

ANNUAL REPORT 2023-24



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



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes

2023-24 was a year for the history books at Ross Memorial Hospital.

With the impact of the COVID-19 global pandemic dissipating, but certainly still present, a Code Grey (Infrastructure Loss) due to a cyberattack provided an opportunity for our team to show our resiliency once again. Thanks to the hard work and versatility of our staff, the guidance and direction provided by our leadership throughout the organization, and a collective desire to best serve our community, RMH navigated through the obstacles to continue delivering all our services.

Many of the team members who were most impacted by the Code Grey were celebrated in late November at our Long Service and Excellence Awards. Twenty-nine individuals received an Excellence Award, with 129 team members receiving a Long Service Award representing a cumulative total of 1,550 years of service.

Throughout the year, our team was also actively preparing for a visit from Accreditation Canada in March. In a testament to the professional, skilled team we have at the Ross, the hospital successfully earned an Accredited with Exemplary Standing designation under the Qmentum Global accreditation program in recognition of our team's commitment to providing safe, high-quality health services.



Receiving that Accreditation reconfirmed what we've always known about Ross Memorial Hospital – when we come together as a team - staff, physicians, Foundation, volunteers, and community partners, there is no limit to what we can accomplish. We look forward

to continuing to Deliver on the Promise of a Better Healthcare Experience for our community.



Kelly Isfan,
President and CEO

Dr. Bharat Chawla,
Chief of Staff

Christine Norris,
Board Chair



Dianne Robia, Medical Radiation Technologist, is presented with the Ontario Association of Medical Radiation Sciences' Patient Care Award during a gala at the Shangri-la Hotel in Toronto on May 6, 2023.

Dianne Robia Wins Provincial MRT Award

In May, Dianne Robia, Medical Radiation Technologist and RMH's Breast Health Navigator, was presented with the Ontario Association of Medical Radiation Sciences' (OAMRS) Patient Care Award. The award honours the exceptional contributions of an individual or team that has demonstrated leadership, innovation and/or exemplary results in aspects of patient care. Dianne was selected by OAMRS membership for her acts of caring and compassion that go above and beyond the call of duty.

Dianne has also been involved with our Diagnostic Imaging Department's work to reduce wait times for mammography and breast screening appointments. By modifying staffing patterns and schedules, the unit has been able to complete an additional 45 screening appointments a week as of July 2023 which works out to roughly 2,200 additional appointments a year.

New MRI Arrives!

In May, RMH replaced our Magnetic Resonance Imaging (MRI) machine, entirely funded by our community through the RMH Foundation.



"MRI provides critically important information necessary for the best, safest patient care. The more detailed the image, the better and faster our team can diagnose and treat our patients' concerns," said Dr. Bharat Chawla, Medical Chief of Staff. "The new MRI also connects to the hospital's clinical information system, which means every image is automatically attached to the patient's digital medical record and available to all care providers, including specialists in other regions."

Approximately 70,000 patient exams were scanned on RMH's former MRI from 2011 to 2023, an average of more than 500 patient exams every month.

Reflections of My Mind Art Show

RMH, in collaboration with the Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge Branch, were happy to host the return of the Reflections of My Mind Art Show in October, a collection of artworks created by artists with lived mental illness experience. The two-day event was held for the first time since 2019.



Dedicated Offload Nurse Program

In September, the Ontario Ministry of Health announced it would be providing the municipality with up to \$195,000 in funding year to support the return of the Dedicated Offload Nurse Program.

“The investment in this program will help reduce ambulance offload times at Ross Memorial Hospital, while increasing ambulance availability, and improving access to emergency health care services across Kawartha Lakes,” said Laurie Scott, Member of Provincial Parliament for Haliburton-Kawartha Lakes-Brock.



RMH worked with staff from the Kawartha Lakes Paramedic Service to implement the program, allowing for a dedicated RMH team member to absorb patients that come in by ambulance when a hospital bed within the Emergency Department is not immediately available, helping reduce ambulance offload times.

Belonging, Respect, Dignity and Diversity Collaborative

RMH's BRDD Collaborative was formed in September to provide specific focus on diversity, equity, and inclusion work. The BRDD put forth an RMH Equity Framework that was approved by our Board of Directors, made educational opportunities available to team members, and created Rapid Access Clinic awareness to identified underrepresented communities that led to RMH being invited and participating in a Health Fair hosted by Mississaugas of Scugog Island First Nation in January.



