



Health Matters

Linking Hospital and Community

www.drdh.org

WINTER 2010

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
Treasurer

Dr. T. McVey
Chief of Staff

Dr. B. Bushby
President of Medical
Staff

Ian Towner
Rosanne Burtch
Ailsa Eyvindson
Jeff Bishop
Jean Cooper
Mike Blore
Nora Waddell

Auxiliary

Annebell Harvey
President

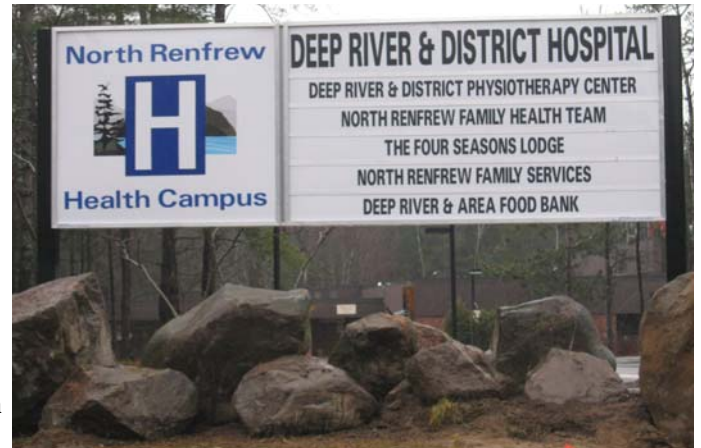
Foundation

Mike Watson
Chair

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A sign of our times

Commuters along Banting Drive will notice the presence of a new sign at the entrance to the Deep River and District Hospital. The large back-lit sign identifies the site as the North Renfrew Health Campus, with a specific listing of the major health partners at the site. "This is more than just a sign," says DRDH CEO Larry Schruder, "it is a statement of our changing organizational strategy. We see ourselves as being more in the health, than illness business—and we are proud to acknowledge the presence of partners on our site and to recognize their offering of healthcare services for our communities."



Hospital receives three-year accreditation

Accreditation Canada recently awarded the Deep River and District Hospital with a three-year Accreditation Certificate.

The Award followed an intensive three day on-site visit by two external healthcare surveyors that included interviews with staff, physicians, patients, community and healthcare partners as well as observing all parts of the operation. The report concluded that there is strong evidence to suggest the Hospital is well on its way to achieving its vision of every client's healthcare experience being exceptional. The report also highlighted the Hospital and Board's commitment to a safety culture particularly in patient safety and in recognizing the value of stronger partnerships within the community.

According to Lianne Wheeler, the Hospital's CNO who lead the organization through the Accreditation process, the purpose of this exercise is to ensure the Hospital is meeting approximately 800 documented quality and patient safety standards. This guarantees that the best possible care is provided to the community and our reputation as an innovator and key component of integrated healthcare delivery is maintained.

"We are extremely proud of this external validation of our standards of care and management practices. This demonstrates that we are on our way to achieving our vision by living our values each day," Mrs. Wheeler said. "Our team has worked extremely hard to achieve this status and will continue to refine and grow our quality programs especially with our revived leadership and renewed sense of excellence from the front-line up to the Board of Governors."

The Hospital will participate in another external quality review in 2012 for the renewal of this status.

Our Vision

Every Client's Healthcare Experience Will be Exceptional

Deep River and District



Hospital

Salt Isn't Only Bad for Cars...

It is also hard on people. Too much salt raises the risk of stroke and heart disease.

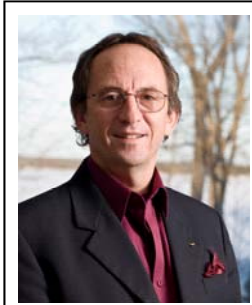
On average, adults consume around 3100mg of sodium per day. We only need about 1500 mg/day.

What can you do:

1) Put away the salt shaker

2) Read nutrition labels on packages and select lower sodium foods

CEO reflects on memorable year and looks ahead



Larry Schruder CEO

It is hard to believe that I have already completed one trip around the calendar year in this position - it's been an exciting and, at times, humbling initial 12 months in this challenging leadership role.

Let me say a few words of reflection on our Hospital's moments of pride over the past year - and to look ahead to these next 12 months for predictions on what is to come.

