

CONNECTING FOR THE VERY BEST CARE



CARLETON PLACE & DISTRICT MEMORIAL HOSPITAL'S

REPORT TO THE COMMUNITY

2016



Health care is all about connections. Providers caring for patients and their families. Staff, physicians and volunteers working as one team to care for each patient. Linking with local health partners to ensure continuity of care when patients go home. And engaging with our community through the Board of Trustees, Patient and Family Advisory Committee, our Auxiliary and the Foundation.

In this Report to the Community, we are pleased to share some of the many connections that take place at Carleton Place & District Memorial Hospital (CPDMH) every day. It's all about working and learning together. In doing so, we help to ensure the best and safest care for our local communities.

PATIENTS AND FAMILIES



Our new Patient and Family Advisory Committee – or PFAC for short – is ensuring the patient's voice is heard in everything we do. The committee is made up of patients and families who reflect on their own experience and provide ideas and input on all aspects of care. They are a vital part of the health care team.

CPDMH is also connecting with the community in other ways. Our Redevelopment Advisory Committee includes local municipal representatives, we were pleased to participate in the Carleton Place Home Show and we recently partnered with the North Lanark Palliative Care Network to present a community forum on advance care planning.

OUR TEAM

At the heart of patient and family-centred care are the everyday interactions that occur at CPDMH. Unit clerks greeting patients. Volunteers responding to requests for directions. Nurses making conversation as they give medications. Physicians explaining what to expect next. It is in these interactions that compassionate care is born.

This past year, our staff, physicians and volunteers have worked together to provide that care. For example, a new infectious diseases telemedicine program is connecting patients with doctors virtually. CPDMH introduced an automated drug dispensing system that provides pre-measured dosages right on the patient ward. Nurses use secure fingerprint technology to access each patient's specific medications, resulting in safer patient care. And our commitment to hand hygiene is the best ever at 92 per cent.



OUR BOARD

They are citizens who care and they want to ensure the very best care close to home. The men and women who serve on the CPDMH Board of Trustees are local residents who represent all parts of our community. They provide oversight to help us pursue our vision of shaping a healthy future for our communities through caring, quality and innovation.



HEALTH PARTNERS



Health care goes beyond hospital walls and CPDMH is proud to connect with our local health and community partners to care for our community. Take the new assess and restore program. Twenty partners have come together to wrap care around our most vulnerable patients. Each patient is assessed in the ER by a geriatric nurse and care of the elderly physician. From there, the right treatments and community services are put in place to help them.

LOCAL HEALTH CARE



CPDMH has a history of collaborating with Almonte General Hospital. The two hospitals are forming stronger ties with a single goal: better care. The Mississippi River Health Alliance (MRHA) is a new joint committee that will identify opportunities to improve service to our community.

Our local communities are changing and we are changing with them. We are creating a stronger voice and vision for local health care.



OUR NEIGHBOURHOOD



CPDMH is part of the community and we value that relationship. Every day, we work with local police, firefighters and paramedics to keep our community safe. And we continue to work with the Ministry of Health to plan for a new, larger Emergency Department. Once approved the additional space would resolve several critical needs and would accommodate diagnostic and therapeutic care.

While we wait for the green light to build our new Emergency Department, we continue to improve our existing building. We've renovated the shower room and added a new senior-friendly call bell system. Patient rooms and the ER have recently been painted and new flooring has been installed. And patients and families now have wireless internet access.

LIVING OUR MISSION

VISION

Shaping a healthy future for our communities through caring, quality and innovation

MISSION

To deliver the highest level of health care by:

- Connecting patients to responsive, integrated services
- Leading the way in quality and safety
- Being the kind of hospital that patients recommend to family and friends

VALUES

- C** Compassionate, consistent, courteous and confidential
- A** Advocates for delivering accessible and accountable services
- R** Respectful and encouraging of decisions based on individual rights and community resources
- E** Efficient, equitable, dedicated to a safe environment and excellence

Visit our new website at www.cpdmh.ca

BY THE NUMBERS 2015-2016

CARING SNAPSHOT

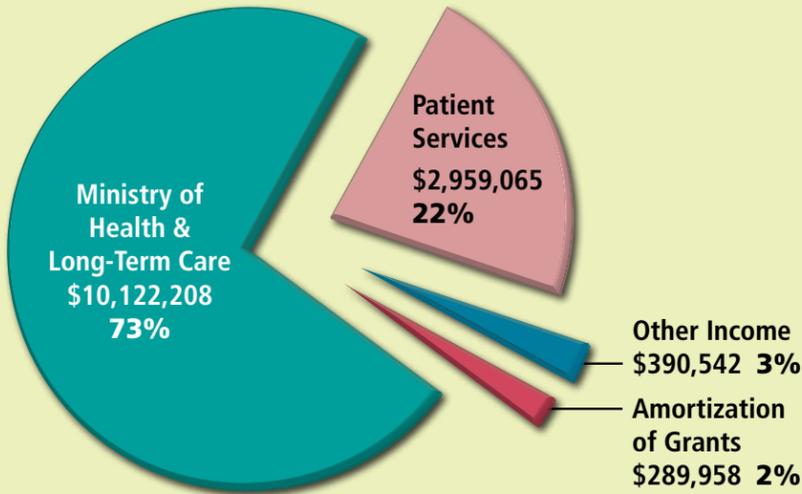
CPDMH works closely with the Ministry of Health and the Champlain Local Health Integration Network to use our resources wisely to provide the very best care. Our Board of Trustees is pleased to report a small operating surplus for 2015-2016. Thank you to the management team and staff for their fiscal responsibility.

