

## Executive Team

Larry Schruder,  
Chief Executive Officer

Lianne Wheeler,  
Chief Nursing Officer

Stacey Mortson  
Chief Financial Officer

## Board of Governors

Joyce Colton,  
Board Chair

Paul Fehrenbach,  
Vice-Chair

Dave Murray,  
Treasurer

Dr. E. Noulty,  
Chief of Staff

Dr. T. McVey,  
President of Medical  
Staff

Joan Hallett  
Rosanne Burtch  
Ailsa Eyvindson  
Jim Macmillan  
Pravin Shah  
Mike Blore

## THIS ISSUE

**Message from CEO**  
**Family Health Team**  
**Capital Needs List**  
**Strategic Planning**  
**Ontario Telemedicine**

Editor: Katie Robertson  
Katie.Robertson@drdh.org

## New CEO Shares Early Perceptions and Priorities



Larry Schruder, CEO DRDH

After slightly more than two months in the position, I have so much to share and so little space. But let me focus my initial message on sharing some first impressions of our Hospital.

1. This is a warm and friendly place for our community to receive health care – it has a warm and nurturing feel and aura about it. Past and present employees have created this – and you as a community openly express appreciation and gratitude for what is here.

2. Everyday I see strong evidence of pride and commitment within our present employees to the important role that each plays in the delivery of valued health care services. They are exceptionally good at making a difference in each one of your lives.

3. Everywhere I look, I see a high sensitivity to issues of patient and employee safety. This is a healthy place both to work – and to be a patient, client or resident. And so must it remain.

4. This Hospital has a healthy respect for financial matters and the importance of being cost-conscious in all aspects of health care delivery. This is a fact of life everywhere in health care today – and it is well instilled in this organization.

My energy in recent weeks has been focused on 4 key priorities: working with our Board to confirm new strategic directions for the next 3-4 years; ensuring our financial health as we transition from one business year to the next; addressing concerns of patients and staff in the growing emergency department; and stabilizing the Family Health Team and our community primary care services through a renewed focus on recruitment of additional family physicians.

I am pleased to report positive progress in all four areas.

We expect to be going public with our new strategic directions over the next few weeks following a wrap-up of our strategic planning retreat with many community members participating.

-Continued on page 4

## North Renfrew Family Health Team



**Contact FHT**  
**613-584-1266 ext. 309**  
**Fax: 613-584-4920**  
**117 Banting Drive**

Family Health Teams (FHTs) are groups of health care professionals, such as physicians, nurse practitioners, nurses, social workers and dieticians who work together to provide primary care for patients. FHTs provide a wide range of services including health promotion, treatment services, chronic disease management and prevention, rehabilitation and palliative care. They are often available for extended hours to provide health advice and care so patients do not have to visit busy hospital emergency departments for non-emergency care. They also help their patients navigate their way through the other parts of the health care system to receive the best possible care.

The North Renfrew Family Health Team, located in the medical building attached to the Hospital, provides services to residents of the Towns of Deep River and Laurentian Hills; and the Township of Head, Clara and Maria. The present staff of two nurse practitioners, one registered practical nurse, and office administration, along with part-time dietician and pharmacist support, provide access to primary medical care to approximately 1300 local residents registered with the team. The team continues to accept new patients in this geographic area who are not registered with a family physician. Although there are no family physicians presently aligned to this team, there are aggressive efforts underway to recruit two additional family physicians to address this need. In the interim period, the two nurse practitioners can access appropriate physician support on a consultative basis as required.

Patients enjoy the experience of primary care received from a Family Health Team because the service is relatively easy to access on short notice, provides access to a broad range of health professionals within the same office, and often allows for more time and discussion of patient health concerns than might be possible in more traditional medical models of care.

Health care professionals like to work as part of a Family Health Team because it is a satisfying way to provide patient care. They are able to make the best use of their skills in being part of an inter-disciplinary team where they can share their knowledge and learn from one another. They are able to focus more on helping people stay healthy, rather than just treating illnesses; and they like the fact that their patients are partners in their own health and care.

For more information about receiving primary care services from the Family Health Team, please call 613-584-1266 ext. 309

### Immediate Capital Equipment Needs

- *Rehab Parallel Bars*  
\$1,200
- *Automated Vital Signs Machine* \$4,000
- *Rehab Recumbent Bike*  
\$3,200
- *Automated Hospital Bed*  
\$6,000
- *Rehab Treadmill*  
\$6,000
- *Ceiling lift for X-Ray*  
\$13,000
- *Defibrillator machine for  
Emergency Department*  
\$15,000

## Community Donations Buy New Equipment

Recently the Deep River and District Hospital and the Physiotherapy Center accepted separate donations from Mr. Allan Symons of Deep River to purchase a Med X Phototherapy Unit and from Mrs. Carole Judd of Deep River to purchase a Therapeutic Ultrasound. Both pieces of equipment will be used in the Physiotherapy Centre and the Hospital would like to extend its sincere gratitude for the generous contributions.

"Small rural hospitals rely on community donations increasingly more these days, and having the ability to purchase new equipment with donations gives the Hospital the ability to continue providing the number of quality services we have," says Larry Schruder, CEO of Deep River and District Hospital. Both donations to the Hospital were in reaction to past requests for community donations to fund small capital equipment purchases that have become increasingly difficult to fund through existing Ministry of Health annual budgets for hospital operations.

