



## Quality Improvement Efforts at RMH

Providing exceptional quality patient care and experiences are priorities at Ross Memorial Hospital. Each year, RMH publishes a Quality Improvement Plan (QIP), which is used to monitor and report on key quality indicators. The QIP includes specific targets and improvement plans established for the highest priority indicators and is used to spearhead quality improvement work.

### In 2018/19, the QIP focused on:

#### Improving the overall patient experience

- Service excellence training for staff and the implementation of patient rounding by Patient Experience Partners has improved our patients' time in hospital.

#### Improving patients' information on discharge

- The implementation of the standardized SMART discharge tool has helped to ensure patients have and understand instructions they're given when they leave the hospital.

#### Reducing the number of patient falls

- There has been heightened attention to universal falls precautions throughout the hospital. RMH has partnered with Trent University students to conduct research to prevent falls in the ICU and Emergency Department.

#### Reducing workplace violence

- Initiatives including an environmental assessment, behaviour screening, personal safety alarms for staff, and increased security have resulted in a significant decrease in violent incidents.

#### Reducing hospital-acquired pressure injuries

- The RMH Wound Care Committee combines interdisciplinary staff to discuss incidents, charting and potential areas for improvement.

#### Reducing incidents where we fail to appreciate status change or deterioration in our patients

- The phased implementation of the Early Warning System is helping to steadily reduce these incidents. RMH is piloting this project prior to implementation across Ontario.

### The 2019/20 QIP will focus on three quality themes:

- **timely and efficient patient transitions;**
- **service excellence;**
- **safe and effective care.**

Both the 19/20 QIP and the Progress Report from the 18/19 QIP will be posted on the hospital's website, [www.rmh.org](http://www.rmh.org), by April 1.

# It's Your Hospital



## Supporting Local Medical Students

Ross Memorial Hospital Foundation is pleased to support the education of ten local medical students through the RMH Medical Student Bursary.

"It's exciting to see such a large group of talented young people pursuing careers in medicine," said Dr. Bharat Chawla, RMH Medical Chief of Staff. "By extending this support for their education, we hope to encourage their efforts, and to further strengthen their ties with this community."

### Recipients of the bursary in 2018/19 include:

*Samantha Perry* – Saint James School of Medicine, St. Vincent

*Justine Fletcher* – University of Western Ontario

*Austin Little* – University of Saskatchewan

*Erich Nelson* – University of Western Ontario

*Jacqueline van Warmerdam* – University of Toronto

*Celeste Hutton* – National University of Ireland

*Robin Krishnan* – University of Hawaii

*Alex Moloney* – University of Toronto

*Brian Lukaszewicz* – Queen's University

*Rebecca MacFarlane* – American University of the Caribbean, St. Marten

The RMH Medical Student Bursary is provided to qualifying candidates with the hope that the candidate will choose to practice medicine in the City of Kawartha Lakes and apply for active privileges at Ross Memorial Hospital.

"The Medical Student Bursary was originally created through donations received in honour of Dr. Robert Watson's contribution to the Ross Memorial Hospital upon his retirement," said Erin Coons, RMH Foundation Executive Director. "The bursary continues to support qualifying medical students through the support of the Konyer/Curtin Medical Student Bursary Endowment and the Ross Memorial Hospital Foundation. We're so pleased to see these funds supporting the future of patient care in the City of Kawartha Lakes."

For more information about the RMH Medical Student Bursary, visit: [www.rmh.org/careers-and-education](http://www.rmh.org/careers-and-education).

## Donors are the Greatest Gifts

The Ross Memorial Hospital Foundation extends heartfelt thanks to everyone who gave to The Greatest Gifts Holiday Appeal and helped to raise funds for advanced X-ray/Fluoroscopy technology in our newly renovated Diagnostic Imaging department.

The robotic Multitom RAX is the first of its kind in Canada. It offers a wider variety of exams and opens new clinical possibilities for patients at the Ross.

"We're thrilled that so many people in the community recognized the importance of this diagnostic technology, giving \$172,160.54 to support the cost," said Erin Coons, RMH Foundation Executive Director. "Acquisitions such as this wouldn't be possible without donor support. During our 30th anniversary, the Foundation looks forward to highlighting the miracles made possible through donors' generosity."

