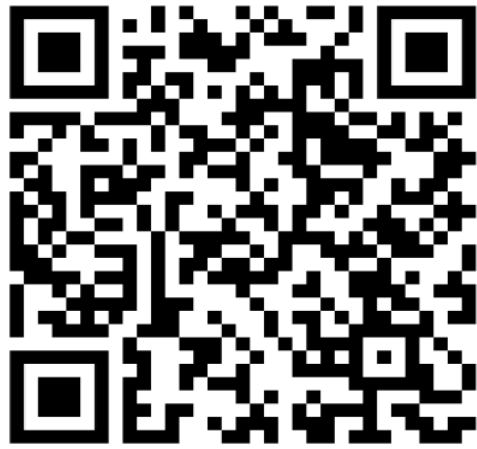


Scan the QR Code



mychart.ourepic.ca

MyChart

Access your health
information in one place!



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes

Community Engagement Town Hall Series

Hospital Horizons

Planning the future of care together



WELCOME

Housekeeping

Please place phones on silent
Save your questions for the end
Washroom location
Exit locations

TOWN HALL SERIES

Coboconk Community Centre

Monday, April 27

9 Grandy Road, KOM 1K0

Joined by the Kawartha
Lakes Health Care Initiative
and the Coboconk Summit
Wellness Centre

Bobcaygeon Curling Club

Tuesday, April 28

49 Mansfield Street, KOM 1A0

Joined by the Kawartha Lakes
Health Care Initiative
and Kawartha North Family
Health Team

Omeme Coronation Hall

**Wednesday,
May 6**

1 King Street West, KOL
2W0

Joined by the Kawartha
Lakes Health Care
Initiative and CKL Family
Health Team

Ross Memorial Hospital (Lindsay)

Thursday, May 7

10 Angeline St. N, K9V 4M8

Joined by the Kawartha Lakes
Health Care Initiative
and Kawartha Lakes Paramedic
Service

REGISTRATION REQUIRED

Registration for virtual
attendance is required.

LAND ACKNOWLEDGEMENT

Ross Memorial Hospital is located in the territory of the Michi Saagiig covered by Treaty 20 and the Williams Treaties. We acknowledge that the land in which we are gathered on here today has been held by Indigenous Peoples since time immemorial. We honour and respect their relationship with the land, water, animals, and the many gifts that they provide. Ross Memorial Hospital is committed to providing culturally competent healthcare and walking the path of Reconciliation. We view continued learning and the creation of space for Indigenous stories and representation as essential to this work. We encourage you to embark on your own learning journey.



Lindsay

AGENDA - Lindsay

Welcome & Introductions	6:00 – 6:05 pm
How to Find a Primary Care Provider	6:05 – 6:15 pm
Family Doctor Recruitment	6:15 – 6:30 pm
Community Paramedicine	6:30 – 6:45 pm
RMH Master Plan	6:45 – 7:05 pm
Questions and Answers	7:05 – 7:25 pm
Final Remarks	7:25 – 7:30 pm

TONIGHT'S GOALS

Primary Care & Community Services

Inform the community on **primary care** expansion efforts, physician recruitment, community services, and local insights.

Overview of Hospital's ongoing Master Plan

Learn the **process and timelines**, current capital projects, & near-term plans.

Hear from our Community

Listen to your feedback, answer your questions and invite you to stay informed.

Lindsay's View



One of the Widest Main Streets
in Ontario

What is your favourite
shop on Kent Street?

INTRODUCING

How to find a Primary Care Provider

Stephanie MacLaren, Executive Director, Kawartha Lakes Haliburton Ontario Health Team

Introduction to the KLH-OHT

2026



Kawartha Lakes Haliburton
Ontario Health Team

What is an OHT?

The Kawartha Lakes Haliburton Ontario Health Team (KLH-OHT) is a group of healthcare providers and organizations that are committed to improving the healthcare experience in our community.

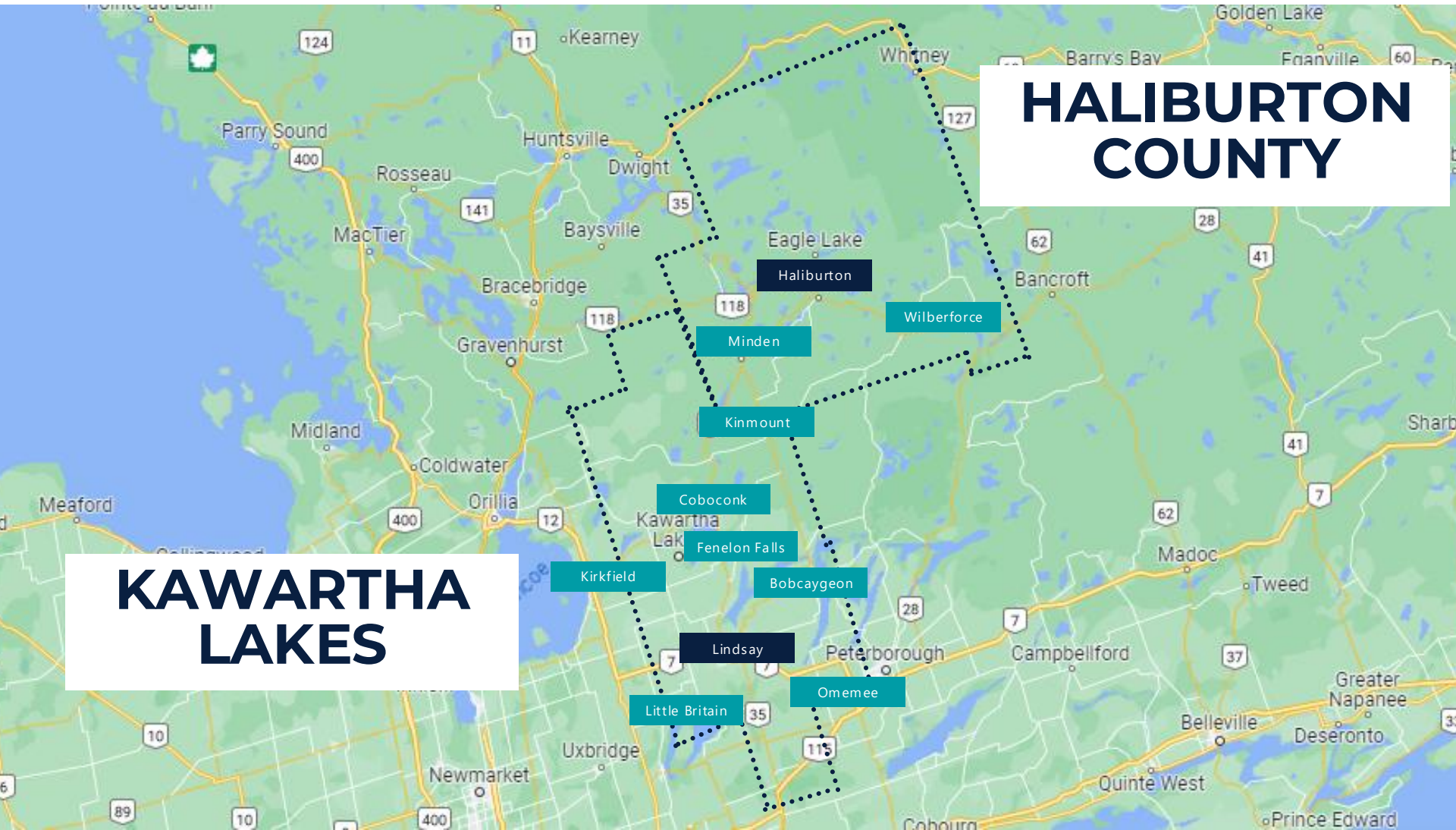
Our vision of locally connected care is enabled by:

- improvements in transitions in care, and ability to provide care in the right setting, right time, by the right provider;
- enhancing the ability of providers and patients to communicate and access health information (navigation platform, e-referrals, system integrations, shared data for system performance analytics);
- **integrating and standardizing pathways for chronic disease management, palliative care, mental health and substance use health** where appropriate;
- understanding and responding to local complexities through an equity-oriented population health lens;
- provision of navigation supports to increase access and awareness to available supports and services

Our purpose is to have a relentless focus on supporting people to live their healthiest possible life.

