

Carleton Place & District Memorial Hospital

Since 1955

# Directions

news from your community hospital

SUMMER 2007

## Hospital Board Makes Redevelopment Project its Highest Priority

At the 52nd Annual General Meeting of the Carleton Place & District Memorial Hospital Corporation, David Somppi, Chair of the Board of Trustees, announced that during the upcoming year the Board would concentrate its efforts on the redevelopment of the hospital.

"The Board believes the residents of Carleton Place and surrounding communities require and deserve a state-of-the-art facility, capable of providing necessary services in our community over the next 25 years," stated David Somppi.

"As a result, earlier this year the Board submitted a proposal to the Ministry outlining a summary of the issues and associated risks of our current building."

The hospital's redevelopment proposal is the first step in a long process before construction begins. The next step will be the development of a Business Case. This includes a Master Program (a detailed assessment of needs and cost of the project), a Master Plan (the architectural design and layout of the new facility) as well as a feasibility study to determine how the community will raise its share of the project cost.

"The hospital will be exploring three possible alternatives for redevelopment. This includes the redevelopment of the current building, a new building on the current site or a new building on a new site," continued Mr. Somppi. "It is too early to determine which scenario will best suit our needs or the costs associated with each option. We hope

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to be able to seek input from the community on their preferences in the coming year."

Constructed in the early 1950s, CPDMH is one of the oldest hospitals in Ontario and has serious issues related to the building's layout and infrastructure. The hospital was designed to accommodate the needs of inpatients and with the shift to ambulatory care, the hospital continues to experience serious problems related to patient flow and accessibility. The population growth in Carleton Place and the surrounding communities has also resulted in an increase in demand for healthcare

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services and supporting this level of growth in the existing facility has been, and will continue to be, very problematic. As well, the current heating/ventilation/air conditioning system was installed in 1965 with an expected life expectancy of 20 years. Now, over 40 years later, that system is still in operation. In the summer months, the air conditioning system must be supported by a sprinkler to ensure it continues to function.

In 2006, the Canadian Council on Health Services Accreditation performed an independent peer review and awarded the hospital full accreditation. This is but one indicator that demon-

strates that, in spite of facility challenges, the hospital is providing effective and efficient care. Redevelopment is a key part of the hospital's strategic plan which is designed to ensure the hospital continues to achieve these high standards.

"Our community requires a new facility that will reflect the needs of all our patients and their families while allowing our staff and physicians to meet the future healthcare demands of our community," continued Mr. Somppi. "We are optimistic that we will receive approval from the government by the end of June allowing us to move to the next stage of planning." ■



## Long Service Awards

In June, CPDMH held a luncheon to recognize the long service of its employees. Included in the photo are (back l-r): Carol Ann Bell, 5 years of service; Stephen Latourell, 20 years of service; Dr. Mark Marion, 15 years of service; David Somppi, Chair of CPDMH Board of Trustees; Dr. Ronald Webb, retiring after approximately 30 years of service; Dr. Donald Ferguson, 40 years of service; (middle row l-r) Lesley Chisholm, 5 years of service; Gloria Todd, 20 years of service; Angela Snedden, 5 years of service; Denise McIntyre, 5 years of service; Debbie Bowes, 5 years of service; Judith Durant; 5 years of service; (front l-r) Fran Roger, 30 years of service; Deborah Wark, 30 years of service; Dorothy Smith, 15 years of service. Employees missing from the photo are Dr. Gillian Buckley, 5 years of service; Rebecca Doyon, 5 years of service; Patricia McFarlane, 5 years of service; Sidney Thomson, 5 years of service; Shawn Turner, 5 years of service; and Dr. Steve Walker, 15 years of service.



**Des Kelley, Marg Leblanc, Betty Godfrey, Mike Gagné, Noreen Kelly, Mary de Francesco, Joan Haight and Flora Neave outside inpatient room 207 which was converted to an isolation room for CPDMH with help from the MHAuxiliary.**

## Auxiliary Helps Fund Isolation Room

The CPDMH is pleased to announce that the MHAuxiliary has given \$50,000 towards the installation of an isolation room on the hospital's inpatient unit. Funding for the project was also received from the Ontario Ministry of Health & Long-term Care.

