



Health Matters

Linking Hospital and Community

www.drdh.org

SUMMER 2009

Executive Team

Larry Schruder
Chief Executive Officer

Lianne Wheeler
Chief Nursing Officer

Stacey Mortson
Chief Financial Officer

Board of Governors

Paul Fehrenbach
Board Chair

Jim Macmillan
Vice-Chair

Chris Carroll
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Dr. E. Noulty
Chief of Staff

Dr. T. McVey
President of Medical
Staff

Ian Townner
Rosanne Burtch
Ailsa Eyvindson
Jeff Bishop
Jean Cooper
Mike Blore

Auxiliary

Annebell Harvey
President

Foundation

Ellen Sills
Acting Chair

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“Hospital Busier than Ever”

Since joining this organization in January of this year, two realities have been repeatedly driven home to me: (i) the very high regard and importance that the communities we serve place on this Hospital and the health care it provides; and (ii) the passion, professionalism and dedication to patients and clients that all of the staff at this Hospital demonstrate each and every day. These two realities make my job as CEO meaningful, rewarding, busy, challenging – but most of all – energizing and engaging.



Larry Schruder CEO

The first few months on the job have been centered on understanding the business and the players for this health care facility. The outcomes of the Strategic Planning retreat in January of this year have been transformed into a strategic planning document to guide our efforts over these next 3 years. In addition, we used a “huddle” process to dive deep with all of our staff to help internalize a more complete understanding about exactly what our vision and values mean to each of us – and what behaviors are required to succeed.

Internally, we are busier than ever providing services to clients. We quickly moved to take decisive action on supporting our emergency department. As our patient volumes continue to climb towards 17,000 visits annually, it has become quite obvious that we need additional nursing hours in the emergency department for the safety of patients and staff. We also added some additional receptionist hours to ease the administrative burdens that come from the higher volume.

Externally, we have been growing stronger as an organization through our increased partnering activities- we are now enjoying increased collaboration and interaction with the North Renfrew Long Term Care Center, the Renfrew County Public Health Unit, CFB Petawawa, The Petawawa Centennial Health Center, The Pembroke Regional Hospital and many others. We are also making good progress on keeping you more informed on what is happening inside our walls.

2009 is an accreditation year which requires a great deal of management and employee effort to be successful. Accreditation is like the ISO 9000 quality standard in manufacturing – it is a set of stringent quality and process requirements that we must pass during an audit on from external examiners – and the organization has been readying itself for this 2009 audit for many months already.

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DRDH Busier than Ever— Continued from Page 1

Regarding physician recruitment, we have made some major progress on putting the necessary community and municipal recruitment pieces in place to win at this very competitive game. We clearly must secure new resources to supplement the efforts of our current team of dedicated physicians if we are going to achieve our strategic goals related to better health care. We've already had 3 great community visits in recent weeks - and there are more on the way. It takes many such community visits to secure a new doctor.

As our patient volumes continue to climb towards 17,000 emergency visits annually, it has become quite obvious that we need additional nursing hours in the emergency department for the safety of patients and staff.
- Larry Schruder, CEO

This organization has accomplished great things over the past year - but we cannot take all of the credit. Behind the staff and leadership of this hospital stands a wall of volunteers that makes it all possible – from the Board, to the Auxiliary, the Foundation, individual family members and the many community volunteers that step forward to help us deliver better health care. I want to express my appreciation to the many of you who have gone out of your way to help us do our job better – and especially for welcoming me into this role and into your communities. I look forward to having this continuing opportunity for years to come of telling you our organizational stories.

This edition of *Health Matters* contains excerpts from operational reports presented at the recent Annual General Meeting.