HALIBURTON COUNTY

KAWARTHA LAKES



Who We Are

Governance Members

- Ross Memorial Hospital
- Community Care City of Kawartha Lakes
- City of Kawartha Lakes Family Health Team
- City of Kawartha Lakes Family Health Organization
- Kawartha North Family Health Team
- Corporation of City of Kawartha Lakes
- Haliburton Highlands Family Health Team
- Haliburton Highlands Family Health Organization
- Haliburton Highlands Health Services
- Corporation of Haliburton County

We also have several partners that participate in working groups and committees to support the development of KLH-OHT projects and initiatives (ie. HKPR PHU, CMHA HKPR, PINT, Seniors' Care Network, KLHCI...).



Kawartha Lakes Haliburton
Ontario Health Team



~100,000 geographic
population



~63,000 People receiving
healthcare services
(attributed population)



7 Patient and Family Advisory
Committee members + lived-
experience partners



36 Physicians and **19** Nurse
Practitioners

Health Care Connect

Find a doctor or nurse practitioner

What is Health Care Connect?

Health Care Connect is a provincial program that helps connect people with a family doctor or nurse practitioner. This is your primary health care provider—the person you see for new, non-emergency health concerns and ongoing care.

If you don't currently have a primary care provider, registering is the best way to get started.

- ▶ You can still register if you already have a family doctor
- ▶ Registering will not affect your current care
- ▶ You can register for a family doctor closer to your home



Health Care Connect

Find a doctor or nurse practitioner

How to Register



BY PHONE:

811



ONLINE:

ontario.ca/healthcareconnect



Ontario's Primary Care Action Plan

Ontario is investing over \$1.8 billion to connect every person in Ontario to primary care



Connecting you to a primary care team

- Create and expand **305** additional teams to attach approximately **2 million** people to primary care
 - Invest more than **\$235 million** in 2025-26 to establish and expand **80** additional primary care teams across the province, attaching 300,000 more people to primary care this year
- Establish **standards** for what every Ontarian can expect when accessing primary care services
- Provide **regular public updates** on progress and performance in achieving the Primary Care Team's mandate



Making primary care more connected and convenient

- **Modernize Health Care Connect** to improve the user and provider experience, with the goal of establishing a wait time target of no more than 12 months
- Attach everyone (as of January 1, 2025) on the **Health Care Connect waitlist** to a primary care team by **Spring 2026**
- Enhance **digital tools** for providers and patients, improving patient navigation, reducing administrative burden and improving the **referral process**
- Leverage Health811 to **view online health records, book an appointment** with their primary care provider, and discover care options
- Set **regular performance indicators** of primary care teams



Supporting primary care providers

- Introduce targeted strategies to **recruit and retain** the workforce needed to support primary care providers and teams, including family doctors, nurse practitioners, and other allied health professionals
- **Address administrative burden** with digital tools, targeted recruitment and retention strategies for northern and rural communities and ensure all of Ontario's highly qualified health care professionals can work to their full scope of practice
- Add and expand community-based **primary care teaching clinics** in collaboration with academic institutions and other partners.

Implementation Timelines

Closing the Gap

2 million more people will be newly attached to primary care by 2029

	25/26	26/27	27/28	28/29	Total
New people attached	300,000	+500,000	+600,000	+600,000	2,000,000
New primary care teams added	76	+73	+78	+78	305

Regular public reporting on milestones and key performance indicators

Ongoing stakeholder collaboration and feedback to inform implementation

Interdisciplinary Primary Care Team Funding

[IPCT]

Round 1: received September 2025– \$3.4 million

KOM prioritized FSA by Ontario Health

- Applications by Ontario Health invite only according to prioritized postal codes (FSA)
- Lead agencies Kawartha North Family Health Team and Community Care City of Kawartha Lakes
- Built on Medical Neighbourhood model with additional salaried physician and 2 blended salary physicians, 4 NPs
- 10 Interdisciplinary health providers positions (RNs, RPNs, community health worker, etc.) working with primary care clinicians to advance efficiencies and enable increased access to primary care + administrative and quality supports
- Attachment targets 8050 by July 2026

Round 2: Approved \$1.8 Million EMBARGOED UNTIL PRESS RELEASE...

K9V the focus

- City of Kawartha Lakes Family Health Team lead applicant with direct funding to KNFHT and CCCKL
- 2 additional blended salary physicians, 1 NP, IHPs + administrative supports
- Builds on the key concepts articulated in Round 1 proposal = data informed, equity oriented, interdisciplinary role optimization, resource sharing across KLH-OHT primary care partners and standardization of pathways, data quality processes etc.
- Attachment targets 4241 by 2027

Lived Experience and Advisory Partnership (LEAP) Committee

What is a Lived Experience Partner?

The purpose of a Lived Experience Partner is to improve the patient, client, family, and caregiver experience by serving as a partner to help shape KLH-OHT initiatives.

Partners represent the voice of patients, clients, families and caregivers and people with lived experience in our community. These experiences, insights and perspectives are invaluable to improving healthcare navigation and support.



Lived Experience and Advisory Partnership (LEAP) Committee

What is the LEAP Committee?

Some of our Lived Experience Partners are members of our Lived Experience Advisory and Partnership (LEAP) Committee. This overarching committee provides a space for Lived Experience Partners to share insights on improving the care and service experience for patients, clients, families, and caregivers in Kawartha Lakes and Haliburton, while helping to shape KLH-OHT programs.

Lived Experience Partners may also choose to participate in planning committees or working groups that align with their lived and living experiences.



Working Groups



FRAILITY AND SOCIAL PRESCRIBING WORKING GROUP

This group develops and promotes non-clinical supports, activities, and resources that connect people to their community, improve well-being, and address frailty through early identification and coordinated care.



CHRONIC DISEASE WORKING GROUP

This group focuses on key change initiatives that advance standardized, integrated care for CHF and COPD by making the most of current resources and planning for future investments.



PALLIATIVE CARE WORKING GROUP

This group works to enhance access to community-based palliative care in alignment with the Palliative Care Health Services Delivery Framework.



QUALITY IMPROVEMENT WORKING GROUP

This group identifies opportunities to improve healthcare services, implements best practices, and tracks progress to ensure care in our region is safe, effective, and continuously improving.

Find health and wellbeing services in Kawartha Lakes and Haliburton County

Our **online navigation platform** allows you to easily search for local health and wellbeing programs in Kawartha Lakes and Haliburton County. You can get connected to the right health supports, and many of the programs and services listed feature a direct self-referral option.

www.klhoht.ca/find-services

Can't find what you're looking for?

