

More than a century of successes at the Ross Memorial Hospital can be attributed to the Hospital's valued partners. Since 1904, the RMH Auxiliary has provided volunteer and fundraising support, and in 1980, the RMH Foundation was incorporated to focus fundraising efforts, connecting donors with appropriate capital and equipment needs within the Hospital.

The Hospital and its two partner organizations are each governed by a volunteer Board, which sets strategic priorities, monitors progress and ensures financial resources are managed appropriately. Together, these three teams work cooperatively for the health of the community.

RMH Foundation



What an exciting and inspirational year it's been – planning and launching our “Imagine the Future” capital campaign to raise \$5.8 million for the purchase of our new MRI and CT scanner and the redevelopment of the Diagnostic Imaging Department.

From the outset, this has been a project that has sparked interest throughout the community, and as our donors make gifts to the campaign, they tell us stories about how diagnostic tests such as MRI and CT have helped to save their lives or the lives of their loved ones.

This massive effort is truly bringing in a new era of care at the Ross. On behalf of the Foundation's Board of Directors, I'd like express how proud we are to be involved, and to thank the Imagine Campaign Cabinet, and all of the people who give so generously to ensure this area has the best quality of healthcare. Donors make the difference at RMH.

Brenda De Koker

Chair, Foundation, Board of Directors

Legacies That Last Estate gifts received

Estates

Margaret J. Blaney
Ada Davey
Margaret Holmes
Ada Hughes
Bruce R. Huot
Etta Jackson
Don Keetch
Barbara McArthur
Maggie May McQuade
Charles Poole
Bella Sider
Lloyd Skuce
Florence Steel
Alan & Evelyn Thomas
Alice Yates

Endowments:

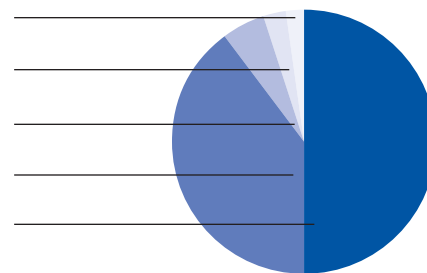
Dr. Ralph Coad
Dr. Charles Konyer & John J. Curtin Educational Endowment Fund
Charles W. & Thelma I. Morley
Kathleen Rich
Russell Kenneth & Isoline Taylor
Richard Lynn Warren

Trusts:

Ruth I. Downey
William, Thomas & Elizabeth McCullough
Nelson Thurston

2010/2011 Donations Received

Endowments	2.02%
Tribute Giving	2.84%
Annual Giving	5.16%
Planned Giving	39.86%
Campaign Giving	50.12%



Ross Memorial Hospital Foundation 2010/11 Board of Directors

Chair Brenda De Koker	Members Patricia Clarke John Fox Brian Kelsey Michael Locke Paul McPherson Gary Poole Heather Richardson	RMH Board of Governors Representative Herb Gamble
Vice-Chair Erik Ellis		RMH Medical Representative Dr. David Kazhila
Treasurer Tim Shauf		RMH President/CEO Brian Payne
Executive Director Erin Coons	RMH Auxiliary Representative Gillian Vernon	

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Ross Memorial Hospital 2010/11 Board of Governors



Bob Knight, Ivan Reynolds, Dr. Wayne Stanley, James Johnstone, Arthur Hornibrook, Wayne Brumwell, Bryan Olson, Dr. Michael Francis Val Harris, Herb Gamble, Brian Payne, Laurie Davis, Karissa Ward, Dr. Robert Drury (replaced by Dr. Maria Cescon), Hugh Burton, Absent: Donna Villemaire (replaced by Andy Luff), and Carol Smith Romeril

RMH Auxiliary

It's been another fantastic year for the RMH Auxiliary. Thanks to the dedication of the Auxiliary's Board members, and the hundreds of active volunteers who devote so many hours of service, the Auxiliary has volunteers working in all areas of the Ross Memorial Hospital.

A particular highlight this year was our opportunity to host the 2011 Spring Conference of the Central East Auxiliaries, which was well attended by the other ten Auxiliaries of our district. Our thanks go to the team that organized the event.

We've also made great progress on our five year pledge to raise \$750,000 for the Imagine the Future capital campaign to help the Hospital purchase an MRI unit and new CT scanner and redevelop the Diagnostic Imaging Department. At the Auxiliary's AGM, our Volunteers had the honour of presenting the first pledge payment of \$150,000.

We're extremely grateful to everyone who made this remarkable achievement possible.

Peter De Jong

Auxiliary President



The RMH Auxiliary's Lottery (HELPP) Cart Team



ANNUAL REPORT 2011

Exceptional People Committed to Providing Exceptional Care

ANNUAL REPORT

Brian Payne - President/CEO, Dr. Maria Cescon - Chief of Staff, Laurie Davis - Chair of the Board of Governors



It is with great pride that we highlight the accomplishments of the past year; it's been a year of significant progress and success.

With the implementation of an **MRI service** and the expanded functionality of the new 128-slice **CT scanner**, we have substantially enhanced our diagnostic capability. Funding for this equipment and the required renovations to the Diagnostic Imaging Department is being provided through the RMH Foundation's "Imagine the Future" campaign. Based on donor support, it's clear that the community values improved access to the best diagnostic tools.

