemetry units are ensuring safer care. They allow for ongoing bedside and central monitoring. Patients who are stable can be more mobile with the remote tracking devices. Thank you to the CPDMH Foundation and their generous donors for their overwhelming support.

Our Telemedicine program has a new clinical system which provides better images when connecting patients to specialists in another facility.

Major building improvements include a new boiler, fire detection system, phone system (including a nurse call system) and windows

throughout the hospital. We have also updated exterior lighting. Thank you to the Ministry of Health and Long-Term Care for this additional funding.

Happy 65th Anniversary to the CPDMH Auxiliary and thank you for all that you do – every day. There are 102 volunteers at CPDMH and they donated more than 10,400 hours of service this past year. They also donated thousands of dollars to purchase much-needed equipment.

Finally, thank you to the community volunteers who sit on our Board of Directors and lead this work. And thank you to our Patient and Family Advisory Committee for your valuable input. Together with our committed staff, physicians and volunteers, we are helping to ensure the best and safest care for our local communities.

CARING SNAPSHOT 2017-2018 Carleton Place & District Memorial Hospital

Admissions	647
Inpatient Days	5,776
Emergency Visits	18,475
Ambulatory Care Visits	12,959
Surgical Procedures	1,508
Diagnostic Imaging Exams	16,346

"The staff couldn't have been more helpful. Thank you."

"Because of the care I received, I tried to work harder on my recovery. I truly felt as if I were part of a team – and we all played a part in my care. Bless you all."





Your Gifts make a Difference!

Each year, our caring CPDMH staff, volunteers and doctors touch the lives of thousands of patients who walk through our doors. And it's thanks to our WONDERFUL donors that give back to the health of their community that we are able to provide the best medical equipment and care to our families, neighbours and loved ones.

This past year, the support of our donors purchased a number of needed priority patient care equipment items for the hospital, along with funds toward pediatric and palliative care equipment. There were a number of successful fundraising initiatives including the Crystal Anniversary of our Bed Pan Charity Golf Tournament; the

introduction of our annual Online Auction; and the Christmas Card Student Art Contest. Thirteen-year-old winner Brooklyn Kentfield inspired our donors with her creation on the card cover.

These are just some of our many fundraising initiatives which we are introducing in preparation for the exciting Emergency Expansion campaign to be launched in the coming year!

Thank YOU

for your support in helping us to provide exceptional health care, close to home.

Donors	1,264
Gifts	2,419
TOTAL DONATIONS	
2017-2018	\$431,691

To learn more about how YOU can make a difference, visit us online or call **613-257-GIVE (4483)**.



CPDMH Foundation • 613-257-GIVE (4483) • www.cpdmhfoundation.ca



The Picture is beginning to develop...

Thank you to all our supporters for 'putting themselves in the picture' last year in support of our diagnostic imaging campaign. Your contributions have made a big difference in the quality of health care provided close to home at the Almonte General Hospital and Fairview Manor.

We have now raised close to \$1.8 million toward our goal of \$4 million. Your support has allowed us to almost pay off the two new digital ultrasound machines, the new digital X-ray suite and the portable X-ray machine. Our patients have been benefiting from these new diagnostic tools since early 2017 thanks to community support.

Now it's time to focus on bringing a CT scanner to Almonte. CT scan, which stands for computerized axial tomography, is a specialized X-ray machine that takes pictures 'in slices'. These slices are then put together to give a 'several dimensions view' of various parts of the body. It is very useful for the brain and the spine, both of which are very difficult to see on X-ray.

Our goal now is to raise the \$2.2 million needed to purchase this advanced diagnostic tool which offers superior images, in particular for complex and emergency situations.



AGH Foundation • 613-256-2514 ext. 2297 • www.almontehospitalfoundation.com