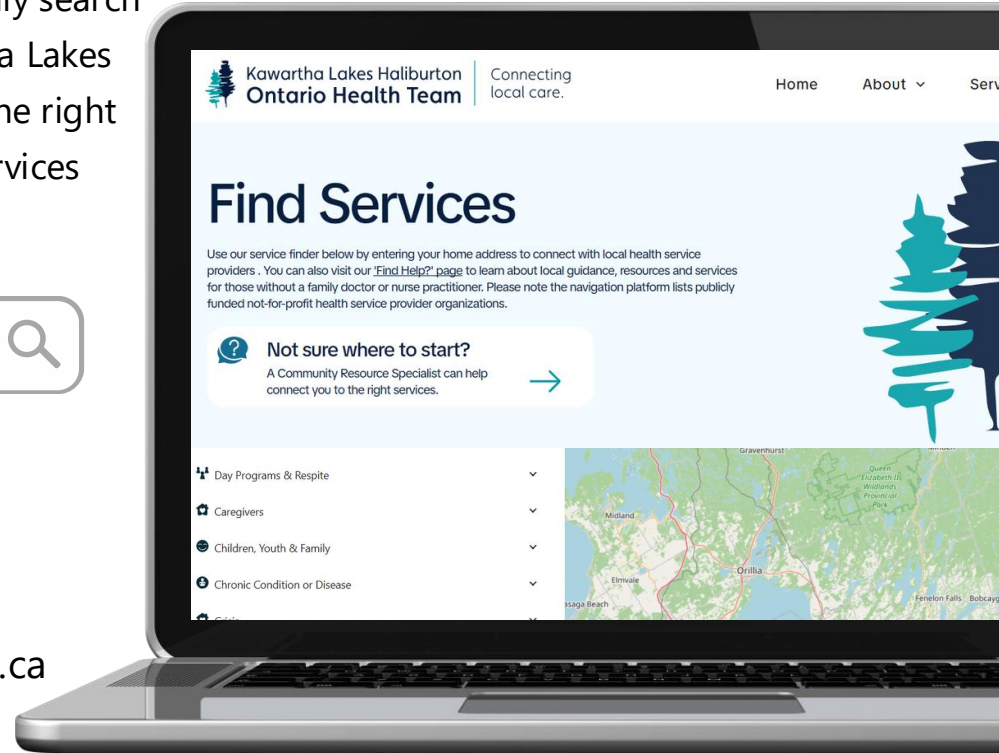
Our KLH-OHT Navigator can help connect you to the right programs and services.



705-934-1439



navigation@klhoht.ca





Kawartha Lakes Haliburton
Ontario Health Team

www.klhoht.ca

info@klhoht.ca

INTRODUCING

Family Doctor Recruitment

Cindy Snider, Executive Director, Kawartha Lakes Health Care Initiative
Stacey Gudmundson, Board Chair, Kawartha Lakes Health Care Initiative



Kawartha Lakes

Family Doctor Recruitment



Lindsay
Community
Engagement Session
May 7, 2026

We Believe It Takes An Entire Community To Recruit A Family Physician



Vision

All City of Kawartha Lakes citizens
have access to a *local* family
doctor

Mission

Create a healthier community by
fostering education, recruiting,
supporting and retaining family
doctors for the City of Kawartha
Lakes



Background

Kawartha Lakes Health Care Initiative (KLHCI) is a non-profit, charitable organization with the mandate to recruit and retain family doctors for the City of Kawartha Lakes.

KLHCI works closely with our recruitment partners:

- ✓ City of Kawartha Lakes Family Health Organization/Family Health Team
- ✓ Community Care Community Health Centre
- ✓ Kawartha North Family Health Team
- ✓ Kinmount Medical Centre
- ✓ Ross Memorial Hospital



CITY OF KAWARTHA LAKES: FAMILY DOCTOR LANDSCAPE

DATA OVERVIEW: KLHCI RECRUITMENT & COMMUNITY NEED

RECRUITED SINCE 2005

46



46 FAMILY DOCTORS

LOST SINCE 2019



10



10 DOCTORS LOST

CURRENT STATE (2026)

TOTAL REQUIRED: ~43-46 DOCTORS

COMMUNITY NEED

CURRENT SUPPLY



28
FAMILY
DOCTORS

GAP

15-18
PHYSICIAN
SHORTAGE

+15-18
MORE
DOCTORS



COMMUNITY NEED

Recruitment/Retention Activities

- Attend doctor recruitment job fairs in Ontario, Quebec, Ireland, the UK, and USA
- Advertise on appropriate online physician recruitment sites and through social media
- Host site visits to all interested family doctors and their families
- Host a 'Residents Weekend' in August each year for up to 6 Family Medicine Residents and their guest
- Provide assistance with resettlement to the community for all new family doctors, along with their families
- Coordinate all medical learner training in the City of Kawartha Lakes and at the Ross Memorial Hospital (from first year medical students to second year Family Medicine Residents)
- Organize appreciation events for the family doctors and/or provide assistance with Continuing Medical Education events



Lindsay

KLHCI has always worked closely with the Ross Memorial Hospital to assist with recruiting family doctors to the community along with the hospital's Emergency and Hospitalist Medicine departments.

We are pleased to have recruited three family doctors for Lindsay in the past three years, including a replacement for Dr. Ecob.



Thank you!

Kawartha Lakes
Family Doctor Recruitment



Cindy Snider

Recruitment & Retention Coordinator

csnider@rmh.org

Stacey Gudmundsson

KLHCI Board Chair

Stacey@mindgardenwellness.ca



INTRODUCING

CKL Community Paramedicine

Autumn Campbell, Community Paramedicine Superintendent, Kawartha Lakes Paramedic Service

Community Paramedicine

RMH and Partners Community Engagement
2026



Program Streams

Community Paramedicine

- On waitlist for LTC
- Eligible for LTC
- Soon to be Eligible for LTC
 - Multiple co-morbidities
 - Medication compliance
 - Safety scans
 - Chronic disease

Expanding CP

- Chronic Health
- Mental Health and Addiction
- Palliative Care
- Transitional Support
- Surge Management and Response

2025 Performance Measures

- Number of patient interactions – **4,973**
(inclusive of virtual and in-person)
- Number of patients supported – **900**
- Number of patients supported since program initiation – **2,432**

Program Objectives

- Reduce overall health system burden
- Reduce frequent and repeated 911 calls, ED visits, and hospital admission
- Rapid “eyes on” in the home
- Peace of mind for hospital discharge
- Liaise and direct communication with primary care
- Proactive healthcare and support
- Prevent duplication of services
- Warm handoff when services are complete



Program Services

- **Referrals to services such as physicians, specialists, OT, PT, wound care, pharmacy**
- RPM (Remote Patient Monitoring)
- Wellness visits/checks
- Fall prevention/hazard identification
- Medication compliance checks/verification
- High-utilization building clinics (substance use/mental health and seniors)
- Medical guidelines to address acute chronic illness management and exacerbation
- Medical guidelines to address surge needs

Program Services

- Palliative Care support in conjunction with PCCT
 - Inclusive of the “treat and refer” program
- Vaccine administration
 - Covid-19, flu
- Injections as needed
 - B12, Prolia, rabies vaccine in case of exposure, etc.
- EPoC testing
 - pH, Na+, Glu, pCO₂, K+, Lac, pO₂, Ca⁺⁺, Cl-
Crea, BUN, Hct, TCO₂
- Urinalysis/UTI medical guideline
- A1C (as part of chronic disease monitoring)
- Skin Tear Pathway



Program Impact



Decreased 911 and ED use
Decreased anxiety
Ability to remain in home
Peace of mind for patient, family,
primary care and hospital discharge

Partnerships

- Ross Memorial Hospital
- FHT (Family Health Teams)
- Primary Care practitioners
- Public Health
- Housing Supports
- Community Outreach teams
- Social Services
- OHT



Contact/Referral Path

- Referrals can be sent through
 - Caredove portal – www.communityparamedics.ca
 - Primary Care
 - Hospital Discharge
 - Community Partners
 - Care Coordinator
 - Allied Agencies
- Email contact - Communityparamedic@kawarthalakes.ca

INTRODUCING

RMH Master Plan

Veronica Nelson, President & CEO, Ross Memorial Hospital



Help Shape the Future of Healthcare in our Community

1902-2026



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HOSPITAL
Kawartha Lakes

Hospital Horizons
Planning the future of care together

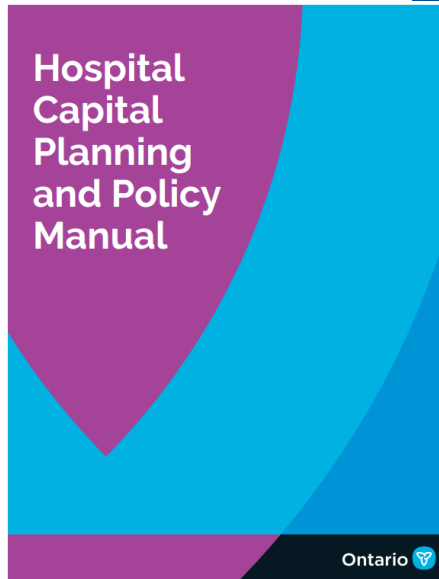
Ministry of Health

Legislative & Policy Requirements

Hospitals are **mandated** to have a Master Plan.

