



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes

Ross Memorial Hospital's report to the community *It's Your Hospital*



In September 2015, the Ross Memorial Hospital set in motion its new Strategic Plan – introducing new mission, vision and values statements, and strategic directions that will guide decision making through 2021.

Using our plan as a firm foundation, the RMH Team is building upon a proud history of excellence. And we have much to celebrate.

In 2015, the Ross achieved Accreditation with Exemplary Standing, meeting 99.6% of 2188 quality, safety and efficiency standards.

We've welcomed patient advisors onto key patient care committees and relaxed visiting hours to involve patients and their families as members of the care team.

Quality and patient safety were the driving forces behind efforts to form a lab partnership, and in 2015 RMH made formal its plan to create a Laboratory Alliance with Peterborough Regional Health Centre, integrating microbiology and pathology services with PRHC in March 2016.

In January, the Emergency Department ranked first among 'Pay for Results' hospitals in Ontario, significantly reducing patients' waits and length of stays.

These accomplishments were achieved during a year of significant fiscal challenges. RMH received \$1.124M less funding in 2015/16 due to health system funding reform. We ended the 2015/16 fiscal year with a balanced budget; however, in order to balance the 2016/17 budget, we had to eliminate a funding gap of \$3 million. This launched a hospital-wide effort to trim costs in areas that would present the least impact to patients. The Hospital underwent management restructuring, and some beds and staff were moved to better match our resources to our patient needs, but we will maintain volumes of patient care and services.

The healthcare landscape continues to change. The provincial government's 'Patients First' proposals are anticipated to result in dramatic changes in the oversight of primary care, homecare and public health. RMH is preparing policy and guidelines to accommodate patients' requests for Medical Assistance in Dying.

There is little doubt that the year ahead will bring with it more challenges – and more opportunities to excel at the Ross.

ACHIEVEMENTS



The Hospital tested its readiness to respond to an external disaster involving exposure to hazardous chemicals on May 20th. This mock event began at the Lindsay Airport and ended at the Hospital, involving community partners and a decontamination tent.

- The Integrated Stroke Unit (ISU) launched on April 1/15. Patients now receive acute and rehabilitative care from a specialized team. In its first year, 120 stroke patients received care in the ISU.

- Wait times in the Emergency Department steadily improved over the year thanks to the success of the ED's Short Stay Unit and over-capacity protocols on the inpatient units. The admitted patients' wait time and wait for an inpatient bed have dropped significantly.

- After three years of planning, the RMH completed its Lab Alliance with Peterborough Regional Health Centre. Microbiology and pathology tests are now processed at PRHC.

This partnership ensures RMH pathology tests meet evolving quality standards. Specimens move, but patients do not.

- The Diagnostic Imaging Team was recognized by Cancer Care Ontario for its breast screening wait time success, meeting the provincial annual improvement target for OBSP diagnosing patients promptly with biopsy.

- From Apr-Sept, the Obstetrical Team exceeded all provincially-established BORN performance targets, such as Caesarean section and episiotomy rates.

- To support patient and family centered care, RMH changed its visiting policy in October 2015, with more flexible visiting hours to accommodate patients' preferences. Patients and families/partners are welcomed as essential members of the health care team.

- In August, RMH and community partners launched the 'Exercise is Medicine' program, encouraging primary care providers to write prescriptions

for exercise and linking patients at-risk to community resources, thereby decreasing the risk of chronic diseases.

- The new Flu Vaccine or Mask policy took effect in December, encouraging all members of the Ross Team who are not vaccinated against the flu to wear a surgical mask in patient care areas during flu season.

- Medication administration is being enhanced with the addition of Automated Dispensing Cabinets to all our inpatient areas. The cabinets have gone live in the Integrated Stroke Unit and Palliative Care Unit. The purchase of the ADCs was made possible thanks to the generous donation of John Lehner.

- In November, the Mental Health program partnered with the OPP to form the Mental Health Response Unit (MHRU). The MHRU responds to individuals in the community who have been identified by front-line OPP officers as experiencing mental health issues and who could benefit from the support of a trained mental health clinician.

- The Environmental Services Team developed a cleaning handbook to outline step-by-step procedures and implemented a 'mist' cleaning method. The cleanliness of rooms and equipment is now evaluated using bioluminescence technology. This greatly reduces the rate of infection transmission.

- In October, RMH began implementing electronic order sets, which are sophisticated medical checklists used by clinicians to provide high quality, safe health care. This process is important as RMH prepares for the implementation of a Clinical Information System and electronic health records.



On September 1st, 349 staff, physicians, volunteers, patients, community partners and the public took part in the first RMH Hand Hygiene Relay, emphasizing the role the public plays in keeping the hospital environment as germ free as possible.

The general public is invited to attend the **Ross Memorial's Annual General Meeting** on Thursday, **June 23rd** beginning at **4:30pm** in the Hospital's cafeteria.