Clearly one of our critical highlights of 2009 is reflected in the previous story in this edition - a very successful accreditation award from the "Quality Specialists in Health Care". This external recognition is a tribute to all of our staff who work so incredibly hard to be the very best that we can be. I am proud of them all and everything that they do for health care in our communities. But the list of other accomplishments is long, varied and equally impressive: A new strategic plan for the Hospital that lays out six clear directions that will guide our activities and development through 2012 along with a detailed operational plan to ensure that we get there; an organization-wide focus on our vision to provide an exceptional health care experience for all of our clients and patients; a smooth-running emergency department with exceptional client satisfaction scores despite its continued growth and popularity both near and far; a re-vitalized external and internal communications strategy to share our many stories; Municipal and community engagement in physician recruitment; a stronger Family Health Team with additional staff; stronger partnerships with key stakeholders, especially CFB Petawawa and North Renfrew Long Term Care; a new facility sign; meeting the LHIN and Ministry requirements for a balanced budget; getting the DRDH Foundation back on a path to success, and the completion of the detailed planning and approval phase for the significant renovations to the lab, phlebotomy and front entrance areas of the Hospital. Oh, and how could I not mention getting all of this done - while increasing our patient volumes and service levels in all areas, with unbelievable patient and customer satisfaction scores, and continuing to be able to add new staff to our organization at a very impressive rate.

The next 12 months is already upon us - and the signs of life and incredible achievement will continue. We will continue on our recently adopted strategic paths; we will start construction on the front entrance and lab areas within weeks; we will step ahead in our electronic connectivity for health files to our physicians and larger Hospital partners beyond our communities; we will staff up the Family Health Team to reflect the addition of new physicians - and start working to address the urgent space challenges that we face there; we will breathe some additional life into our employee engagement processes, specifically related to quality and patient safety programs; and we will all work hard to help the DRDH Foundation raise a significant amount of funds from our many communities to better address our annual capital equipment requirements to maintain a strong Hospital service in this end of the county.

But there will be rocks on the runway as well - the waves of financial challenge facing the government, the Health Care sector and the Champlain LHIN will not pass without us getting a little damp. We will need to be open to new and different ways to deliver our services and delight our customers - we will need to be open to new ways of working with our partners - to consider doing new things - and perhaps consider not doing others that we are accustomed to. We will need to rationalize our resources and services to address our growing reputation as a major source of health care services to residents of Petawawa - and beyond. All challenges that are achievable - will test us - will stretch us - and will certainly energize us.

These next 12 months will be exciting for all of us - and hopefully for many of you. We look forward to being an important source of health care services for you and your loved ones. We may be a small hospital - but small can be very beautiful when it comes to providing high-touch health care services - and that is the business that we are in.



Projects, Projects, and more Projects...

News about recent and
upcoming
DRDH renovations.

Upcoming Projects:

- Repaving of parking lots
- New flooring in physiotherapy centre, patient rooms and medical floor
- Renovation of lab and phlebotomy areas
- Upgrade on front entrance and waiting rooms

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

Four Seasons Lodge... more than long term care

When you walk into the Four Seasons Lodge (FSL) Long Term Care Centre you enter more than just a facility that houses people; in fact you enter a home. The smell of freshly baked treats, the ambiance during harvest candlelight dinners, and the excitement when various entertainment groups come to perform, are all part of the experience you have when you visit the FSL.



“The Four Seasons Lodge may be small but it’s a big family who all look out for each other. The people who live here are enthusiastic, respectful and caring and appreciate everything no matter if it’s big or small,” says Marguerite Zillman who has been the activities coordinator for four years now. “The residents love to sit around the table and talk about the “olden days” and take part in the adventures we plan for them whenever they can.”

Some of those activities and adventures in the past have included picnics at the local marina, trips to the Bear’s Den for wings and to the Dairy for ice cream and even the occasional fish fry and dinner on the patio.

The move from home to the FSL can be daunting and sometimes even a little scary, but the staff at the Four Seasons Lodge make every effort to ensure a smooth transition including allowing residents to bring their own furniture, pictures, trinkets and televisions to allow them to reflect their own personalities and make them feel at home. Friends and family are also encouraged to drop by for visits any time as there are no set visiting hours.

“We tell people to stop by anytime. If you’re here in the hospital getting blood work or visiting the gift shop, come on down and visit with an old friend or a relative. It will really make our residents feel more a part of the community,” says Zillman.

For more information about the Four Seasons Lodge please visit drdh.org and click on Four Seasons Lodge or call 613-584-1266 ext. 195.