Required to comply with:

- *Ministry of Health and Long-Term Care Act* R.S.O. 1990
- *Public Hospitals Act* R.S.O. 1990
- *Broader Public Sector (BPS) Accountability Act, 2010*
- Others (Fire Code, Building Code, *HARP Act*, etc.)



Master Plan Defined

1

Master Program

- Assess adequacy & functionality of facilities.
- Project space for 3 planning timeframes.
- Roadmap (**Clinical Services Plan**) to redevelop facility to address:
 - Growth and activity
 - Aging infrastructure
- Recommend short-term coping strategies.



2

Master Plan

- Evaluation of condition & potential use of existing buildings & systems.
- Defines long-term development strategies to support future delivery of health services described in Master Program roadmap.
- Architectural plans for first phase of redevelopment (**Facility Development Plan**)

Process



Stage 1: Early Planning

Stage 2: Detailed Planning

Stage 3: Construction

1.1
Pre-Capital
Submission

1.2
Proposal
Develop-
ment

1.3
Functional
Program

2.1
Preliminary
Design

2.2
Detailed
Drawings

2.3
Contract
Documents

3.1
Award of
Contract

3.2
Construct-
ion

3.3
Settlement

Community
Engagement

Community
Engagement

Community
Engagement

Community
Engagement

Community
Engagement

Government Approval
Required

Government Approval
Required

Example

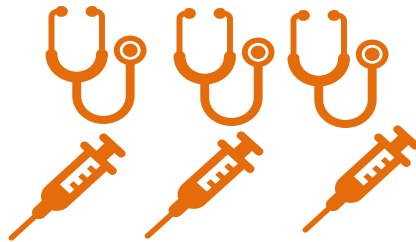
Program

Plan

Babies



RNs & MDs



Equipment



Renovation



5 years



Master Program

Step 1. Calculate demographic drivers



- Demographic drivers model the projected change

Step 2. Establish base scenario projections



- Apply demographic drivers (from Step 1) to

Step 3. Adjust base scenario projections



- Adjustments are value added to the planning process

Technological Advances

Robotics, telemedicine, pharmacogenetics & genomics, bioinformatics

Bed Occupancy Targets

Appropriate care, utilization and staffing

Providing Right Care in the Right Place

Emergency dept equivalent days, off-service patients

Unmet Need

Program enhancements and/or new programs

Increased Demand

Future cohorts with higher standards of care; other demographic changes

ALC Targets

Consistency with MOH/LHIN planning priorities



Preliminary Results: Beds

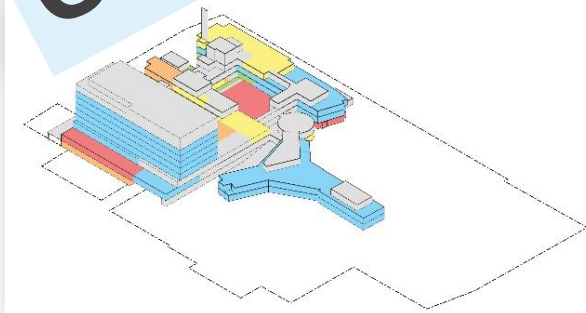
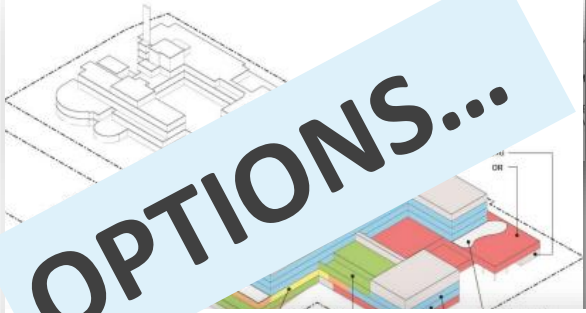
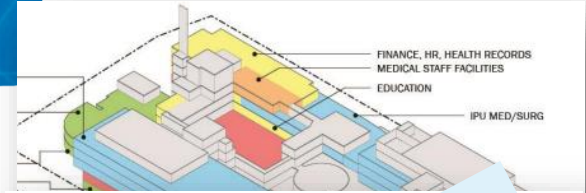
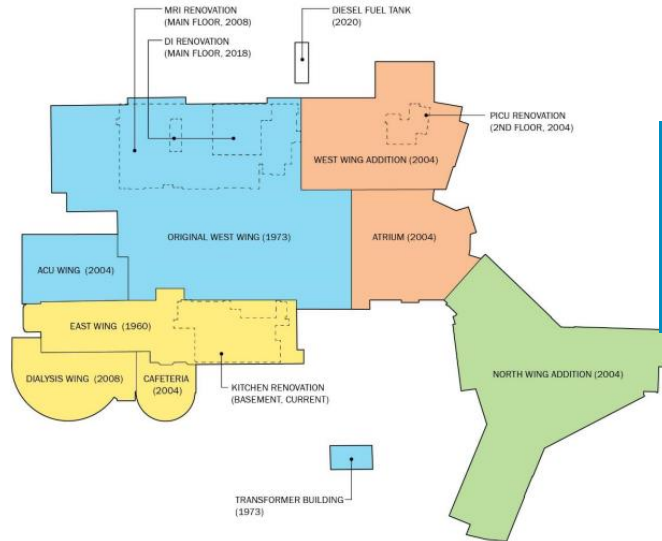
Functional Centre	Statistic	2016/17	2017/18
712100000 Medical Inpatient Services	Beds	49	
	Occupancy	89.7%	90.0%
712200000 Surgical Inpatient Services	Beds	26	
	Occupancy	93.8%	96.0%
712403000 ICU - Combined Med/Surg	Beds	6	
	Occupancy	73.0%	76.0%
712509000 Obs - Lab, Del, Rec, PP (LDRP)	Beds	10	
	Occupancy	51.4%	67.0%
712762500 Mental Health - Acute	Beds	15	
	Occupancy	86.9%	91.0%
712813000 Rehab - Combined	Beds	15	
	Occupancy	103.1%	101.0%
712952000 Complex Continuing Care	Beds	40	
	Occupancy	99.4%	99.0%
Total	Beds	162	
Emergency Dept	Equiv. Beds	4	