"The Auxiliary and its members are vital to the operation of our hospital. Not only do they help fund new equipment and building renovations, they also provide countless volunteer hours in many of the departments throughout our hospital," stated Mike Gagné, CEO of CPDMH. "I am always very appreciative of the support we receive from the Auxiliary and I was very pleased they decided to help us establish the isolation room."

After SARS, the Ministry of Health & Long-term Care mandated that hospitals and other health-care facilities needed the necessary accommodations to physically isolate a patient if there is a known or suspected risk of transmitting certain infections. The isolation room installed in the inpatient unit of CPDMH has been designed with a ventilation system that protects both the hospital staff and its patients. Proper ventilation design reduces the risk of contamination by providing

either deflection of contaminated air or efficient removal of impurities and toxins. The room can also be used as a standard treatment room.

"As a group, the Auxiliary takes enormous pride in helping the hospital improve patient care," stated Mary de Francesco, President of the MHAuxiliary. "It's the reason we came into being and why we continue to work together as a group."

Throughout the year the Auxiliary has various fundraising events to raise money to assist the hospital in patient care and general operations. Some of these events include the annual roast beef luncheon, Ride of Splendor, HELLP Lottery and the selling of tourtières at Christmas time. The Auxiliary also manages "Our Gift Shoppe" in the front lobby of CPDMH and provides an average of 20,000 volunteer hours per year in support of the hospital!

For the 2007/08 fiscal year, the Auxiliary will be directing its fundraising towards the purchase of a cauterizing unit. The unit will be used in the Ambulatory Care department to stop bleeding during minor surgical procedures and the machine is estimated to cost \$40,000.

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# Digital Imaging Coming to CPDMH

The Diagnostic Imaging Department is using the summer months to implement a Picture Archiving Communication System (PACS) which captures, transmits and stores diagnostic images in digital form. The implementation of the system was made possible through the CPDMH Foundation's recent *Help Improve Tomorrow Today!* campaign.

"The move to PACS will plant our hospital firmly in the information age and will complement our new information system, Meditech, which we installed earlier this year," stated CEO Mike Gagné. "We know the introduction of PACS will benefit patient care so this is a step in the right direction."

"Our department has experienced many changes in the last few years — most of which were a result of the success of our recent fundraising campaign. In 2004 we installed a new x-ray machine, and a new ultrasound machine in 2005 and more recently we participated in the implementation of Meditech," stated Christine Boast, Manager of Diagnostic Imaging. "We know the upcoming addition of PACS will further enhance the service we provide to the community and allow us to offer better patient care and I would like to thank my staff for their patience and hard work as we implement the new system."

With the introduction of PACS, the technologist captures an image, similar to using a digital camera, and after a quality assurance process, submits the image to PACS. The image is then stored virtually on a computer hard drive and is

available permanently to assigned users.

"There is more information in digital images and more clinical utility than with film," continued Ms. Boast. "The digital image allows for improved contrast and the user can manipulate and apply tools to the image — magnify, scroll, etc."

Currently the hospital uses x-ray film to capture and display patient exams which are accessed in the diagnostic imaging department or shared by transfers throughout the hospital or outside facilities.

With the PACS system the user does not have to come to the Diagnostic Imaging department for this accessibility. Instead images can be accessed at specific locations throughout the hospital at any given time or via a secure web browser only moments after the exams are completed. Eventually the system will eliminate the need for a dark room and film storage within the department. Previous exams not on PACS will continue

to be available to radiologists and referring physicians and a film request will continue to be accessed in the Diagnostic Imaging Department.

"The PACS solution will allow us to be continually innovative while maintaining our accountability to patients and staff, so we're very excited about the new system and the improvements it brings with it," continued Mr. Gagné. "On behalf of the staff in Diagnostic Imaging and everyone associated with the hospital, I would like to thank the community for their generosity in making the PACS implementation possible."

