



Clinical programs and services include: Continuing Care, Critical Care, Medicine, Mental Health, Surgery, Woman & Child Health, Dialysis, Diagnostic Imaging, Pharmacy and Laboratory. Other therapeutic services include: Physiotherapy, Occupational, Speech and Recreation Therapy. Diabetes Education, Cardiac & Pulmonary Rehabilitation are clustered in the “Health First” Chronic Disease Management service.

## Continuing Care

### *Complex Care*

The Complex Continuing Care program has 39 beds located in bright and spacious units with extensive gardens and welcoming common spaces. The Geriatric Engagement and Reintegration (GERI) service (23 beds) provides an active and engaging level of care for patients who are not able to go home to wait for their placement in a long term care home. The Functional Enhancement patient stream (11 beds) provides low to medium intensity rehabilitation therapy, with interdisciplinary assessments and intervention to adapt to changes related to health conditions and to increase strength and stamina to transition home. Four complex medical beds, located in the Palliative Care wing, provide short or longer term care for patients requiring skilled nursing or medical care that cannot be met on an ongoing basis in other levels of rehabilitative care or in a long term care setting.

### *Palliative*

The Palliative Care program includes a six bed inpatient acute care unit, the Outpatient Pain and Symptom Management Clinic and a satellite Radiation Oncology Clinic. The program is a partner with the City Of Kawartha Lakes Palliative Community Team and shares a Clinical Resource Nurse optimizing care transitions and linkages. The unit has excellent privacy and comfort with garden views. The space includes a family sleep room with pantry and shower facilities.. Patients are most often admitted for acute pain and symptom management or end of life care. The average length of stay is two weeks. . The Palliative Pain and Symptom Management Clinic and the satellite Radiation Oncology Clinic function twice per month.

### *Rehabilitation*

The Rehabilitation Unit has 16 designated beds, a large gym for physiotherapy, an occupational therapy room, recreation room, relaxing roof terraces and dining space to support program activities. Patients admitted on the Rehabilitation Unit are typically recovering from stroke, orthopedic surgery or musculoskeletal injury. The daily regimen is intensive with a typical stay of 14-21 days.

### *Integrated Stroke Unit*

The ISU is located on the Rehabilitation Unit. Patients with an acute stroke receive acute treatment in this area to facilitate rapid access to therapy and rehabilitative services. ISU staff has received special training in stroke care and follow Stroke Care Paths based on best practice guidelines. Patients who require inpatient rehabilitation stay in the same bed and progress to intensive rehabilitation with the same interdisciplinary team.

### ***Senior Services***

Senior Services are led by the Continuing Care Program. This includes the HELP (Hospital Elder Life Program), ARM Team (Assess and Restore Mobile Team) Falls Prevention Program, and cross corporate strategies that support a senior friendly hospital.

### ***Outpatient Assessment Clinics***

There are a number of outpatients assessment clinics developed through partnerships. These clinics are housed in the Continuing Care Wing and includes:

- Palliative Pain and Symptom Management Clinic
- Radiation Oncology Clinic
- Sleep Physician Clinic
- Pediatric Clinic

### ***Health First-Chronic Disease Management***

The “Health First” Outpatient Chronic Disease Management service integrates previously separate programs including Cardiac Rehabilitation, “Retreads” Exercise Maintenance Group, Medication Assessment & Review, Diabetes Education & Management, Heart Failure Education & Management, Nutrition Counseling and Pulmonary Rehabilitation.

### ***Sleep Lab***

The hospital has partnered with the Hospital Alliance Group to provide a 6 bed outpatient sleep clinic focusing on sleep apnea. The Sleep Lab runs up to 7 nights per week.

## **Critical Care**

### ***Intensive Care***

The six bed ICU provides critical care medicine, intensive monitoring, and treatment with vasoactive drugs, ventilator and respiratory support and post-surgical care. Illnesses treated are primarily medical with emphasis on cardiac care. Trauma is generally referred to tertiary care centers. The ICU team acts as a resource to other areas through the rapid response Medical Emergency Team (RN and RT) as well as the Cardiac Arrest Team, and critical care transport escort.

### ***Emergency***

The 24/7/365 Emergency Department sees approximately 46,000 patients per year. It has large trauma/resuscitation rooms and multiple treatment/exam rooms including specialty rooms for negative pressure (2), isolation, casting, and eye exams. There are 12 observation/holding bays, a separate rapid assessment fast track (RAFT) unit, and a 4 bed short stay transition unit. A Physician Assistant works collaboratively with the ED physicians and care for a greater number of patients simultaneously. A Mental Health crisis/triage worker is available daily. A Patient Navigator assists patients to flow through their ED journey. Fully digital diagnostic imaging assists in emergency care. The Access Centre provides a case manager to redirect some care to community services. The Geriatric Emergency Management (GEM) nurse identifies high risk seniors in the ED and ensures community resources are in place for a safer discharge home.

## Medicine

### *Inpatient*

The Medical Unit accommodates 37 general medical patients who require such services as cardiac monitoring, acute stroke management, fluid and/or metabolic management, diabetes and respiratory care. The unit includes a therapy gym and negative pressure isolation rooms. The interdisciplinary team of nurses, therapists, dietitians, pharmacists, and physicians work together on the unit to plan and implement care.