Master Plan

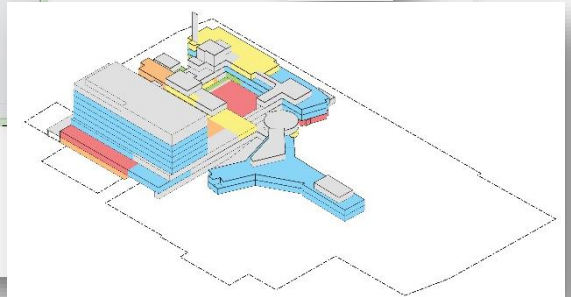
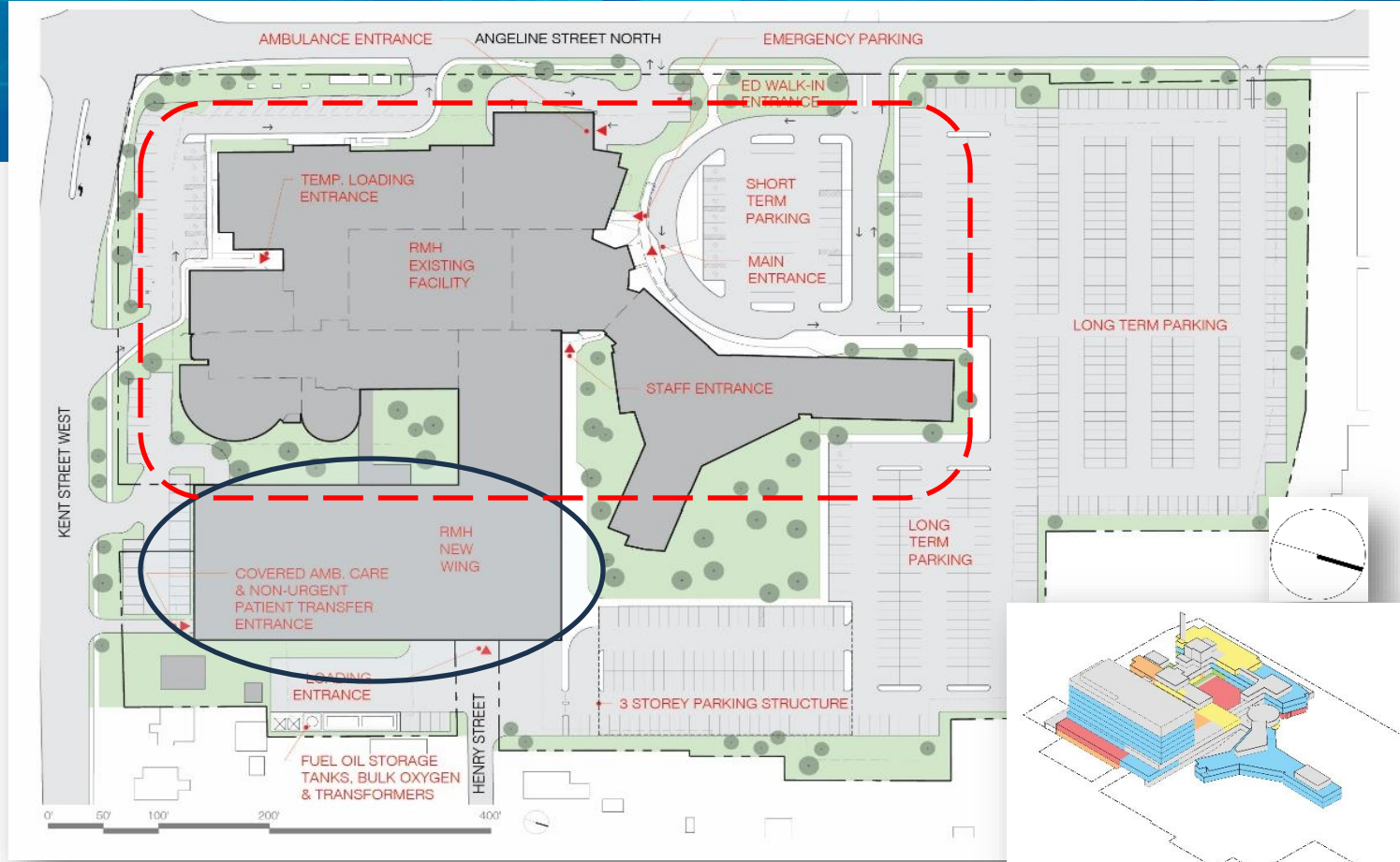
Figure 3: Functional Facility Assessment Summary

Department/Program Area	Directions for Planning	FUNCTIONAL ASSESSMENT OF FACILITIES			
		Capacity for Scope/Volumes	Functionality of Key Rooms/Elements	Organization of Space	Location & Adjacencies
Clinical Services					
1A Ambulatory Care					
Clinics	E/R	0	0	1	1
Chronic Disease Management		1	1	1	0
1B Outpatient Rehabilitation Services					
Outpatient Rehabilitation Services	E	0	1	2	0
2 Continuing Care Program (CCP), Palliative Care and Rehabilitation Inpatient Units and Spiritual Care					
Continuing Care Program	R/E	1	1	1	2
Palliative Care					
Rehabilitation					
Spiritual Care					
3 Dialysis					
4 Emergency					
5 Intensive Care Unit (ICU)					
ICU					
RT					
6 Medical/Surgical Inpatient					
Newborn Unit					
Medical/Surgical Inpatient					
Maternal Newborn					
7 Mental Health					
Inpatient Unit					
Day Program					
Outpatient					
8 Surgical Suite					
Clinical Support Services					
9 Diagnostic Imaging and Nuclear Medicine					
Diagnostic Imaging Dept					
CT Suite					
Nuclear Medicine					
10 Laboratory					
11 Medical Device Repro					
12 Pharmacy					

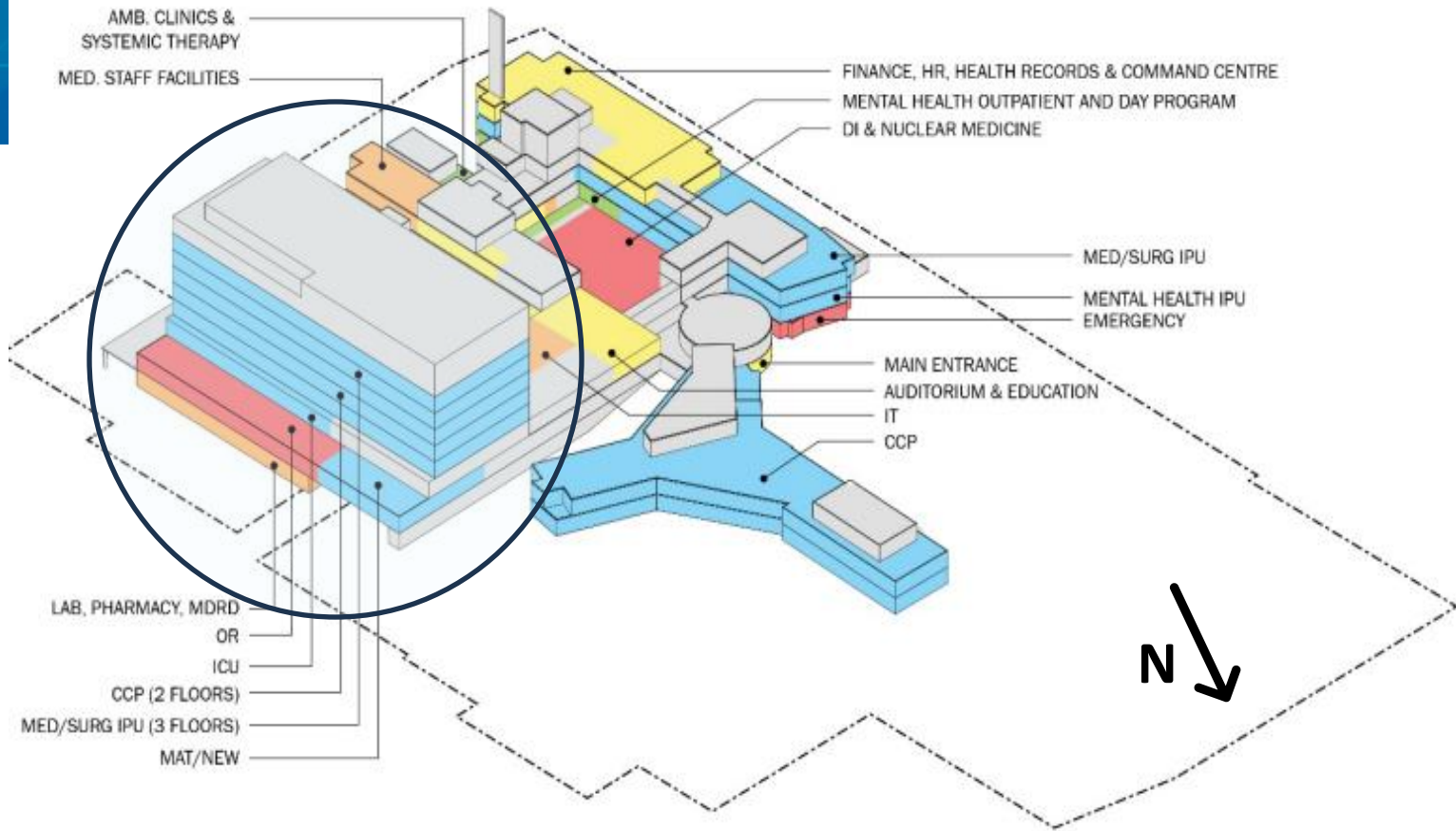
Building Construction and Recent Major Renovation Diagram:



