



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes

Ross Memorial Hospital's report to the community

It's Your Hospital

First Rate Care and Fiscal Responsibility – A Careful Balance

Integrating Lab Services – What does it mean for Patients?

What is changing?

Ross Memorial Hospital is integrating two of our laboratory services with Peterborough Regional Health Centre (PRHC). Beginning March 22nd, microbiology and pathology samples that are taken from patients at RMH will be sent to the PRHC to be processed. **Patients will not see a change in their care.** They won't need to go to Peterborough to have their lab samples tested. Only certain samples will be sent to PRHC, twice per day by courier.

What kinds of tests are impacted?

Microbiology tests include culture swabs of patients' wounds to test for infection, urine samples to diagnose urinary tract infection, blood cultures to detect bacteremia, or sputum cultures to diagnose pneumonia. Pathology samples are taken during biopsy or surgery and prepared on a slide for diagnosis by a pathologist. These samples will be collected and sent to PRHC for testing. Critical results will be telephoned immediately, and all results will be sent electronically to RMH for physicians to follow-up with their patients.

Why is this necessary?

PRHC has achieved 100% compliance with new quality standards for pathology. The Ross Memorial cannot meet the evolving quality standards without a significant investment in resources, which are not available. Our integration with PRHC will ensure that our patients' samples will benefit from their advanced quality control systems.

The RMH leadership team is confident that this integration will strengthen the hospital's ability to meet the highest standards for our patients' care, while ensuring the sustainability of our services.

Under the province's current funding formula, it is vitally important to ensure our staffing resources are matched appropriately to our patients' needs. To ensure this balance, the hospital must consider its patient volumes, staff to patient ratio, the patients' length of stay, and other important performance indicators on each patient unit.

With careful consideration, the Ross has made some changes to its bed configuration.

Palliative/Complex Care Unit

In the fall, the hospital relocated four Complex Medical beds onto the 10 bed Palliative Unit. Complex Medical patients are those who are medically stable but who require skilled nursing and medical care that can't be met on an ongoing basis in other levels of rehabilitative care, in the community setting or long term care. Palliative Care is health care that focuses on the control of pain and suffering in a patient with an end of life illness. The goal of palliative care is to maximize a patient's quality of life at the end of life rather than to cure the disease.

Bringing these patient beds together on the Palliative/Complex Care Unit ensures that our patients receive the right care in the right bed. It also supports a sustainable balance of nurse to patient ratio.

Surgical/Obstetrical Unit

The Ross is also reorganizing its Obstetrical and Surgical Inpatient Units. Although the number of births at RMH is increasing, there are often many empty beds in the obstetrical (maternity) ward. To ensure the obstetrical program's continued success, the hospital has created a bed configuration plan to optimize bed and staffing utilization on the Obstetrical and Surgical Floors, by filling our empty obstetrical beds with surgical patients.

This summer, seven acute surgical beds will be moved from the Surgical Inpatient Unit to the Obstetrical Unit to capitalize on staffing. These seven beds will accommodate gynecologic and orthopedic inpatient cases and possibly some general surgical cases from time to time. This bed reconfiguration does not result in a decrease in services.

A Letter from the CEO

At the Ross Memorial Hospital, our talented staff is our most valuable asset. During times of budget restraint, we strive to minimize disruption among their ranks. At times, however, this is not possible.

RMH received \$1.124M less funding in 2015/16 due to health system funding reform. Despite this shortfall, we remain cautiously optimistic that RMH will end this year with a balanced budget. However, in order to balance the 2016/17 budget, we must eliminate an additional funding gap of about \$3 million. Consequently, efforts to trim costs are currently underway throughout the organization.

Our highest priority is quality patient care. We intend to maintain volumes of patient care and services. Some beds and staff are being moved to different areas of the hospital to better match our resources to our patient needs, but we are not closing units. While it is true that layoff notices have been issued, very few people who receive notices leave the organization. We are following the requirements of our unions' collective bargaining agreements.

This is your hospital. Your interest, and your faith in our team, is very much appreciated.

Dr. Bert Lauwers, President & CEO