### *Dialysis Unit*

The Ross Memorial Hospital operates a 15-station satellite Dialysis Unit as part of the Peterborough Regional Renal Program. The unit currently supports 54 patients who come 3 days per week for 2-4 hours each visit. Our Regional Program ensures patients have 24/7 access to Nephrology on call, Social Work, Dietitian, Pharmacy reviews, Kidney Care Clinic, home dialysis (peritoneal or hemo) and preparation for transplant.

## Mental Health

### *Inpatient*

Mandated as a Schedule 1 facility for adults (16 years of age and over), the 15-bed inpatient unit includes two psychiatric intensive care beds. A dedicated interdisciplinary team provides daily group and individualized programming. The Mental Health program is integrated with services at Haliburton Highlands Mental Health Services to provide seamless care across the care continuum.

### *Day Program*

The Day Program provides treatment services in a coordinated 6-8 week outpatient format with 5 days per week programming, focusing on client skill development and communication. Our specialized services include a medication clinic, metabolic clinic, trauma group, youth drop-in group as well as concurrent drop-in groups. Consultation is also provided hospital-wide.

### *Community Counseling Programs*

*Adult Counseling:* offers short-term solution-focused therapy; services are a combination of educational session and one-to-one for individuals with serious mental health problems. Length of treatment: 10-15 sessions.

*Crisis/Mental Health Emergency Triage and Support:* comprehensive assessments, including mental status are provided both in the ED as well as consultation to other programs in the hospital. Short-term Crisis Support is available for up to 6 sessions to assist individuals with specific goals. Crisis group support is also available.

*Case Management Team:* promotes independence and quality of life through the coordination of appropriate services and the provision of clinically-informed, skill-building interventions.

*Children's Sexual Abuse Response Program:* provides crisis support as quickly as possible at the point of disclosure. Assessment, case management, individual and family, groups, advocacy, health teaching and support are available.

*Early Psychosis Intervention:* clinical case management for individuals experiencing first episode psychosis, and their families. Psychiatrist consultation and ongoing monitoring is also part of their program.

*Psychiatric Clinics:* provide consultation and follow-up for outpatients with Dual

Diagnosis, Concurrent Disorder and Adolescents using the Virtual ER teleconferencing technology.

## **Surgery**

### ***Inpatient***

This acute care unit has 28-32 beds. The surgical service represents approximately 50% of these beds, resulting in a mixed medical/surgical utilization pattern. Telemetry is available. Two negative pressure rooms are in place, as well as a small patient therapy gym.

### ***Operating Rooms***

The OR suite has 5 operating theatres. RMH offers general, orthopedic, ophthalmic, urologic, dental and gynecologic surgery. Endoscopy service is available 5 days per week. Approximately 75% of surgery is performed on an outpatient basis. A day surgery area prepares patients for surgery. Anesthesia works closely with Pre-op, OR and Recovery Room staff to ensure patients are comfortable and safe throughout their procedure.

### ***Ambulatory Care***

Clinics include a fracture clinic, blood transfusion clinic, pre-op clinic, minor surgery clinic, and a pediatric clinic.

## **Woman & Child Health**

### ***Obstetrics Inpatient***

There are 11 obstetrical beds, eight of which are Labour, Delivery, Recovery and Postpartum rooms (LDRP). The remaining three beds are used for ante/post-partum care and gynecology services. There are approximately 300 births annually. Several midwives have privileges at RMH as well as two obstetricians. Epidural care is available.

### ***Outpatient***

Obstetrical nurses facilitate an antenatal clinic which introduces future families to the birthing unit and offers pre-registration and information. The prenatal clinic is offered to expectant moms being cared for by our roster of family physicians in their final month of pregnancy. This clinic is staffed on a rotating basis by the group of family physicians who provide obstetrical care. At their routine prenatal visit, expectant moms can meet each family physician who may be present for their birth.

## **Pharmacy Services**

Clinical pharmacy services are provided by pharmacists in most inpatient areas (medical, surgical, rehabilitation, palliative, and critical care). They also support outpatient services such as emergency and dialysis. As part of the health care team, Pharmacists are responsible for monitoring and optimizing drug therapy. Pharmacists, Pharmacy Technicians and Pharmacy Assistants work collaboratively to enhance patient safety by promoting and applying safe medication practices. Pharmacists interact with other health care professionals and provide clinical services for patients by using an evidence-based approach to monitor and optimize drug therapy outcomes. Pharmacists also lead organizational standards for

procuring, managing medication processes and safe pharmacotherapy practices. Pharmacy Technicians play a central role in all aspects of drug distribution and interact with patients to document medication histories. Pharmacy Assistants play a key role in drug distribution, by receiving, and packaging all medications and delivering medications to patient care areas.

## **Diagnostic Services**

### ***Diagnostic Imaging***

Our Diagnostic Services include: onsite Computed Tomography (CT), Magnetic Resonance Imaging (MRI), Ultrasound (serving Obstetrics, abdomen, musculoskeletal, carotid and small parts), Echocardiography, Nuclear Medicine & Bone Densitometry (provided by Parkway Nuclear), General Radiology and Mammography (including Ontario Breast Screening Program and Breast Assessment Clinic). RMH utilizes a Picture Archiving and Communication System. Integration with the provincial data image repository (HDIRS) and the emergency neurosurgery image transfer system (ENITS) for CT and MRI.

### ***Laboratory***

Laboratory services include Hematology, Transfusion Medicine, Clinical Chemistry and Electrocardiograms.