2021 Master Plan



2021 Master Plan



Current Status

Facility Development Plan

1. Pharmacy Renovation
2. Emerg Expansion with Mental Health & Trauma Isolation Room
3. ICU & Isolation Room Renovation
4. Systemic Therapy Program
5. Infrastructure Upgrades

2021 Master Plan Submission

- Used 2018/19 data
- Long-term option for expansion
- Short-term priority needs identified

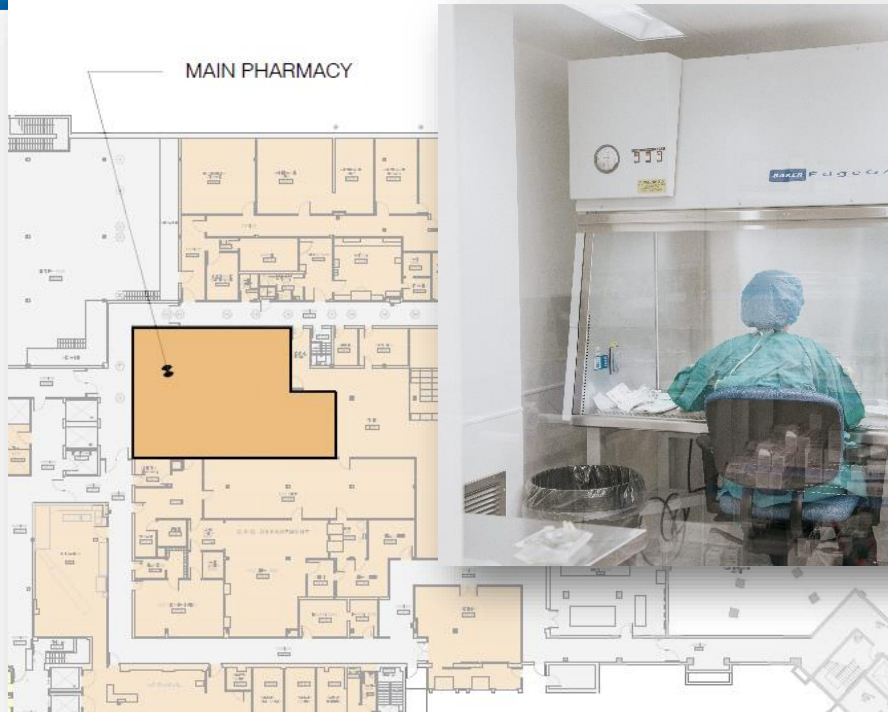
Pharmacy Non-Hazardous Sterile Compounding Room Renovation