For a full copy of the AGM report go to www.drdh.org or request a copy from the editor
Katie.robertson@drdh.org

08/09 Operational Numbers- And the stories they tell

- Bed occupancy up 11.2 % from 07/08
- Approximately 1/3 of our patient days are supporting people not needing acute hospital care
- Non-ALC patient days up 5.5%

- Up 8.8 % from 07/08
- Half of visits coming from east of Chalk River
- Very high patient satisfaction scores

Operational Metric	08/09	07/08
Total in-patient days	3906	3570
% Alternate care (ALC) days	38.8%	35.4%
Non-ALC patient days	2391	2267
Emergency Visits	16688	15343
Diagnostic Imagery Visits	9979	9846
Laboratory Tests Performed	135,111	133,791

- Up 1.4% from 07/08
- More efficient now with PACS
- Steady demand for ultrasound, especially from CFB Petawawa

- Up 1% over 07/08
- Includes community blood sampling service
- Additional 15,000 are tests sent to external labs for processing



Projects, Projects, and more Projects...

News about recent and
upcoming
DRDH renovations.

- To enhance staff safety our "911" panic alarm system has been updated to now include FHT and staff parking area.
- The new emergency exit in the Physiotherapy Centre complete.
- We are currently in the developmental stages of a renovation plan for reception, lab, emergency and both main entrances.

Upcoming Projects:

- Repaving of parking lots
- New flooring in physiotherapy centre, patient rooms and medical floor
- New three season room off the medical wing

We thank all our patients and staff for their patience during the renovations and each of you for your continued financial support .

"08/09 Exciting Year"- Past Board Chair, Joyce Colton

2008/09 has been an exciting year in the history of Deep River and District Hospital. In the Executive office, we said good-bye to our interim CEO (Tim Gehrke), worked through a period of acting co-CEO's (Lianne Wheeler and Stacey Mortson) and finalized the selection of our permanent CEO, Larry Schruder, who is now actively leading the corporation.

A new 3-year Strategic Plan for the Hospital was finalized by the new CEO and the Board following a professionally facilitated community consultation process involving Corporate members, town council members, local health providers, and members of the business community.

In separate articles in this publication, you can see our record of patient services growing over this past year. DRDH has developed a reputation as a strong partner in Health Care Delivery in the region. Patient Satisfaction scores are consistently well above provincial norms. In the past, and going forward, DRDH has, and will continue to be an organization of choice for accessing medical and emergency care for people both inside and outside of our catchment area.

In the area of Primary Health Care, the North Renfrew Family Health Team is growing in strength with an enrollment in excess of 1300 patients. Physician recruitment plans are ongoing and looking promising for later this year.

On the technology front, we have completed the installation of our digitized Diagnostic Imaging equipment (PACS) made possible in large part through funds from the DRDH Foundation. In the area of expanded patient services, the women of the Hospital Auxiliary provided significant financial support enabling us to complete the Palliative Care Suite last fall.

All financial obligations and health care service commitments to the Champlain Local Health Integration Network (LHIN) have been fulfilled. Meetings with the respective Board Executives and CEOs of both DRDH and Pembroke Regional Hospital have occurred over the past year and progress in building working relationships continues to move forward.

The Board is comprised of several committees, each important in its own work in ensuring the Board continues its work in the best possible way and in keeping with current government legislation. These community men and women give tirelessly of their time and skills to ensure an appropriate community governance process for this institution. And I thank each and every one for all of their effort and support.

I step down from the Board this year, knowing that the future of this hospital is in good hands and knowing that the Boards of Governors to come will continue to ensure that the vision and mission of this hospital will be to keep you, our public, its priority.



Joyce Colton
Board Chair



Hospital

DRDH is not an island in the health care sea, but rather an active player in a wider range of partnerships aimed at delivering better integrated health care to the residents of our communities. Our strategic plan commits us to further growing and strengthening these relationships. The following is a partial list of such partners with whom we collaborate.

Hospital Auxiliary

North Renfrew Long Term
Care

Hospital Foundation

Deep River Food Bank

North Renfrew Family
Services

Pembroke Regional Hospital

Community Care Access
Centre (CCAC)

Renfrew Victoria Hospital

CFB Petawawa

Petawawa Centennial
Family Health Centre

Moving from Strategy to Action- DRDH Operating Plan for 09/10

Early in 2009, a community and partner consultation process resulted in the creation of a new 3-year strategic plan for DRDH. But plans will only become reality if effort and resources are focused on key critical deliverables to make the future happen. We will focus significant organizational effort on making the following things come into reality during this current business year:

#1. Enhance quality management and patient safety initiatives.