RMH hosted our first Pride Week in July, distributing educational materials to team members and holding events including musical performances from local 2SLGBTQI+ community members.

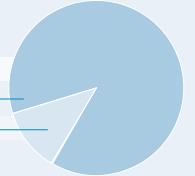
Thankful Hearts

RMH was thrilled to welcome current and alumni members of the hospital's Cardiac and Pulmonary Rehab program to a social gathering in October. In addition to connecting with other current and former rehab patients, participants learned more about hospital programming, were connected with additional resources available in the community, given a Tai Chi demonstration, and treated to some freshly picked apples and other treats. RMH also announced that we will be holding an annual Thankful Hearts Walk for our Cardiac and Pulmonary Rehab program beginning on October 3, 2024.

Financial Data

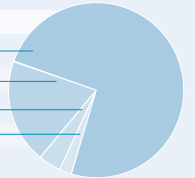
Total Revenue: 140,447,760

By MOH & LTC	90.5%
Patient & Ancillary Revenue	9.5%



Total Expenses: \$137,464,514

Compensation	72.1%
Other Supplies & Expenses	21.7%
Medical & Surgical Supplies	4.3%
Drugs and Medical Gases	1.9%



Source 2023/24 Audited Statements - BDO
Net Operating Results

Patient Care By the Numbers

Emergency Department Visits	34,723
Operating Room Total Cases	6,765
Clinic Visits	42,034
Admissions	6,483
Acute	5,424
Newborn	207
Mental Health	276
Complex Continuing Care	283
General Rehab	245
Palliative	48
Total Patient Days	65,726
Laboratory Interventions	484,574
Diagnostic Imaging Exams	66,497

For the Fiscal Year Ending March 31, 2024

Ross Memorial Hospital

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Foundation



Donors in our community are transforming care, now and for generations to come.

Improving Patient Care & Outcomes

Ensuring access to leading-edge diagnostic technology and bedside medical tools for better, safer faster care. This includes the new, 100% donor-funded CT Scanner and MRI. Donors are also funding state-of-the-art IV pumps and bedside equipment, enabling life-saving care, and linking vital information to care providers in the moment.

Growing Services & Spaces

Responding to rapid population growth, we are growing our critical care capacity and modernizing our community's Emergency Department and Intensive Care Unit. Enhanced and expanded emergency facilities will better meet the community's needs and provide greater care in areas such as mental health emergencies. Our ICU provides specialized care for patients with acute, life-threatening illnesses or injury and requires a larger, modern department to care for our patients with complex conditions.

Transforming the Patient Experience

With donor support, the Ross Team is better equipped to deliver timely, expert care in the moment and for all life's milestones. With the newest clinical information technology, we are connecting real time test results and historical patient information, making it available to every care provider – and to you – when and where it's needed.

Donors are supporting these projects through their generous response to the Foundation's spring and holiday appeals. With the help of Medical Chief of Staff Dr. Bharat Chawla and Foundation volunteer Rosemary Joudrie, who kindly shared their expertise and experience in letters delivered throughout Kawartha Lakes, \$375,000 was raised. That's exceptional caring!

We are also grateful for the continued support of the City of Kawartha Lakes Council which granted \$1.2 million to ensure our hospital keeps pace and meets the needs of our rapidly growing population.

As we mark 35 years, we'd like to thank our colleagues at the Ross, donors, and our community who support exceptional care, and the business leaders and service organizations who champion their hospital and impact patient care through their events and promotions.

To those who volunteer on our Board of Directors, Committees and the Campaign, our sincere thanks for sharing your time and talent.

Together, we are ensuring excellent health care for everyone in our community long into the future. WE ARE THE ROSS.



MRTs Julie Robinson and Amy Stokes are grateful for the community's support for the new MRI, delivered on May 29, 2023.



RMH Auxiliary Volunteers didn't let a little rain prevent them from running a successful 50/50 draw at Classics on Kent in downtown Lindsay on July 21, 2023. The event proved a success, raising \$1,280.50 to help go towards the purchase of medical equipment for the hospital.

RMH's Auxiliary of roughly 125 volunteer members worked diligently to support the hospital throughout the year. The Auxiliary operated the Reflections Café and Reflections Gift Shop, introducing marketing campaigns along with new products and items to bolster sales. They also provided direct assistance to RMH team members and patients throughout the hospital in a number of ways, including within the Emergency Department and Flato Developments Ambulatory Care Centre.



Ryan O'Neill,
RMH Foundation Board Chair



Erin Coons,
RMH Foundation CEO

Auxiliary