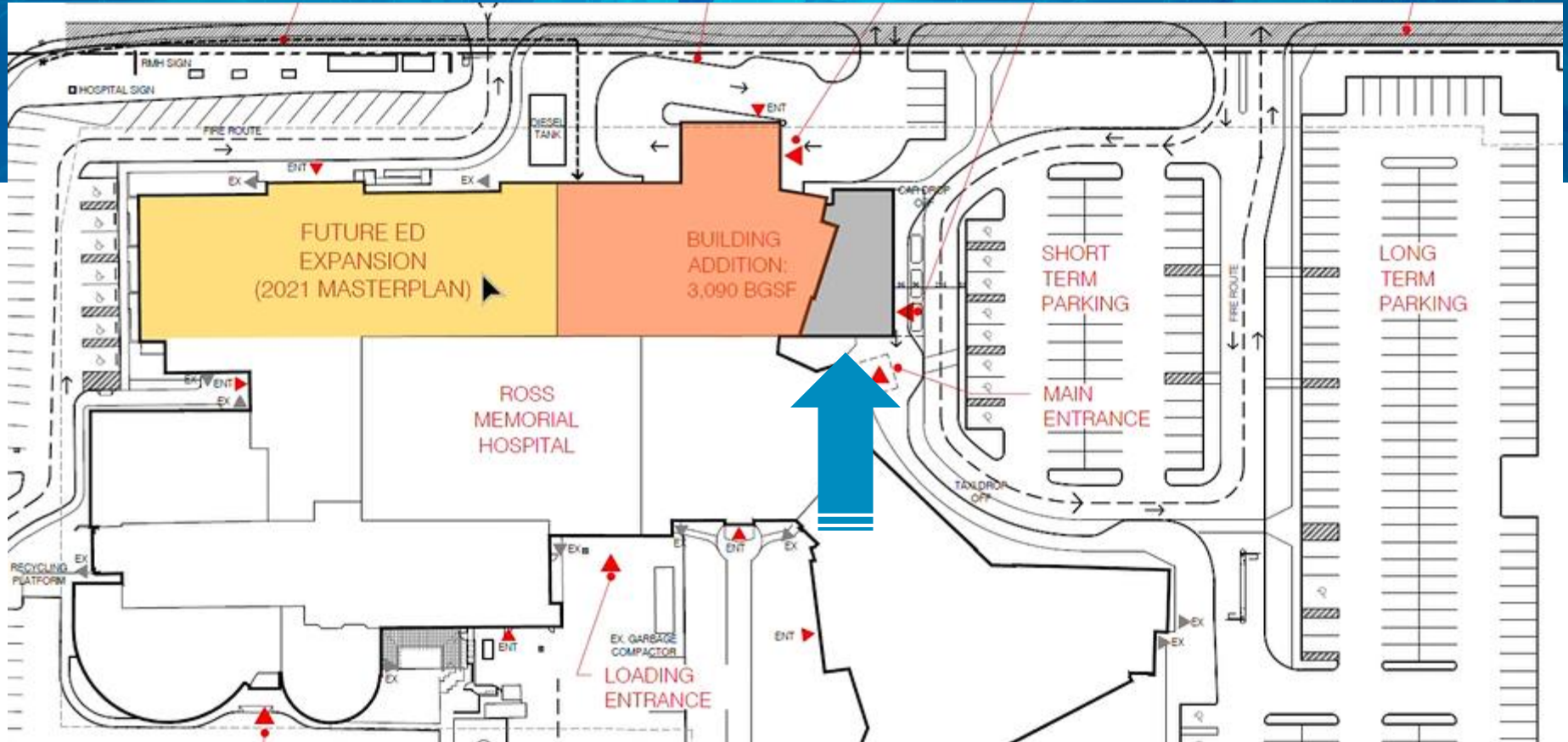
ROSS MEMORIAL
HOSPITAL
Kawartha Lakes



NAPRA
National Association of
Pharmacy Regulatory Authorities

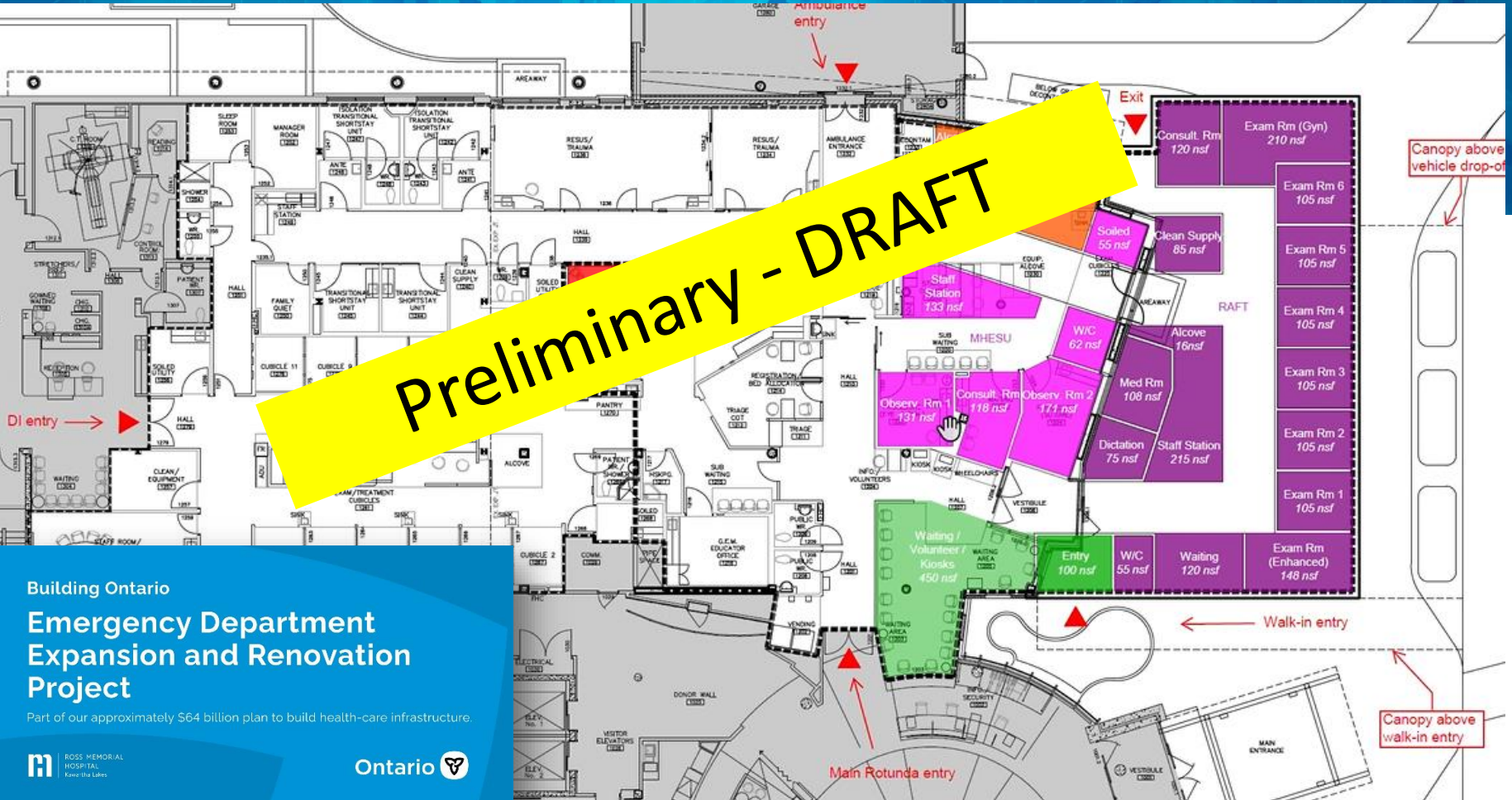


Emergency Department Expansion



Emergency Department Expansion

Preliminary - DRAFT



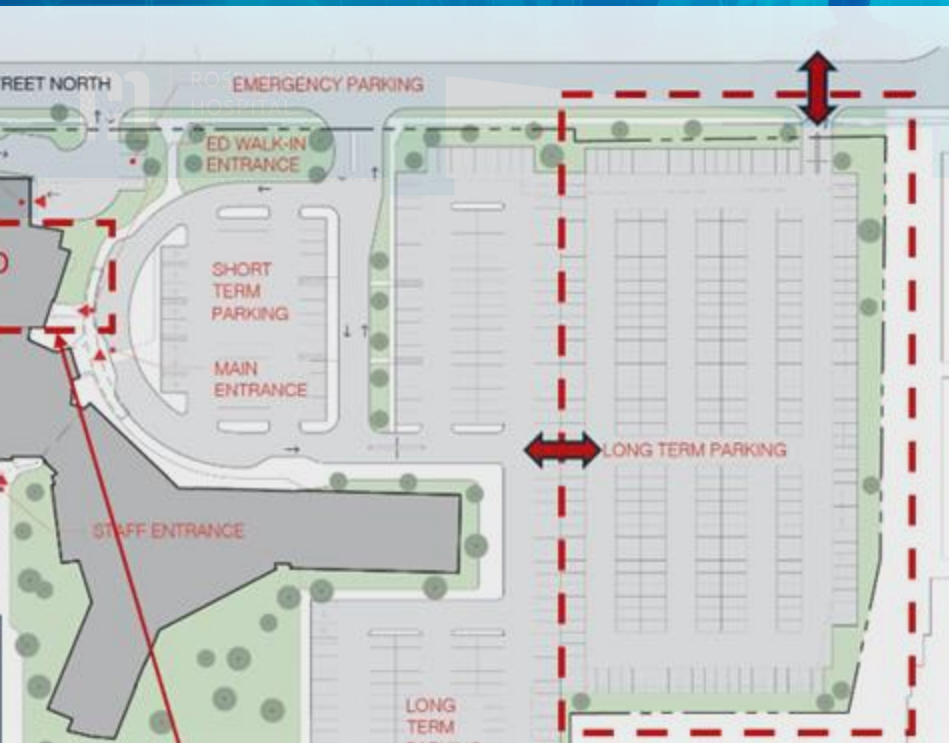
Building Ontario

Emergency Department Expansion and Renovation Project

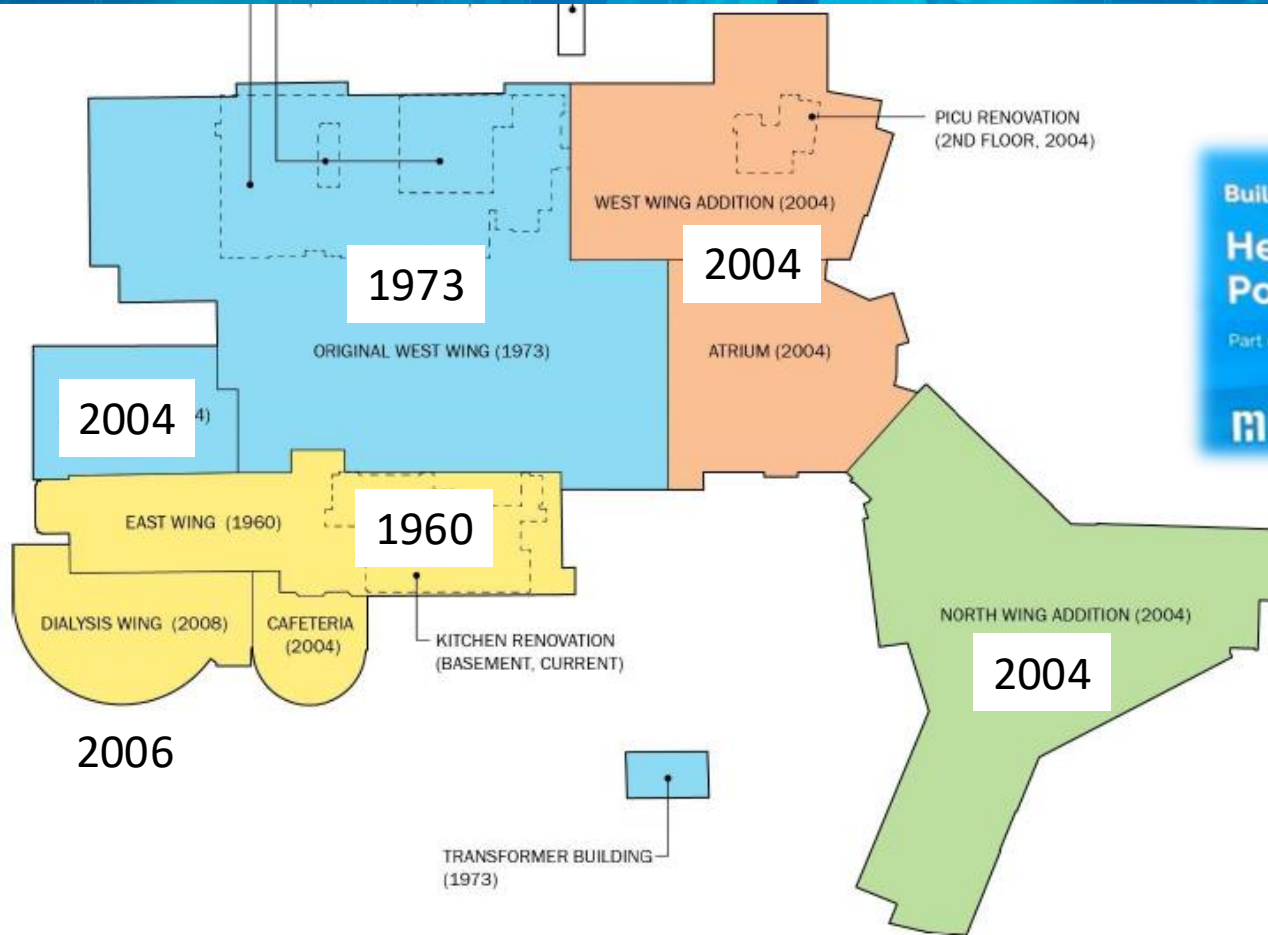
Part of our approximately \$64 billion plan to build health-care infrastructure.



Early Works



Infrastructure Upgrades



Building Ontario

Heating Plant and Emergency Power Upgrades Project

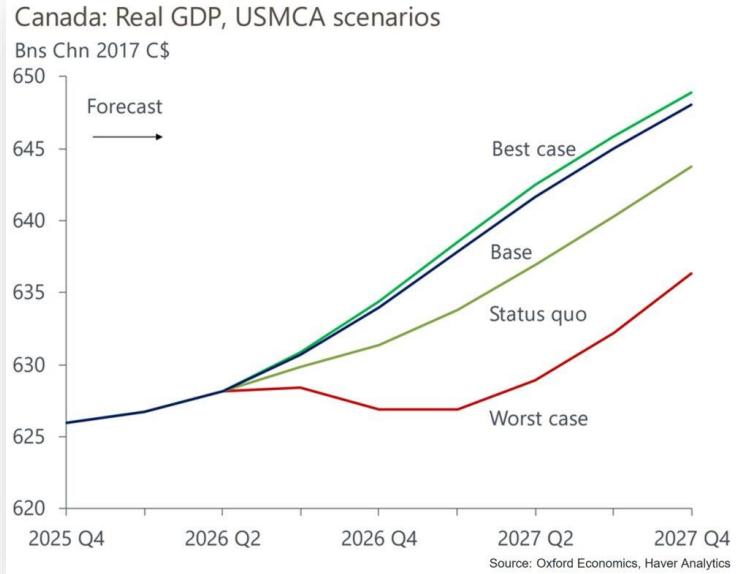
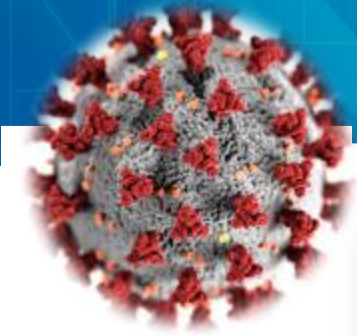
Part of our nearly \$60 billion plan to build health-care infrastructure.



MINISTRY OF HEALTH
ONTARIO



Next Steps