We will secure our regular 3-year National Accreditation Standard, strengthen patient safety tracking and reporting, and develop an internal quality management program suitable for all Hospital departments.

#2. Increase Primary Care Delivery in our communities

We will strengthen our Family Health Team by increasing the size and breadth and availability of interdisciplinary primary care resources providing care in this team environment. We will continue to evolve our delivery of emergency department medicine to meet the changing levels of demand.

#3. Increase use of technology and resources to reduce geographic requirements of health care.

We will increase our community access to specialist medical services through growing our telemedicine services and providing specialist clinics in our facilities. We will complete the integration of our digital Diagnostic Imaging Records (PACS) with the central regional file retention facility.

#4 Strengthen relationships with local and regional partners in Health Care

We will strengthen our ongoing partner relations with North Renfrew Long Term Care Centre, Pembroke Regional Hospital, CFB Petawawa, Petawawa Centennial Family Health Center and local offices of the Community Care Access Center (CCAC) to achieve a more integrated approach to delivery of health care in this part of the Valley.

#5 Enhance our Physician Recruitment Processes through Municipal and Community Engagement

We will recruit at least one new family physician into our communities through a “high-touch” recruitment process, a highly-engaged community-focused visit program and a competitive financial incentive offering.

#6 Increase community awareness and engagement in the Hospital and in personal Health Care issues.

We will champion personal responsibility for health care and greater awareness of health care issues through regular articles in the community press, periodic community presentations, a quarterly community publication and a new community “Health Care Fair” event.

#7 Deliver normal hospital operations in a fiscally responsible manner.

And we will do all of the above while meeting all of our financial and service obligations within our current contractual agreements and fiscal realities. We will establish new agreements for the next 2-year period. We will foster and support the evolution of the DRDH Foundation into a viable and effective long-term fund-raising mechanism to meet the increased capital requirements of a growing health care corporation.

We are already several months into this planning year, and there is already significant progress to report on many of these fronts. We will regularly report back to the Board and the broader communities on our progress during the months ahead.

Deep River and District



Hospital

“A Truly Great Year for Auxiliary”

Another truly great year for the DRDH Auxiliary comes to a close, with well deserved kudos to all members. We have raised in excess of \$47,000 in support of hospital-related programs and provided just less than 10,000 hours of group volunteer support to health care in our community. Double “A” – Awesome and Astonishing.

The famous Cook-book, still on sale, has been very successful and this took up a lot of time from a very dedicated group of ladies, and one gentleman, Bob Montague.

The Whistle Stop ladies have had another very good year with lots of hard work and, I hope, a little fun thrown in. They pick through some pretty interesting bags and boxes in a year. Sales totaled more than \$39,000 after expenses.

Kelly Walker and her ladies at the Gift Shop, have worked miracles, showing a good profit for the second year and keeping the shop full of very interesting items. Total Sales, after expenses of slightly less than \$8,000.



We have Auxilians participating in many aspects of service delivery direct to patients and clients at the Hospital: providing care of patients and families in the Palliative Care Unit, serving as Nutrition Support in both the Hospital and Four Seasons Lodge and working with the Breast Screening Program .

We hosted more than 100 delegates to the Spring Conference of the Region 9 Hospital Auxiliaries Association of Ontario in April at the Legion Hall. Our Guest Speaker, Lt. Major Jim Kyle, gave a wonderful presentation on the operations of our field Hospitals in Afghanistan, which was well received by those attending, with lots of questions and discussion afterwards

To all our amazing volunteers who dedicate so much of their time and energy to our organization, on behalf of the Hospital, I thank you all.

Annebell Harvey, Auxiliary President

Capital Donations Needed

The Ministry of Health no longer provides funds for replacing capital equipment and thus we rely on community donations to enable such purchases. The following is a partial list of current hospital capital equipment purchases that are in urgent need of individual or group donations to assist in meeting the purchase price:

- 3 automated hospital beds - \$6500 each
- 4 electronic IV pumps- \$4900 ea.
- Emergency department defibrillator - \$10,000
- Parallel bars for physio - \$1200
- Recumbent bicycle for physio - \$3200

Please contact the CEO's office or the Chair of the DRDH Foundation if you or your association are able to assist in any way to meet these critical equipment needs.

