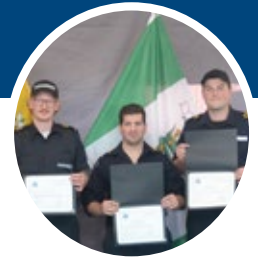




# Mississippi River Health Alliance

Almonte General Hospital • Carleton Place & District Memorial Hospital  
Fairview Manor • Lanark County Paramedic Service

## 2023 REPORT TO THE COMMUNITY



## Caring For Our Local Communities.

*We're Here for You!*

Every day in Almonte and Carleton Place, health care professionals come together to care for our communities at your local hospitals. We work together - sharing knowledge and focusing on providing the very best patient and resident-centred care close to home. Through the Mississippi River Health Alliance (MRHA), we are fostering stronger ties and creating a stronger voice for local health care.

At Almonte General Hospital (AGH), Carleton Place & District Memorial Hospital (CPDMH), Fairview Manor (FVM) and Lanark County Paramedic Services (LCPS), we are one team. And we are here for you. In this year's Report to the Community, we will introduce you to some of the people who provide that care - and offer an inside peek at how the Mississippi River Health Alliance is making a difference every day. You'll meet Iris, Laurel, Bryson, Jon, Cody, and Mike later in this report.

There is much to celebrate in the past year, despite the challenges and stresses the pandemic continued to place on our staff, medical staff and operations. Here are just a few examples of the many accomplishments:

- Successful Accreditation surveys at both hospitals resulted in awards of **Accreditation with Commendation**, recognizing everyone's commitment to high quality care.

- Capital projects on both campuses continue. A ground-breaking ceremony took place for the new **Emergency Department** in Carleton Place and construction is well underway. AGH has received approval to purchase a **CT Scanner**.
- Fairview Manor is leading the way as a **Trailblazer Home** in the Institute for Safe Medication Practice's work on family and resident engagement in medication safety,
- The Lanark County Paramedic Service had a successful **Ambulance Service Review** and its **Community Paramedicine** program continues to grow.
- We are emerging from the pandemic with **strengthened partnerships**, both within the MRHA and with colleagues such as the local Public Health unit. At both hospitals, we have provided Operating Room time to surgeons in Ottawa to reduce backlogs. In Carleton Place, work with CHEO has resulted in local children having greater access to surgery close to home.
- **We are grateful to the many volunteers** who support the MRHA, including the members of the Allied Boards and the two Foundation Boards, as well as in-house volunteers who we are slowly welcoming back as the pandemic restrictions ease.

Two Hospitals. The very best care close to home.



## A Stronger Voice for Local Health Care

The Allied Boards of the Mississippi River Health Alliance (MRHA) continue to work together to create a stronger, more coordinated system of care in our region. Aligned strategic, clinical and quality plans, as well as the integration of select services and leadership roles, is leading to greater efficiencies and innovations. We are excited to see what the future holds as this collaboration evolves.

These community volunteers act in the best interests of both AGH and CPDMH, with integrated decision-making and authority. The two hospitals remain as separate legal entities with separate budgets. Each hospital has its own Foundation and Volunteers. Funds raised in each community stay within each community.

Together, we are creating a stronger voice for local health care – close to home.



***“The Alliance continues to go from strength to strength to strength in terms of collaboration for the sole purpose of bringing great health care close to home. Our hospitals may be small, but they are mighty!”***

-Carol Anne Esnard, 2022-2023 Allied Boards Chair

### 2023-2024 MRHA Allied Boards

#### Elected Members

Lyman Gardiner, <i>Chair</i>	Dawn Oosterhoff
Carol Anne Esnard, <i>Past Chair</i>	Steven Pirie
John Fournier, <i>Vice Chair</i>	Rob Probert
Randy Larkin, <i>Treasurer</i>	Greg Smith
Alex Bennett	Susan Snow
Bonnie Lowry Bagshaw	Michel Vermette
Toni Moffa	Bruce Young

