



It's *Your* Hospital

RMH first Ontario hospital to launch electronic triage tool

In the Emergency Department, patients with the most urgent needs are seen first. In order to prioritize cases, patients are “triaged” using the **Canadian Triage Acuity Scale (CTAS)**:



Maxine Russell RN triages a patient in the Emergency Department.

- **Level 1** Resuscitation
- **Level 2** Emergency
- **Level 3** Urgent
- **Level 4** Less Urgent
- **Level 5** Non-Urgent

The Ross Memorial Hospital was proud to launch the province-wide rollout of **eCTAS**, the Electronic Canadian Triage and Acuity Scale on February 28th. This electronic triage decision support system was designed by Emergency Department experts to standardize the application of the **CTAS** guidelines in Emergency Departments across Ontario.

As a committed provincial leader in the ED environment, RMH is participating in the Phase 1 **eCTAS** implementation as an early adopter. “We’re proud to have this opportunity as trailblazers, and to help to shape the process,” said Carole McBride, Unit Manager, Emergency, ICU & Respiratory. “The team is excited to impact care for patients throughout the province.”

In 2018, approximately 90% of Ontario ED patients in the province will be triaged using **eCTAS**, receiving safe, consistent care no matter where they are in the province.

Local Organ Recipient Encourages Donor Registration

Double lung transplant recipient **Debbie Kennedy** (centre) meets the RMH team organizing the organ donor registration drive.



Debbie Kennedy of Dunsford is happy to champion the Ross Memorial’s Organ Donor Registration Drive. Until recently, she was one of the local people on the transplant list, waiting for a life-saving phone call.

Twenty years of suffering from Chronic Obstructive Pulmonary Disease (COPD) ended on December 17th, when she received a double lung transplant.

Debbie hopes that by sharing her story, she’ll encourage more people to register as organ and tissue donors. “It opens another door.”

Currently in the City of Kawartha Lakes, there are 16 people waiting for a life-saving organ transplant: 15 are waiting for a new kidney, and one needs a new liver.

The majority of Canadians agree that organ, eye and tissue donation is a good thing, but less than half are registered donors. In fact, in our community, only 40% have registered their consent through the province’s Trillium Gift of Life program. Many of us think that we are registered, since we signed a donor card that we carry in our wallets. However, a signed donor card is not recorded in the province’s database and may not be available when it’s needed.

As Debbie Kennedy can attest, time is of vital importance when donation becomes possible.

One organ donor can save eight lives.

Visit <https://beadonor.ca/ross-memorial-hospital> and help us increase the list of registered donors. **For more information about organ and tissue donation, visit** <https://beadonor.ca/about-donation>.

What is a QIP?

The QIP is the Hospital’s annual Quality Improvement Plan. It is used to spearhead quality improvement work and includes specific improvement plans and targets for high priority quality and safety indicators. These indicators and improvement plans are developed with input from staff, physicians, patients, families, and volunteers. At the beginning of each fiscal year (April 1), the Hospital posts the new QIP and annual progress report on its website.

The 2017/18 QIP includes the following priorities:

- Reduce wait times in the Emergency Department
- Improve the patient experience
- Reduce readmission rates for Chronic Obstructive Pulmonary Disease (COPD)

- Increase medication reconciliation on patient admission and discharge
- Strengthen physician partnerships
- Strengthen staff engagement

Continually improving the quality of our services is key to providing ‘Exceptional Care – Together’ and we are committed to achieving the targets that we set. Focusing on both our successes and our opportunities for improvement is important as we drive our Hospital to continue to enhance the care we deliver to our patients, families and the community.

You can read our Quality Improvement Plan on our website, **www.rmh.org**, by going to the “About RMH” section and clicking on “Accountability and Transparency”.