DRDH Foundation Looks to the Future

With a donation of \$370,000 to the DRDH in support of the recently purchased Digitized Imaging Equipment, the Board of Directors of the Foundation have a renewed sense of energy and commitment to work towards replenishing the foundation endowment fund for the hospital and putting itself in a positive position to raise the necessary money in support of the Hospital's ongoing capital requirements. Several new community members have stepped forth to join the existing Board and assist in this endeavor including Jennifer Roche, Margo McIntyre, Colleen Payer, Brian McInall and Michael Watson. New philanthropic fund-raising ideas and concepts were gleaned from recent attendance at a provincial conference sponsored by the Ontario Hospital Association in Toronto. In order to develop a better communication strategy and appropriate degree of transparency as well as enhancing the promotional activities of the Foundation within our community, several visits and discussions are planned with other Hospital Foundations, both in our immediate region, and within the broader Champlain LHIN.

A strategic planning retreat with an external resource person is planned for early fall to enable the Foundation to review past successes and experiences and to launch a new period of focused and energized long-term fund-raising initiatives to address current and future Hospital needs. More communication on Foundation activities will follow in future editions of this publication.

Ellen Sills, Acting Chair
Deep River and District Hospital Foundation



For more than 35 years, Deep River and District Hospital has been providing exceptional health care to those in need. It's our mission to provide a broad range of high-quality health care services for our local communities. We are your community hospital, and it remains our privilege to serve your health care needs.

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New Board of Governors for DRDH

A new Board of Governors was announced at the June 22, 2009 Annual General Meeting, four of whom are new members from our communities.

These members take the place of four experienced community members who are leaving the Board after a total of 16 years of combined service to the Board: Joyce Colton who was Board Chair, Dave Murray who was the Board's Treasurer, Joan Hallett and Pravin Shah.

"The Hospital and community were very fortunate to benefit from the contributions of these four individuals," says Larry Schruder, CEO of DRDH. "We will miss their experience and guidance, but with the exceptional caliber of the new Board members, I am certain they will quickly come up to speed and maintain our Board as a vibrant and powerful presence and voice of the communities in our Health Care organization."

The new members of the Deep River and District Hospital Board of Governors are: Jean Cooper, who has a long background in government relations and is an active volunteer in several local community efforts; Ian Towner, who is a retired AECL scientist and Professor of Physics at Queens University; Chris Carroll, who is the Board's new Treasurer and a Chartered Accountant with his own active accounting practice in Deep River; and Jeff Bishop, who is a recently retired AECL business development manager.

The Board also elected a new Executive for the 2009-2010 Board year: Paul Fehrenbach has been elected as the new Board Chair; Jim Macmillan has been elected as the new Vice-Chair; and Chris Carroll assumes the role of Treasurer of the Corporation.

For more information regarding the Deep River and District Hospital Board of Governors please contact Paul Fehrenbach, Chair of the Board fehrrmp@sympatico.ca.

DRDH Announces New OB/GYN Clinic

DRDH is pleased to announce the availability of a new Obstetrics and Gynecology outpatient clinic in Deep River. This new ambulatory clinic service officially started monthly in May, but recent participation and interest will likely see this service being offered on a more frequent basis.

Dr. Siddharta Mukerjee, Obstetrics/Gynecologist specialist, recently relocated to the Upper Ottawa Valley with his family and is a Pembroke Regional Hospital medical staff member. His medical training was completed in India and in the UK – and he has had previous specialty practices in both Nova Scotia and Saskatchewan.

"We are so pleased to offer female residents of Deep River and surrounding area the chance to access the specialist services locally. Access to this type of care is vital for "moms-to-be" and women of all ages experiencing women's health issues" said Lianne Wheeler, Chief Nursing Officer at DRDH.

Appointments are available with Dr. Mukerjee via referral through your family physician.