Volunteers play vital role in Hospital

The Deep River and District Hospital needs volunteers like you. Volunteers support our patients, their families and our staff, allowing the hospital to provide the best quality patient care possible. Volunteering allows you to learn new skills, meet new people, and gain valuable experience. Volunteers are a valued asset to the hospital and are greatly appreciated by the patients and staff. They provide support helping patients, provide clerical assistance, work in the Four Seasons Lodge, or become involved in fundraising activities. For more information about volunteering with the Deep River and District Hospital, please contact our Coordinator of Volunteer Services at 613-584-3333 ext. 326.

Deep River and District



Hospital

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
- 3 electronic IV pumps- \$4900 ea.
- 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.

Hospital foundation reinvents itself

Following a November retreat day with a professional fundraiser for health care foundations, there is a renewed sense of enthusiasm, purpose and commitment felt by new members of the Deep River and District Hospital Foundation. Under new Board Chair, Mike Watson, the Foundation is turning its attention to more aggressive fundraising initiatives to support the ongoing capital equipment needs of the Hospital.

“During the past seven years, our Foundation has focused more on managing the initial money transferred from the Hospital at our inception, and using interest, unsolicited community donations, and some fundraising activities to contribute to health care improvements in our Hospital” said Mike, “Many people are completely unaware that the Ministry of Health has never and does not today provide funding for new or replacement capital equipment – the Ministry expects the community to raise funds to address this need.”

In recent years, the Foundation has made major financial contributions towards new X-Ray equipment, the Helipad, the Palliative Care Suite, and the installation of the new Digitized Imaging Equipment (PACS). But, in addition to these funds, during this same period of time, the Hospital has spent in excess of \$500,000 of its own reserves on the replacement or addition of other capital equipment items to fulfill their mandate, and these capital purchases were not funded through either provincial or community budget dollars. The government assumes that all local communities will engage in appropriate fundraising initiatives to support these equipment needs. Hence the need for a strong active Foundation in support of Health Care.

“Our first priority will be to staff a part-time Foundation Director position to lead and coordinate our foundation’s efforts,” Mike went on to say. “Without a major focus on a structured approach to community giving for health care, we won’t be able to continue to enjoy the benefits and health services that we presently have. I commit, that the Foundation Board will work closely with the Hospital to ensure that all monies raised are directly applied to the timely acquisition of the necessary equipment as identified in their 5-year capital plan. The new Board will focus all of its energies to raise the required funds to ensure that the Hospital is in a position to continue to deliver the same quality of health services that we presently enjoy.”

Foundation Board Members include Mike Watson (Chair); Colleen Payer (Vice-Chair) Larry Schruder (Secretary/Treasurer), Jennifer Roach, Brian MacInall, Margo McIntyre, Annebell

Auxiliary update- “It’s going to be a great year!”

The Auxiliary actively fundraises on an ongoing basis to continue supporting the Hospital. A prime example of those fundraising efforts was the recent “Shopping Spree” event held in December at the Bear’s Den where the space was donated and the event raised \$800 for the Auxiliary. This year, the Auxiliary intends to amalgamate their “Shopping Spree” and “Wellness Expo” and host it in October. This summer community residents should also watch for the Third Annual Auxiliary Yard Sale as plans are already underway.

“We have lots of big plans for this year, some new and some things we’ve done in the past including continuing to offer scholarship opportunities for students pursuing careers in healthcare. Local students Cristin Plaise and Renee Lance who were both awarded with \$1,000 in 2009. We are also looking forward to continuing with our new Palliative Care team who provide volunteer visiting services to those in hospital and at home. It’s going to be a big year!” says Annebell Harvey, President of the Auxiliary.

The group could never exist without volunteers though and encourages anyone to join. Application forms are available at the Gift Shop, the Hospital reception or the Whistle Stop and the Auxiliary asks that you be available for at least three hours a month.



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.

Contact DRDH
613-584-1266
Fax: 613-584-4920
117 Banting Drive
www.drdh.org

Family Health Team: a holistic approach to healthcare

The North Renfrew Family Health Team (NRFHT) houses one of the best kept secrets in the community- the key to a holistic approach for primary healthcare. Primary healthcare is the first point of contact for a patient with a doctor or health care team and can include services such as: disease management and prevention, disease cure, rehabilitation, palliative care and health promotion. The NRFHT provides primary care by bringing professionals together to organize care in new ways that complement each other's skills and provide the highest possible quality of care for the patient.

"Our community is very lucky to have a Family Health Team offering this type of care. We have a diverse population with many different needs and having this service available ensures we can meet the needs of the community for the people who are registered with the Family Health Team," Larry Schruder, CEO of DRDH says. "We are almost at a full complement of staff within the FHT and once our current physician recruitment efforts are complete, we will be able to offer these holistic services to a broader number of residents in our communities."