## Strategic Planning Retreat Engages Community

In January of this year, approximately 50 participants, including community members, key health care partners, local municipalities, the Champlain Local Health Integration Network, members of the DRDH Auxiliary and Foundation, and members of the Hospital Board of Directors, Management Team and employee representatives, came together for the weekend Strategic Planning Retreat for the organization. External participants outnumbered DRDH staff by at least 2:1.



This community engagement and strategic planning process was led by an external facilitator, Jim Whaley, who has is well-respected in health care matters affecting rural communities and their hospitals.

“Jim was an excellent resource and provided a broader context for what was happening in health care outside of our community, both at the provincial and Ministry of Health level and in other smaller rural communities throughout Ontario” said CEO, Larry Schruder. “He enabled us to better understand the broader context for the health challenges that we need to address in our own communities and to build a strategic plan that would serve us well locally and fit in with the larger picture of health care directions in the province.”

This opportunity for broad community engagement is being hailed a success by all participants and has lead to the creation of a new strategic plan highlighting a six key strategic directions for the Hospital to focus on through to early 2012.

The new strategic plan was approved at the March 18 Board of Governor’s meeting and is presently available on our website . More formal communication sessions will be scheduled to present and explain these directions to the community.

## Ontario Telemedicine Network in Deep River

Heart surgeons in Toronto, Lung specialists from North Bay, Pediatricians from Ottawa, and the farthest you have to travel is to the Deep River and District Hospital (DRDH). How is this possible? Through telemedicine provided by a partnership between DRDH and the Ontario Telemedicine Network (OTN).

OTN is responsible for using technology to deliver secure, manageable and quality-controlled connections between patients and healthcare specialists across the province.

“The Hospital has offered OTN for roughly 8 years now and since the initial consultation, the popularity and referral numbers have grown in leaps and bounds,” Acting OTN Coordinator, Marguerite Zillman said. “The number of patient referrals has been increasing steadily because the benefits of using the program are so rich.”

- continued on Page 4

Want to learn more?  
For more details on  
our Strategic Plan  
and other updated  
news and  
information ,  
visit our website  
[www.drdh.org](http://www.drdh.org)

### DRDH Annual

### General Meeting

June 22, 2009

7:00pm

Deep River Library

2009-2010

Memberships

On Sale Now!

Available at DRDH

reception and from

Board members.

## Deep River and District



**Hospital**

*Have Questions or  
Comments?*

*Contact our Editor*

*Katie Robertson*

*613-584-1266 ext. 165*

*Now you can read Health*

*Matters online!*

*Just visit [www.drdh.org](http://www.drdh.org)*

*Please recycle!*

*Share it with a friend*

-OTN at DRDH cont...

“OTN provides patients living in this rural area with an opportunity to connect with healthcare providers who might otherwise be inaccessible. Not only does it provide a more relaxing atmosphere with professionals the patients know and trust, but there is also potential for saving a significant amount of time and money.”

Delivery of healthcare services and education takes place via two-way videoconferencing and through use of the latest in tele-diagnostic instruments including digital stethoscopes, otoscopes, high-resolution patient examination cameras, and digital imaging facilities.

The OTN says, “Telemedicine is changing the way health care and education is delivered in Ontario by bringing patients and health providers face-to-face, whether they are many kilometers apart or just around the corner. Telemedicine clinical appointments are becoming as easy to arrange and carry out as traditional visits that take place in health care professionals’ offices.”

“The future of OTN and ‘virtual health-care’ capabilities are endless. We want to continue our efforts to ‘take geography out of health care’ and provide our patients with the highest level of access possible”, said Larry Schruder, CEO. “This Hospital will continue to participate in innovative ways of using new technology to bring health care closer to home for the community”.

Currently the Hospital holds clinics for diabetes (endocrinology), heart (cardiology) dermatology (skin) post-operative bone and joint clinics (orthopedics), lung and breathing clinics (respirology), pediatrics (CHEO), and psychiatry and sleep clinic follow-ups. If you are scheduled to see a specialist in a far away place, and prefer to use the services of telemedicine, or if you have further questions regarding the Telemedicine process, please contact DRDH’s Telemedicine Coordinator, Marguerite Zillman 613-584-1266 x326.

- CEO Perceptions and Priorities cont...

On the financial front, we will close this fiscal year on target within the parameters set out and agreed to with the Champlain Local Integrated Health Network (LHIN). Following a detailed review, we appear to be in reasonable shape to meet our 2009-10 fiscal year obligations and commitments as well.

In the Emergency Department, we recently added some additional nursing hours to better address patient and staff safety matters, and negotiations continue in efforts to secure more appropriate levels of funding support to meet the ever-increasing demand for these services. And on the Family Health Team front, efforts to increase our patient roster have resulted in several hundred additional clients for these services, thus reducing concerns about the level of funding for the new fiscal year.

In addition, a successful presence at Montreal Physician Recruitment Fair last month has generated several dozen interesting prospects for new physicians willing to consider exploring future practice options in our community. And if you are hearing more about our business in the coming months, it is very intentional. You will be seeing a more open and transparent hospital organization going forward.

Our Board and leadership team is committed to keeping you more informed about our directions and our progress. I thank you for all that you do in support of your Hospital – we both know that “Health Matters” to all of us.

- Larry Schruder, CEO