

CARLETON PLACE & DISTRICT MEMORIAL HOSPITAL

ANNUAL GENERAL MEETING

15th June 2022

It is a very great pleasure to deliver my report to this 67th Annual General Meeting IN PERSON. A long road has brought us back together again – and it is a road that our staff, physicians and leaders have travelled with perseverance, commitment and dedication. Always with the support of our Board of Directors.

Just when we thought we were managing well in the COVID-19 pandemic, along came the Omicron variant. Suddenly the rates of staff and physician illness with COVID and absence due to exposure went 'way up. We found ourselves treating COVID inpatients and the virus made its way into the Hospital.

I cannot say enough about all of the individuals who have stepped up and continue to step up to ensure that our patients receive safe, high quality care. We are all very grateful for the knowledge and wisdom of Cheryl Bourgeau and Aileen Puckett in our Integrated Occupational Health and Infection Prevention & Control department. Everyone in the organization has relied on their guidance. Our physician and staff leaders have worked extremely hard and with great ingenuity to respond to the requirements of various Ministries while responding with empathy and compassion to the needs of those for who they are responsible.

On top of her operational responsibilities as Integrated Director of Allied Health, Patti Morton has given yeoman service to ensure the smooth running of our COVID Assessment, Testing and Vaccination centre in partnership with Leeds Grenville Lanark Public Health for the benefit of the citizens of North Lanark and communities farther afield.

Across the Hospital, people are tired and I'm hoping that Summer will bring the opportunity of rest and relaxation for everyone.

Again this year the families who put their faith in us to care for their loved ones have been tested by the various and changing restrictions on visiting and in particular restrictions on accompanying patients into our outpatient areas. Their patience and understanding throughout has been greatly appreciated and has also contributed to keeping our patients and residents healthy.

I cannot leave the subject of COVID-19 without recognizing the outstanding leadership of our Medical Officer of Health, Dr. Paula Stewart. She has been extremely open with sharing information, collaborative in bringing organizations from across the region together to problem solve and generous with sharing her wisdom and excellent advice. Dr. Stewart is retiring this summer and we will certainly miss her.

Despite the disruption and distraction of the pandemic, our small and mighty organization continued to provide excellent care for our patients.

6,280 days of care were provided on our inpatient unit. 15,488 people visited the Emergency Department and our Ambulatory Care area saw 8,851 visits. In our Operating Room, 1,044 day surgical procedures were performed.

And that's just our "normal business".

On top of our usual work and responding to the pandemic, our leaders, physicians and staff worked to advance the organization through the achievement of a number of corporate goals approved by the Board of Directors for the 2021/22 fiscal year.

One of these, in support of the Mississippi River Health Alliance, was to increase the number of referrals from AGH to CPDMH for Cardiology testing and Ambulatory Care clinics by 20%. I am pleased to report that we overachieved on both, increasing by 153% and 32% respectively. This is a reflection on the high quality of care and service provided at CPDMH.

We were also pleased to introduce bedside shift reporting in all of our inpatient units. This practice of shift to shift hand off between the nursing staff at the bedside rather than the desk includes the patient in discussions about his or her care, improving the flow of information and the patient's experience.

As reported last year, CPDMH has worked with system partners to assist with reducing surgical backlogs. One of our important opportunities has been to build on the skills and experience of our Anaesthesia team and nursing staff with paediatric ENT surgery. In partnership with our colleagues at CHEO, our Surgical team is working to bring additional paediatric day surgery procedures to Carleton Place so that children and families in our area, including the Ottawa Valley and West Ottawa, can have appropriate care close to home. We have recently added paediatric Plastic Surgery and look forward to introducing paediatric Ophthalmology in the coming months.

I look forward to reporting this time next year on a number of initiatives that are currently underway including a Caregiver ID project in collaboration with our Lanark Leeds Grenville Ontario Health Team partners, a centralized booking service for AGH and CPDMH and the expansion of our very important peer support program, currently so successful in Lanark County Paramedic Service, to the two hospitals.

