



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes

Ross Memorial Hospital's Report to the Community It's Your Hospital



ANNUAL REPORT 2018/19

Val Harris – Chair of the Board of Governors,
Dr. Bharat Chawla – Chief of Staff, Veronica Nelson – Interim President/CEO

Highlights from our 2018/19 Annual Report

| | |
|-------------------------------|-----------------|
| • Emergency Department Visits | 39,966 |
| • Outpatient (Day) Surgery | 6,276 |
| • Clinic Visits | 40,874 |
| • Admissions | 6,008 |
| Acute (Adult/Child) | 4,649 |
| Newborn | 336 |
| Mental Health | 455 |
| Complex Continuing Care | 157 |
| General Rehabilitation | 266 |
| Palliative Care | 145 |
| Total Patient Days | 64,375 |
| • Average Length of Stay | 9.7 days |
| • Laboratory Interventions | 528,064 |
| • Diagnostic Imaging | 68,262 |

Throughout the Hospital, in every department, each team member's effort and focus impacts the quality of our care and our patients' safety. It's the sentiment behind the Ross Memorial's vision statement, 'Exceptional Care – Together'. Both individually and collectively, we touch patients' lives.

We're proud of those connections, and are pleased to highlight many special achievements in our 2018/19 Annual Report.

The Hospital team celebrated a milestone achievement in the winter, with the completion of the redevelopment of the Diagnostic Imaging Department and the implementation of new imaging equipment, including advanced X-ray/Fluoroscopy technology that is the first of its kind in Canada and 3D Mammography – all funded 100% by donors!

As leaders in health care, the Ross Team is proud to be an early adopter and regional leader in the implementation of the National Early Warning Scores system (NEWS2), which alerts staff and physicians early when patients' conditions change and begin to deteriorate.

The Hospital also led the delivery of bundled care for hip/knee replacement surgery and implemented an Orthopedic Rehabilitation Clinic in April 2018 to better meet the needs of patients after surgery.

The implementation of a new combined Geriatric Nurse Practitioner and Senior Services Manager has enhanced our clinical expertise on Geriatrics and our Senior Services programs.

The generous gift of an electronic patient tracking system has transformed patient monitoring in the Emergency Department and initiatives including the SMART Discharge process have better prepared patients and families for their safe return home.

Ensuring our patients' continued access to timely care and services is our key priority as

the Hospital adapts to significant changes in the province's health system.

The Ross Memorial Hospital is working with its community healthcare partners in the City of Kawartha Lakes to establish a local Ontario Health Team to better coordinate care and services for residents. The Ministry of Health will approve the implementation of Ontario Health Teams in phases beginning in the fall of 2019.

The RMH Board of Governors and the Peterborough Regional Health Centre Board of Directors completed the exploration of integration process at the end of 2018 resulting in a LHIN approved mutual decision not to proceed with a formal integration. Throughout the exploration process, a number of administrative tasks that required attention were identified, including an open file to update the Hospital's Special Act of Incorporation. In April 2019, the four week statutory notice period began which is designed to engage and receive feedback from the community and stakeholders.

As we embrace these exciting health care changes, our team remains focused on our mission: to be an exceptional community hospital valued by our patients and partners; to improve health by anticipating and responding to the health needs of the community; to collaborate with our health service partners; and to promote a progressive and healthy work environment.

We look forward to welcoming surveyors from Accreditation Canada in September 2019 to showcase the diligence, compassion and care that goes into our efforts to provide **Exceptional Care Together.**

*The complete 2018/19 Annual Report will be posted at www.rmh.org following the Annual General Meeting.

Learn more at www.rmh.org



The general public is invited to attend the **Ross Memorial's Annual General Meeting** on Thursday, June 27th beginning at **4:30pm** in the Hospital's cafeteria. RSVP by June 20th at tfierheller@rmh.org or 705-324-6111 ext 4272.