| | |
|--------------------------|--------|
| Admissions | 565 |
| Inpatient Days | 5,695 |
| Emergency Visits | 18,013 |
| Ambulatory Care Visits | 12,565 |
| Surgical Procedures | 1,684 |
| Diagnostic Imaging Exams | 15,819 |

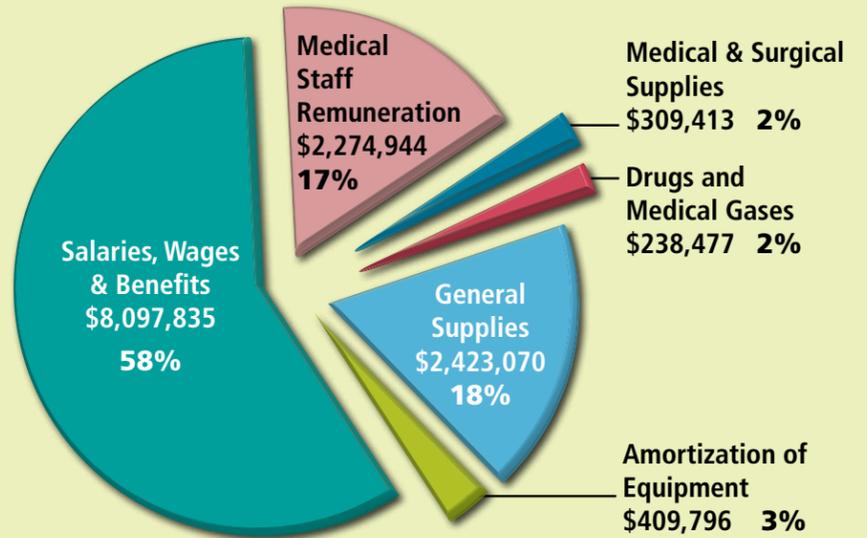


FINANCIAL SNAPSHOT

Total Operating Revenues \$13,761,773



Total Operating Expenses \$13,753,535



Surplus from Operations: \$ 8,238

For full audited financial statements, please visit www.cpdmh.ca



A FRIENDLY FACE

We can't talk about connections without talking about the CPDMH Auxiliary. They are often the first face that patients see when they walk through the door and they can be found throughout the hospital lending a helping hand wherever needed.

More than 100 wonderful volunteers provided an estimated 13,908 hours of their time this past year to support patients and their families. That's the equivalent of seven full-time positions! If that's not enough, they also hosted 15 fellow Ontario Auxiliaries at a conference last fall. And our amazing team of volunteers continue to raise funds to support the hospital. In fact, \$20,000 was donated toward the purchase of a new x-ray machine for CPDMH, for an overall total of \$30,000 in equipment this year.

The Auxiliary is always looking for new members – one person can truly make a difference!



The CPDMH Foundation is grateful to everyone who has given so generously over this past year and we remain committed to stewarding your donations with respect, integrity and transparency.

This past year was a busy one with a host of events including a spectacular 60th Anniversary Gala Dinner, another success Carleton Place Christmas House Tour, and a sold out 13th Annual Bed Pan Classic Golf Tournament. Special thanks to all our wonderful community partners and local businesses who continue to support the hospital with an array of fundraising events, matched employee giving campaigns and corporate contributions. In the fall of 2015, with the support of a generous family donation, a direct mail "matched gift" campaign was launched and raised over \$120,000 for our new digital x-ray machine. After three years of committed fundraising, we have almost reached our goal of \$850,000.

We couldn't do it without you!

This year's donations have helped us purchase the following equipment to support patient care:

- ▶ Low-Dose Digital X-Ray Machine
- ▶ 48-Hour Holter Monitor
- ▶ Echo Probe
- ▶ Surgery Camera Head
- ▶ Versa Accumax Bed
- ▶ Infusion Pump
- ▶ Multifunction Platform Bed
- ▶ Cast Cutters
- ▶ ECG Machine
- ▶ Stretcher



Donors 1,187
 Gifts 2,406
 Total Donations 2015-2016 ... \$400,000

The Foundation's 2016-2017 wish list includes a \$94,000 heart monitor and telemetry system.