Of course the goal and project that everyone is most interested in is the Hospital's new Emergency Department. I am also very pleased to report that we have received permission to go to tender for construction of our new ED and that the Request for Proposal will be issued to our pre-qualified bidders on July 16th. Once we have evaluated the responses and chosen our preferred bidder, there will be one final submission to the Ministry of Health Capital Branch for approval to award the contract.

As all of you know, our ability to provide safe, high quality patient and resident care relies on operational funding from the Ministry of Health. It also relies on fundraising to purchase the equipment our staff and physicians need to diagnose, treat and care for patients and residents. I would like to add my thanks to the members of the Carleton Place & District Memorial Hospital Foundation Board, the Comprehensive Capital Campaign Cabinet and the Foundation staff for all they have done over the past year to raise money for both current equipment needs and our new Emergency Department.

We are also grateful to Lanark County Council which once again provided a grant of \$100,000 to the CPDMH Foundation.

I spoke a few moments ago about the commitment that our staff and physicians. Sadly, in reference to last year I am unable to include volunteers because COVID restrictions kept them out of our buildings.

To our dedicated staff and medical staff, thank you to all those who have gone above and beyond this year at the bedside, in clinical support roles and behind the scenes.

I would also like to thank the members of our Leadership Team for another extraordinary year of dedication and commitment. Once again, they have risen to the challenges of leading a hospital, long term care home and paramedic service in uncertain times. I would like to recognize our new Leadership Team member Cheryl Bourgeau, Integrated Director of Occupational Health & Safety and Infection Prevention & Control and to congratulate Stefano d'Asti on his promotion to Integrated Manager of Pharmacy, Lauren Varley, our Controller, on assuming her role on an integrated basis and Hannah Larkin on her new role as Integrated Manager of Patient Flow, Surgical Services and Medical Device Reprocessing.

We are both sad and happy to be saying good-bye to our Integrated Director of Human Resources Liz Glover at the end of this month. Sad, because she has provided outstanding leadership to her HR team and the whole organization since she re-joined us in 2016 and happy because she is retiring and will have more time to spend in her garden, with her family and doing things she loves to do. Thank you, Liz, for everything.

I would also like to thank the members of the Senior Team for rising to the new challenges of the past year while providing thoughtful and engaged leadership to our staff and physicians. Jamie, Allyson, Jason, Kimberley and Randy, thank you for your dedication to doing what is best for our patients, residents, staff and physicians – and for your commitment to supporting each other and me as Senior Team colleagues.

In particular, thank you to Dr. Jamie Fullerton for his nearly three years as Chief of Staff and his passionate commitment to safety and quality in patient care and the working environment. His active and engaged participation in Champlain Region medical

leadership activities definitely put Carleton Place & District Memorial Hospital on the map.

Thanks also to Dr. Allyson Champagne for stepping into the big shoes Jamie left behind. Your wise and thoughtful leadership is already making an impact and I speak for all of your Senior Team colleagues when I say that we are delighted you have joined us.

Jason, we will miss you after the end of this month. You have made improvements in both the clinical and administrative aspects of your role as our Chief Nursing Executive in your time with us. Best wishes in your new role as Executive Vice President and Chief Nursing Executive at Kingston Health Sciences Centre.

My thanks to Loralie Hachey for stepping up to be our Interim Integrated Chief Nursing Executive.

Some armies march on their stomachs, the army of the Senior Team could not march at all without Angie Kelly, Cindy Skebo and Tina McLelland who provide outstanding support and so much more to us, to the Medical Staff, to the organization and to the Board of Directors and its committees. Thank you for everything you have done over the past year.

Lastly, I would like to thank the members of our community who make up the Board of Directors for your leadership, vision and support. I am proud of all of you for the commitment to the Mississippi River Health Alliance that you have demonstrated over the past year with the development and recommendation of new by-laws that will bring AGH and CPDMH closer together.

That brings me to the end of my prepared remarks. I would be happy to answer questions if there are any.