Access to care has also improved in the Emergency Department where the implementation of several initiatives has improved our patients' **ER wait times**. We're very proud of the efforts of our ER Team to meet or exceed provincial wait time targets in most categories. With special funding from the Ministry of Health, RMH was able to increase physician coverage at peak times and maintain the Physician Assistant role. The department has also increased the availability of mental health crisis care and added a "Patient Navigator", who prioritizes patients and expedites assessments and tests. The department has also streamlined and standardized certain processes to improve work flow and turnaround times for test results.

Impressive ER wait time results were achieved even though the Hospital faced a 22% increase in patients during December and January due to an influx of influenza cases. This impact was felt throughout the Hospital, particularly in critical care where very ill patients required ventilation for influenza-related pneumonia.

Surgical wait times and wait time case volumes also experienced significant enhancement. A key goal in our fourth quarter was improving access to orthopedic services by increasing our hip and knee replacement procedures and reducing associated wait times. We're proud of this major achievement, attributable to the committed efforts of our Orthopedic Surgeons and our Surgical Team.

As the Hospital continued with implementation of its clinical services plan, **pediatric care** was transferred to the Emergency Department, where a Pediatric Decision Unit was created. The Pediatric Decision

of the Chair of the Board of Governors, President/CEO and Chief of Medical Staff for 2010/11

Unit is a "virtual unit" utilized by ER Physicians who feel a child will benefit from an observation and treatment period of 24 hours, after which the child is either discharged or transferred to another hospital for more specialized pediatric care. This new model of pediatric care, combined with pediatric clinics that have been scheduled at RMH, thanks to a partnership with Pediatricians in Peterborough, is helping to improve access to pediatric care.

We're pleased to report the development of the **Geri Acute service**. This new service is designed to prevent functional decline in hospitalized elderly. The GERI Acute Team consists of a Physiotherapist, two Rehabilitation Assistants and a Registered Nurse, who work closely with the nursing staff to prevent complications in patients over 75 years of age, focusing on four key factors that increase the risk of harm from hospitalization: delirium, immobility, falls and skin breakdown. The team works to strengthen patients' physical and cognitive function, thereby improving their potential to return home. The funding for this program has been provided by the Central East LHIN.

Patient safety and quality improvement remains our highest priority, and several new initiatives have been implemented that are helping us to provide exceptional care.

Medication safety has been enhanced with the implementation of the "**Unit Dose**" medication distribution system, and the creation of the computerized medication administration record. Now, instead of accessing bulk "ward stocks" for patient medications, the Pharmacy Team provides Nurses individually packaged doses, as well as a detailed record of medications administered. This system has reduced the drug inventory on the units, but more importantly, reduced the risk of medication error.

We're also very proud of our progress in **hand hygiene** practises. Good hand hygiene is the most effective way to reduce the risk of healthcare-associated infections. Special attention to hand washing has helped us to consistently improve compliance, very close to our goal of 90% compliance by all Hospital healthcare providers. This concerted effort coincides with a marked decrease in cases of healthcare-associated infections, such as C. difficile and MRSA.

With quality improvement our key strategic priority, the Hospital recently published a **Quality Improvement Plan** which will be used to monitor and report on 17 key quality indicators in the year ahead. Specific targets and improvement plans have been established for the five highest priority indicators. We look forward to using this tool to spearhead our future quality improvement work.

Thanks to the ongoing efforts of all staff, the Hospital successfully met its **financial targets** as well. The annual results indicate that we ended the year ahead of plan, with a 1.2% operating surplus.

As noted above, and as detailed in this annual report, RMH has realized some significant milestones and achievements in 2010/11. Our strategic directions include improving quality and access to services, meeting financial and effectiveness targets, and building on our goal of becoming an even better place to work. We're proud of what the Ross family has been able to accomplish in all of these areas during the past year, and we're appreciative of the collective efforts of so many.



RMH partnered with Honeywell to implement an energy management program to conserve energy use throughout the Hospital.

The advanced capabilities of the new 128-slice CT scanner enabled Ross Memorial to begin providing Cardiac CT Angiography service, which rules out the need for invasive procedures for some patients.

Implementing the enhanced Surgical Safety Checklist in the OR improved communication between the Hospital team and patients, thereby decreasing the risk of adverse events during surgery.



RMH launched MRI service on January 17th. Minister of Health Deb Matthews toured the new area and thanked the Hospital team and local donors for their efforts.

ER Wait Times improved thanks to several initiatives, including increased Physician coverage and the addition a Physician Assistant, Patient Navigator and Mental Health Crisis Care Nurse.



The "unit dose" system, combined with computerized medication records and medication reconciliation, improved the safety of medication management.



The Pediatric Decision Unit was created in the Emergency Department, giving Physicians an opportunity to observe a child's response to treatment before ordering a discharge or transfer.

ACHIEVEMENTS

The Central Processing Department has streamlined processes, and reorganized the department to create a more efficient workflow.

The Just-in-Time (JIT) stockless inventory program is saving time and resources.

New geriatric services were put into action in our Continuing Care and Acute Programs to activate patients over 75 years of age, preventing physical and cognitive decline and helping them to return home.

A coordinated effort between surgeons, the OR team and local physicians' office staff helped RMH to meet orthopedic surgery targets and increase hip and knee replacement procedures.



New computer information systems, such as the Human Resources Information System, were launched to provide access to up-to-the-minute information



Increased attention to hand hygiene has helped our team to steadily improve our compliance rates throughout the Hospital.