#### Ex-Officio Directors (non-voting) AGH and CPDMH

Mary Wilson Trider, *President and CEO/Board Secretary*  
Lianne Learmonth, *Integrated Vice President, Patient and Resident Care and Chief Nursing Executive*  
Dr. Graeme McKillop, *Chief of Staff, AGH*  
Dr. Brandon Harvey, *President, Medical Staff, AGH*  
Dr. Allyson Champagne, *Chief of Staff, CPDMH*  
Dr. Gillian Buckley, *President, Medical Staff, CPDMH*

Welcome to Alex Bennett, Steven Pirie, Susan Snow and Dr. Brandon Harvey who have joined our Boards in 2023. Our sincere thanks to Faith Bird, Louise Heslop, Dave Perley, Chelsea Snyder and Dr. Jordan Milko who have finished their terms on the Allied Boards.



# The Faces of

The Mississippi River Health Alliance team continues to demonstrate flexibility, conscientiousness, resilience and above all, extraordinary commitment to the well-being of our patients and residents and each other – despite



## Committed Teams

Since January, Registered Nurse Iris Rawlings has spent almost every weekend on duty in the Emergency Department (ED) in Carleton Place – in addition to her regular hours. Along with so many of her colleagues, Iris says she feels a huge sense of responsibility to care for her neighbours: “Because this is my hospital. We are an incredible work family that is here for our community.”

Like many rural hospitals, the EDs have had to close for short periods due to staffing challenges. These decisions are not made lightly and not without every alternative being exhausted. The hospitals applaud all the staff who have worked countless hours of overtime in their efforts to ensure the best care for our community.

The good news is that the MRHA has provided many collaborative benefits including a joint recruitment plan, the use of Clinical Externs, nursing grants, and strengthened partnerships with our paramedic colleagues. And the new ED in Carleton Place will be an attractive location for people to work and more staff will be hired for the larger department. And more good news - dedicated staff like Iris will be there. She says she can't wait to work in the new space: “I am not retiring for a long time. I am here.”



## Growing Families

When Dr. Laurel Kedrosky came to Almonte as part of her medical training, she liked what she saw. She came back to do a locum, covering for another physician who was away. And now, she is here full-time - working as a family physician who also delivers babies. “I always knew I wanted to end up in a small community hospital and this is a perfect fit,” she says.

AGH is the only rural hospital in the Ottawa Valley providing a full range of low-risk obstetrical services, including 24/7 coverage by an obstetrician and pain management services. The multidisciplinary team includes Obstetrician/Gynecologists, Family Physicians, Midwives, specially trained Nurses and Anesthetists.

“It's a very supportive environment and it's wonderful for our patients to have so many resources under one roof,” sums up Laurel.

# Health Care

staffing shortages, illness and other challenges. They are truly living our values, focusing on compassion, respect, accountability and teamwork. Let's meet some of them!



## Safe, Compassionate Care

As the Maintenance Lead Hand at Fairview Manor, Bryson McConnell knows every part of the home. He also knows every resident.

Resident Ernie Smith is one of them and sometimes tags along to help out where he can. "I walk down the halls every day and I talk to everyone," says Bryson. "I hope I help to brighten their day. It feels good."

At Fairview Manor, safety is a priority – from building maintenance to medication safety. It's a team effort and everyone is committed to the very best care for our residents.

As Bryson says: "They deserve nothing less. This is their home."



## Answering the Call

Cody Page, Jon Pell and Mike Ryan would say it's all part of the job – but it's so much more than that. And they have the Save Pins to prove it. Save Pins are reserved for members of the Paramedic Service team that support life-saving medical care after a patient suffers cardiac arrest. Paramedics Cody, Jon and Mike, along with Ambulance Dispatch Supervisor Maria, recently worked together to ensure a happy outcome.

This year, several pins were awarded and the families involved are so grateful – including Scott Byrne, his wife and children: "I was one of the fortunate that survived because of the quick action and coaching provided by Maria, my wife Irene, and the life-saving measures performed by the three Paramedics Cody, Jon and Mike. Not many people have the honour and privilege of meeting their real-life heroes. Our family is forever grateful."

