



ROSS MEMORIAL  
HOSPITAL  
Kawartha Lakes

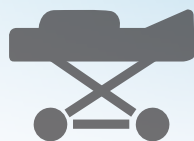
# Ross Memorial Hospital's report to the community It's Your Hospital

## Patient Surge

Ross Memorial Hospital has been operating over capacity since December 2016. The holiday surge of 2016/17 never ebbed, leaving the hospital in a state of 'perma-surge' with 8 extra, unfunded beds open. The following illustration shows a timeline of challenges contributing to our current high volumes.

### May 2017

After a minor baby boom (6 in one day) every inpatient bed is full. Every stretcher in the Emergency Department (ED) is occupied and five ambulances are on 'off-load delay.' For the first time, the ED calls a Code Surge to transfer admitted patients from the ED into inpatient unit hallways.



### June 2017

New records are set at RMH with 36 isolated patients requiring private rooms and 54 Alternate Level of Care (ALC) patients waiting for a bed in a long-term care or retirement facility. On several days, there are 18 admitted patients in the ED waiting for space to open on an inpatient unit.

*Efforts to recruit staff escalate as RMH prepares for holiday and flu surge.*

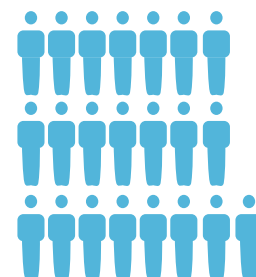


### November 2017

Central East LHIN announces extra funding for 4 surge beds. Plans are in place to have 20 extra beds open with extra staff available to deal with holiday/flu surge.

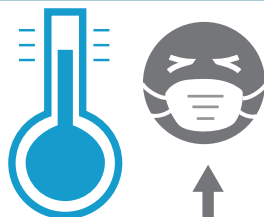
### December 2017

With patient volumes and acuity increasing, Central East LHIN announces further surge funding, which covers the cost of 12 beds/staffing. On December 27th, there are 22 admitted patients in the ED waiting for an inpatient bed.



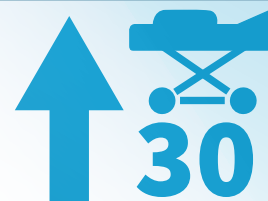
### January 14, 2018

With influenza and gastro illness spreading, all long-term care and retirement facilities in the City of Kawartha Lakes are in outbreak, prohibiting discharges from RMH to these homes.



### January 15, 2018

RMH has 30 extra beds open. Extra stretchers and beds are purchased. A temporary surge unit is set up in the Ambulatory Care Unit.



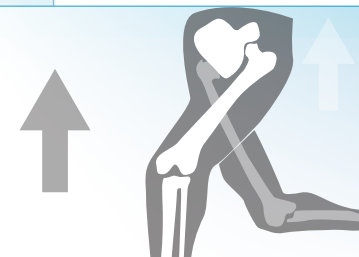
### January 22, 2018

Freezing rain impacts staffing and non-urgent ambulance transportation services in the region.



### February 2018

RMH remains in Surge status. Fortunately, no elective surgeries have been cancelled as a result, and extra hip/knee surgeries recently funded by the LHIN continue on schedule.



## Donors help tell TALES OF HOPE

Thanks to your generous response to the **Tales of Hope** Holiday Appeal last Fall, the Foundation's fundraising goal of \$170,000 was exceeded!

When added to other gifts made by individuals and organizations passionate about enhancing breast imaging, we have now raised \$298,000 toward the \$400,000 cost of a 3D mammography unit with biopsy capability.

We appreciate all support received to date, and as gifts continue to be made, we're confident that together we will give patients their best chance to beat cancer.

Thank you for sharing your **Tales of Hope**.

## Plan for a SMART Discharge

For a weakened patient, just getting dressed and remembering what day it is can be a challenge – let alone remembering medication instructions and upcoming appointments.

A new tool called **SMART Discharge** is helping patients transition home from hospital safely.

The new process focuses on **5 key pieces of information:**

- **S** – signs/symptoms to watch for
- **M** – medications
- **A** – appointments
- **R** – referrals
- **T** – telephone numbers

It's important for patients and their loved ones to think about what will be needed for a successful recovery before being discharged from hospital.

Will special transportation be required?  
Should safety devices be installed in the home?

Can we arrange for supports such as meals and visits through community organizations?

The time for families to have these discussions is while their loved one is still in hospital. Knowing those preparations are complete will help relieve stress on discharge day. And more importantly, it will contribute to a more successful recovery.

