

ANNUAL REPORT 2022-23



Delivering on the promise of a **better healthcare experience.**



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes

2022-23 was a memorable year for Ross Memorial Hospital.

We concluded another year of COVID-19 testing and assessments, which have provided peace of mind and security to thousands of community members for three years during the global pandemic.

We made sure to take time to celebrate our dedicated and skilled team during our annual Long Service and Excellence Awards. Close to 160 employees and professional staff received Long Service Awards for a minimum of five years spent working at RMH, and all the way up to 45 years of service. The accumulative number of years employed at the Ross by those recognized totaled 2,060 years. Twenty-Eight Excellence Awards were also handed out to individuals nominated by their peers for their exceptional efforts.

All of our team members adapted and persevered through a Code Grey (Infrastructure Loss) due to a cyberattack, impacting all of the hospital's local technology systems. Through it all, we continued to deliver the care services our community relies on, a testament to the professionalism and resiliency of our staff.

The foundation for our future was also laid out with the approval a new Strategic Plan that all members of the hospital will play an important role in. It includes **our new mission** that defines and captures what we do, now and in the future – **Delivering on the Promise of a Better Healthcare Experience.**

If the past year has shown us anything it's that our Ross team can meet and exceed any challenge put in front of us. The leadership at Ross Memorial is exceptionally proud of our staff, physicians, Foundation, Auxiliary and community partners for all the remarkable work that has been done in caring for our community. We look forward to what the future holds.



Kelly Isfan,
President and CEO

Dr. Bharat Chawla,
Chief of Staff

Wanda Percival,
Board Chair

Cold, COVID-19 and Flu Care Clinic Closes

RMH's Cold, COVID-19 and Flu Care Clinic (CCFCC) opened on December 6, 2022, featuring expanded clinical assessment eligibility to individuals experiencing a wide range of symptoms, along with COVID-19 testing and antiviral treatment.

The CCFCC was previously known as the COVID-19 Assessment Centre, which first opened in March 2020 as a drive-thru model providing COVID-19 testing in the hospital's ambulance bay. Over the course of three years, the COVID-19 Assessment Centre and CCFCC were able to conduct more than 70,000 PCR tests and over 10,000 clinical assessments.

These clinics played a significant role in our community's response to the global COVID-19 pandemic by helping limit exposure to the virus and providing access to timely care during a period of great uncertainty and concern for many. That is something the hospital is truly proud of and wouldn't have been possible without our staff and physicians whose dedication and commitment helped navigate the clinics' success.



Members of RMH's Cold, COVID-19 and Flu Care Clinic team



First in Ontario to Use New Hip Replacement Implant Technology

RMH Orthopaedic Surgeon Dr. Sebastian Heaven became the first in Ontario to use an Insignia femoral stem implant in hip arthroplasty surgery in February 2023. The new Insignia femoral implant stem had recently been approved by Health Canada.

There is increasing movement towards using collared stems in hip replacements that don't use cement, which is the majority in Canada and the United States, due to some large registry databases showing improved survival of these implants as compared to their collarless versions. Ultimately, this translates to a lower likelihood of needing a second surgery after hip replacement when using this technology. RMH conducts around 150 hip replacements, annually. Dr. Heaven foresees the majority of them using the Insignia femoral stem implant moving forward.

Women's Health Clinic

RMH successfully launched a Women's Health Clinic for non-urgent care, with priority given to women without access to a family doctor or nurse practitioner. Women in the community are able to self-refer to the clinic for a wide-range of care including preventative screening, birth control and other treatments.



Sheila Carron Receives KLPS Award

RMH's Sheila Carron was presented with a Kawartha Lakes Police Services Board Award for excellence in mental health outreach. Carron has been instrumental in working with the Kawartha Lakes Police Service to develop the Community Response Unit Mental Health Liaison Team. The program pairs Sheila, a mental health crisis nurse, with a police officer to



Health Sciences Program

Eighteen LCVI high school students took part in the inaugural Health Sciences Program at the RMH that concluded in January 2023.

The goal of the program is to introduce interested students to the many careers within a hospital. Hospitals require a multidisciplinary team of specialists including therapists, skilled trade workers, pharmacists, cooks, housekeepers, administrators, support workers, information technologists, accountants and, of course, doctors and nurses.

Fourteen RMH employees from departments throughout the hospital provided students with a case study. They presented a scenario the students might encounter within the hospital, including a list of questions about the case. In groups, the students would research the profession, answer the questions within the case study, and present it back to the Ross staff member for review and feedback.

RMH also provided a Co-operative Education placement to four LCVI students who were able to rotate through and observe departments throughout the hospital, in addition to learning basic training in skills like feeding patients and wheelchair safety.

Pharmacy Renovation

In March 2023, RMH completed a renovation to our Pharmacy Department to meet the growing needs of evolving practices and national standards. The detailed renovation helped create a space that encourages and supports safe and appropriate workflow and optimizes the delivery of patient care.

The Pharmacy renovation has resulted in:

- Appropriate air exchanges in the sterile compounding area.
- Controlled atmospheric properties such as temperature minimizing the content of particles and microorganisms, air pressure and airflow.
- Enhanced security for storage of medication.
- Increased space for the growing medication needs of the hospital.

(Front Cover: Bobby Nijjer, Manager of Pharmacy and Medical Device Reprocessing)

advanced mental health care to vulnerable individuals who were unlikely to seek support through traditional options. Almost immediately, the team began producing positive outcomes and reducing the number of police interactions with individuals who received outreach services. The Unit has since evolved to include new services like crisis response and outreach for substance use and addictions, thanks in large part to the advocacy and expertise of Sheila.