Paramedics are often the first point of contact in the healthcare system for individuals who don't know where else to turn. They care for our local communities both on the road and at home through the community paramedicine program.

## Looking Forward

Recently, the Allied Boards approved a new Mission and Vision for the Mississippi River Health Alliance.

The Mission and Vision speak to who we are and what we do, as well as what we aspire to be in the future. The statements were developed following consultation with a wide array of stakeholders.

### Mission Statement

*To provide integrated health care that meets the evolving life-long needs of our communities.*

### Vision Statement

*Together, the Mississippi River Health Alliance partners will lead the development of an integrated health system that provides the very best health care close to home.*

## Caring Snapshots 2022-2023

### ALMONTE GENERAL HOSPITAL

Admissions	1,417
Births	361
Inpatient Days	22,802
Emergency Visits	15,970
Ambulatory Care Visits	9,234
Surgical Procedures	1,141
Diagnostic Imaging Exams	15,315
Outpatient Physiotherapy Visits	4,680

### FAIRVIEW MANOR

Resident Days (including respite care)	40,042
--	--------

### LANARK COUNTY PARAMEDIC SERVICE

Call Volumes	27,077
Community Paramedicine Program Client Interactions	3,702

### CARLETON PLACE & DISTRICT MEMORIAL HOSPITAL

Admissions	474
Inpatient Days	5,706
Emergency Visits	17,368
Ambulatory Care Visits	20,081
Surgical Procedures	1,274
Diagnostic Imaging Exams	16,915
Outpatient Physiotherapy Visits	3,425



funding the future.  
**ALMONTE GENERAL  
HOSPITAL FAIRVIEW  
MANOR FOUNDATION**

## We Love Our Donors

Donors play such an important role in local health care and truly change lives every day. We are so grateful for your support of our two Foundations: Almonte General Hospital Fairview Manor Foundation and the Carleton Place & District Memorial Hospital Foundation. All funds raised by each Foundation stay with their respective hospital. The two Foundations work independently, but also collaborate on the shared WIN2023 Car or Ca\$h for Healthcare Lottery fundraising initiative.



The **AGH FVM Foundation** works with the community to raise funds to purchase replacement and new clinical equipment not funded by the government. In the last few years, our focus has been on replacing all of the diagnostic imaging equipment (including Ultrasound and X-ray machines) and bringing a CT Scanner to Almonte. This will ensure our patients don't have to leave home for this procedure which is now considered the standard of care.

The **CPDMH Foundation** is a vital link between the community and hospital and does so much more than provide needed gifts for infrastructure and patient care equipment not funded through other sources. We connect and inspire patients, families, community partners and donors alike to give where the need is greatest while also sharing stories of their love and appreciation with the entire hospital team. We are small, mighty and grateful for the exceptional care provided by our hospital close to home. The power of love and community gratitude is evident in everything we do and made ground-breaking for the much-anticipated new Emergency Department building possible last fall. The CPDMH Foundation's \$5 Million+ Healthy Futures, Together! Campaign continues alongside construction to help reach the final goal.

Thanks for your support!

To learn more visit [www.almontehospitalfoundation.com](http://www.almontehospitalfoundation.com) and [www.cpdmhfoundation.ca](http://www.cpdmhfoundation.ca)



**Almonte General Hospital**

75 Spring Street  
Almonte, ON K0A 1A0  
613-256-2500  
[www.almontegeneral.com](http://www.almontegeneral.com)

**Fairview Manor**

75 Spring Street  
Almonte, ON K0A 1A0  
613-256-3113  
[www.almontegeneral.com](http://www.almontegeneral.com)

**Carleton Place & District Memorial Hospital**

211 Lake Avenue East  
Carleton Place, ON K7C 1J4  
613-257-2200  
[www.cpdmh.ca](http://www.cpdmh.ca)

**Lanark County Paramedic Services**

84 Lorne Street  
Smiths Falls, ON, K7A 3K8  
613-205-1021  
[www.lanarkcountyparamedicservice.ca](http://www.lanarkcountyparamedicservice.ca)