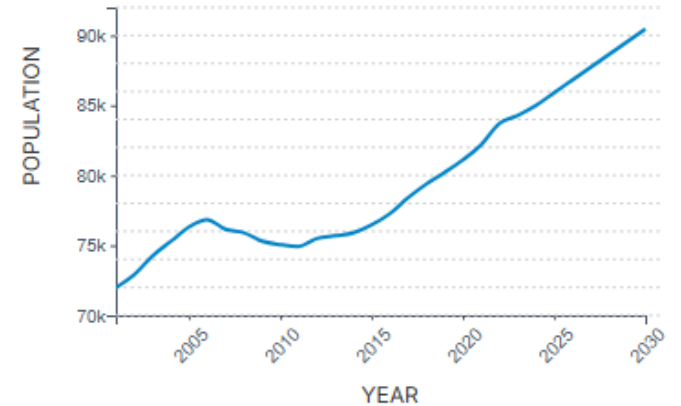


Population of Kawartha Lakes, CA

By Population By Growth Rate

Kawartha Lakes Population

Data after 2023 is projected based on recent change



Questions?

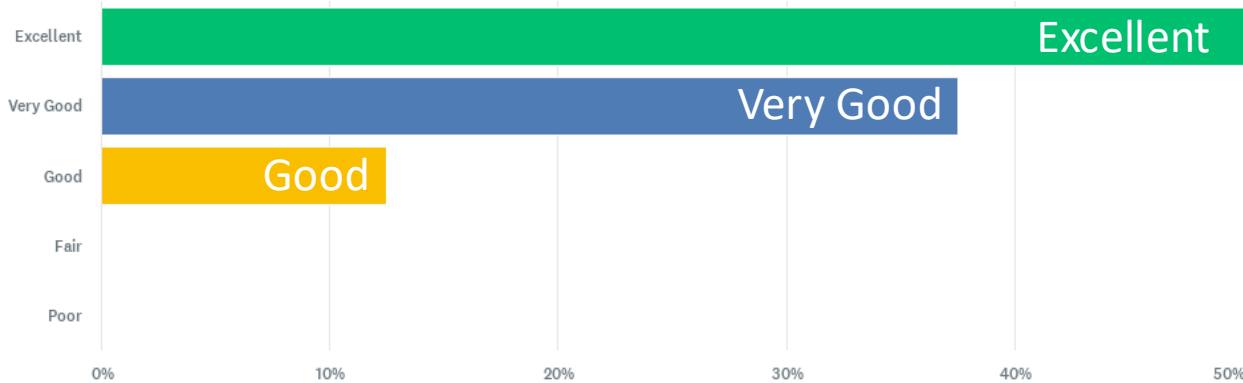
Your Turn!

Ryan Young, Communications & Public Affairs Officer
(Moderator)

publicrelations@rmh.org

Preliminary SURVEY Results

Overall Community Engagement Session



What people want to hear more about:

- Project timelines
- Expansion progress
- Physician recruitment
- Local wellness programs
- Ongoing updates

Overall feedback:

- Informative session with strong speakers
- Some system and event logistics challenges
- Appreciation for the discussion and presenters

SURVEY

Please complete our survey.

<https://www.surveymonkey.com/r/RMHCommunityEngagement2026>

or scan the QR code →