Financial Data

Total Revenue: \$116,364,098

By MOH & LTC	89.9%
Patient & Ancillary Revenue	10.1%
Investment Income	0.0%

Total Expenses: \$120,730,938

Compensation	71.2%
Other Supplies & Expenses	22.5%
Medical & Surgical Supplies	4.5%
Drugs and Medical Gases	1.8%

Source 2022/23 Audited Statements - BDO
'Net Operating Results'

Patient Care By the Numbers

COVID-19 Assessment Centre Visits	5,187
Emergency Department Visits	33,041
Operating Room Total Cases	3,862
Clinic Visits	41,368
Admissions	
Acute	4,571
Newborn	167
Mental Health	262
Complex Continuing Care	307
General Rehab	274
Palliative	40
Total Patient Days	64,387
Laboratory Interventions	586,513
Diagnostic Imaging Exams	60,565

For the Fiscal Year Ending March 31, 2023

Ross Memorial Hospital

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Quality/Patient Experience: quality@rmh.org

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@RossMemorial

@RossMemorialHospital



Ryan O'Neill, Board Chair, Erin Coons, RMHF CEO

Foundation



Patients, families, care team and staff, students, volunteers, donors and the community. Together, WE ARE THE ROSS.

It's not as individuals but as a community – over generations – that we have built Ross Memorial Hospital into the exceptional community hospital it is today: a state-of-the-art facility equipped with the best tools for its talented team of care providers. Critical acquisitions including medical equipment and technology are not covered by government funding. **Together, we make it happen.**

The Foundation is embarking on the largest capital campaign in our history to support key investments at our Hospital, including our community's new MRI and CT Scanner, expansions of our critical care services in the Emergency Department and Intensive Care Unit, the Clinical Information System that connects bedside equipment and diagnostic technology directly to patients' digital medical records, and essential equipment such as IV pumps.

We're overjoyed to report exceptional support including an historic gift – \$3 million – from FLATO Developments. This is the **largest single donation in Ross Memorial's history.** In recognition of this incredible generosity, the Hospital announced special naming recognition: the FLATO Developments Ambulatory Care Centre.

We are also incredibly grateful to the family of the late Dr. Gargi Bhatia, who marked her 40-year legacy of caring at the Ross with a leadership gift to the campaign. To show gratitude to the Bhatia Family and celebrate their support for our community hospital, the Obstetrical Unit at Ross Memorial is now the Dr. Gargi Bhatia Family Birthing Centre.

These gifts, including a \$1 million commitment from the City of Kawartha Lakes Council, and those from business leaders including The Commonwealth Mutual Insurance, are ensuring the Ross is equipped to care for our rapidly growing community, now and for years to come.

Donors continue to support these priority needs through their response to the Foundation's spring and holiday appeals. The 'Every Picture Tells A Story' spring appeal featuring breast cancer survivor Kate Winn and radiologist Dr. Mario Voros raised \$174,138.39 for the new MRI – well over the fundraising goal of \$150,000. With the 'Our Best To You' holiday appeal featuring Dr. Sara-Lynn Francis, \$252,957.73 was raised to help fund the Clinical Information System, also over the fundraising goal of \$225,000.

We were pleased in December 2022 to celebrate the first anniversary of the implementation of the Clinical Information System. It was a recognition of the ongoing hard work of employees and physicians throughout the Hospital to raise the level of care for local patients – and it was a celebration of community giving that made it possible.

From community partners in care such as the RMH Auxiliary, the Kawartha ATV Association, the Dragon Flies and the Royal Canadian Legion (Branch 239) to business leaders and caring individuals, we continue to work together, **advancing care and growing services close to home. Thank you for your generous support.**

Ryan O'Neill
RMH Foundation Board Chair

Erin Coons
RMH Foundation CEO

Our volunteers come from all areas of the Kawartha Lakes, their dedication to the hospital is at the core of everything our RMH Auxiliary does. Whether it be enhancing patient care, supporting staff, or raising funds for the RMH Foundation, our Auxiliary is dedicated to a future of caring.

In 2022-23, we had much to celebrate. Our volunteers were able to return in full capacity throughout the hospital following years of pandemic interruption. Being able to put our signature blue vests on, get back into the hospital, and help directly support both patients and staff is one of the true joys for our volunteers – and we know how much our work is appreciated by the entire Ross family, as well.

Each year the Auxiliary provides the Pat Angier's Part of the Team bursary. This year we were very happy to have distributed \$7,151 to 10 RMH team members. Our goal is to support continued learning and education for staff within their fields at the hospital. The Auxiliary also contributed a \$40,000 donation to the RMH Foundation in June 2022 to support the hospital's purchase of a new MRI machine, the kind of life-saving technology our community needs.

All these initiatives were supported by the daily commitment of our volunteers who run the Reflection's Gift Shop, Café, and HELPP lottery cart, which not only raises funds for the hospital, but provides additional services for all who visit RMH.

The COVID-19 pandemic has changed the nature of how all work is done, and our Auxiliary continues to adapt to our new future. As we move forward, we will continue to develop and implement strategies and projects that will help support the hospital and our community.

Anne Botond
Auxiliary President

Auxiliary



Dr. Bharat Chawla, RMH Chief of Staff, is proud of the hospital team that works hard to care for our community — and he's grateful for the generous donors who ensure the team has the tools and technology needed to give patients the best care possible. These connections are life changing.