The NRFHT currently serves approximately 1300 registered patients and once additional physicians have been recruited this number will increase. Currently there are two nurse practitioners, one registered practical nurse, a community therapist, a dietician, a social worker and a physician on a part time basis providing holistic primary health to registered patients. The team of healthcare providers enables patients to receive a complete range of health care services within one facility without needing a referral to the services within the practice.

"The biggest challenge that the Family Health Team is facing right now is a need for more space. We are nearly at full capacity with our complement of professionals providing care for our community residents and are working on finding ways to address this issue, including conducting site visits at other area FHTs to see how they are dealing with patient flow in order to continue providing the quality of care we do now," says Lianne Wheeler, Chief Nursing Officer of DRDH. "The focus is on the FHT's patients and we as a Hospital are doing everything we can to support the growth and continued success of the NRFHT by securing more primary health care locally."

For more information about the North Renfrew Family Health Team and its services please visit www.drdh.org/html/fht.html or call 613-584-3333 ext. 309.

Hospital Auxiliary donates \$25,000 to DRDH

The Auxiliary recently donated \$15,000 for new linens including bedding, towels and curtains and \$10,000 to aid in the continuation of the speech therapy services currently offered here. DRDH is very grateful for the donations and the ongoing support of the Auxiliary. Pictured from left to right: Carol Gilks -Auxiliary, Annebell Harvey- Auxiliary President, Larry Schruder - CEO, and Lianne Wheeler- CNO.





**Cardiovascular Health
Awareness Program
(CHAP)**

The CHAP program is a free blood pressure monitoring clinic available to anyone to help them assess their risk for cardiovascular disease. There are two locations to serve you the third Wednesday of each month.

**Deep River
Hardings Pharmacy
33373 Hwy 17
March 10
9am-12pm**

**Petawawa
Moncion's Petawawa
Market
3025 Petawawa Blvd.
Feb. 26 & March 26
9am-12pm**

The service is staffed by volunteers and for more information you may call
**613-732-2811
ext. 7310**

Two Hospital members team up for an African adventure.



The dream of a lifetime came true for two DRDH staff members in October. Stacey Mortson, Chief Financial Officer, and Garry Hartlin, Manager of Information Technology and Communications, joined an administrative team being deployed to aid a small hospital in Tanzania.

They traveled with CACHA (Canada Africa Community Health Alliance), a charitable organization, joining a team of 7 Canadians, led by Lloyd Koch, former CEO of Pembroke Regional Hospital, to provide Strategic Planning, Finance, IT, Physical Plant and English-language programs within the Shirati Hospital, and the surrounding community.

"It took us more than 55 hours to arrive at Shirati, a fishing village on the shores of Lake Victoria, inland Tanzania, just south of Kenya. We were billeted with hospital staff, living in hospital-owned homes within the compound, so although the standard of living was not what we were used to, it was luxurious compared to the local folks," said Stacey Mortson, CFO at DRDH.

"We toured the 150 bed hospital on our first morning there, which was overcrowded, and most of the medical, diagnostic and therapeutic equipment was outdated or broken, but the staff were caring and professional. Most teams who visit Africa through CACHA are clinical teams, but as an administrative team, we were received with joy and much appreciation! And there was much for us to do!"



Garry began his work in the IT department, first of all by exterminating viruses. All the computers on site had been infected. Downloading current software was a challenge, as the hospital could not afford a permanent internet connection. He coached the on-site IT tech, Challos, on purging viruses, installing and updating software, configuring networks, and generally becoming the indispensable IT guy that Garry is, right here at DRDH.

Stacey was at home in the Finance department, although things are quite different in Tanzania. The banking infrastructure is weak, and not trusted, so almost all transactions are done in cash. There was no financial system to speak of, so the freeware that we took enabled them to develop proper financial reporting for the many programs the hospital runs. She prepared a lengthy report of recommendations for system improvement, and invested much of her time in mentoring and coaching the accounting staff.



"Although our work was back-office in nature, we provided a real boost to the administrative infrastructure of the hospital, which will enable better reporting to funders and sponsors. This will, in turn, help the hospital secure its funding, to provide more money for better patient care. Our team also managed to install solar lighting for the wards, which was a real tangible benefit for all staff and patients," said Garry Hartlin. "Of course, we took a short break to visit the Serengeti national game reserve. There are no words to describe the experience of an African safari – each moment was truly unbelievable!"