CPDMH is expecting PACS to 'go live' in September 2007. ■

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# Report Card

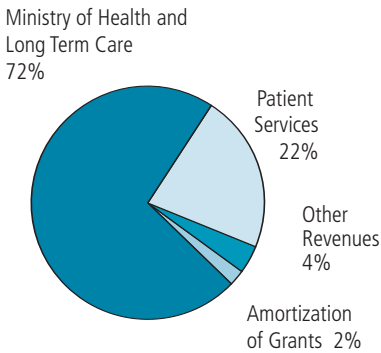
Fiscal Year 2006–07

JUNE 2007

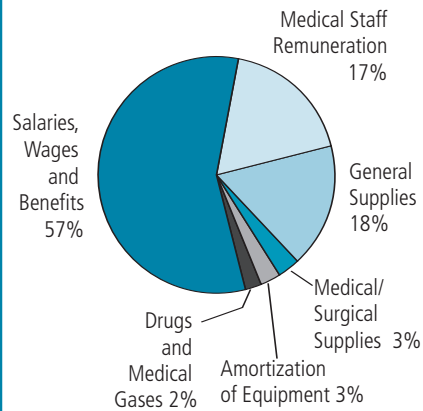
## Financial and Utilization Indicators

The Carleton Place & District Memorial Hospital (CPDMH) continues to be one of the most efficient hospitals in the province of Ontario and in March 2007, the Hospital received a long overdue increase in its base funding from the Ministry of Health and Long-term Care. This additional funding was to recognize our high efficiency level and to address significant increases in demand for services within our catchment area.

### Total Operating Revenues: \$11,493,029



### Total Operating Expenses: \$11,182,947



Surplus from operations: \$310,082

## Peer Review

The Canadian Council on Health Services Accreditation (CCHSA) conducted an independent peer survey of CPDMH in June 2006 which involved three surveyors and involved approximately 75 individuals in the accreditation experience. In September, the Hospital received full accreditation status with recommendations related to the development of an information system and a human resources plan. The roll out of both of these goals has been well underway in 2006/07.

The report also highlighted numerous achievements and applauded the excellent interdisciplinary cohesion and team work within the hospital. All required organizational practices related to patient safety were noted to be in place and the hospital was recognized for its ability to engage stakeholders, partners and the community at large to enhance high caliber service delivery. The report is an affirmation of the hospital's commitment to quality improvement.

## Clinical Utilization and Outcomes

The CPDMH is committed to ensuring that patients undergoing surgery at the Hospital have a positive outcome. To this end, the Hospital closely monitors infection rates and we are pleased to report that out of 566 cases assessed, there were only 6 minor infections reported. This

translates into a 1% infection rate (0.15% in previous year) which indicates a strong compliance with sterilization protocols. The number of isolation days for the period increased by 20 from 340 to 360 days.

## Volume Statistics

CPDMH continued to experience an increase in the workload within some of the departments in the hospital from the previous year. This includes surgery cases with a 22.1% increase and the number of patient days for Alternate Level of Care Patients (patients awaiting placements to other facilities) with an increase of 588 days in

2005/06 to 1,522 days in 2006/07 — an overall increase of 159%. This significant increase in ALC days indicates a significant shortage of Nursing Home and Long Term Care beds in our region and as a result of the increase in ALC Patients, the average length of stay also increased from 7.2 days to 8.8 days.

	<b>2006/07</b>	<b>2005/06</b>	<b>% CHANGE</b>
Hospital Admissions	710	793	- 10.4%
Inpatient Days	6,159	5,825	+5.7%
ALC Days	1,522	588	+159.0%
Emergency Visits	22,017	21,677	+ 1.6%
Ambulatory Care Visits	10,834	10,505	+ 3.1%
Surgery Cases	1,363	1,116	+ 22.1%
Diagnostic Imaging Exams	18,528	17,525	+ 5.7%

## Patient Satisfaction

CPDMH participates in provincial surveys of patient satisfaction to identify opportunities to improve the quality of its services. The satisfaction level, as measured through these surveys, continues to be better than the Provincial Average and the average for the Champlain Local Health Integration Network (LHIN). We are quite proud of this achievement and will continue to do our utmost to continue to improve the service we provide to the community.

Some of the comments received from the surveys include:

- *Carleton Place Emergency Department is excellent. The care, wait time, privacy and friendliness are second to none. We live (somewhere in Ontario) but much prefer Carleton Place due to extraordinary care and short waits.*
- *I feel safe knowing that the qualified staff at CP Hospital is there if anything should happen to me or my family. I would not go anywhere else. Staff in the entire hospital (x-ray, blood sampling, admission, emergency) are fast, efficient, caring and the service is of high caliber.*
- *Having come from a large city where an average wait in the ER is well over several hours, I am very impressed with the service at CP. The care and consideration shown by the nursing staff is outstanding. You feel they really care about you as an individual.*
- *The staff on second floor is friendly, polite and confident. Manners abound no matter where the patient comes from. I liked the way each nurse introduced themselves to me.*

## Measures of System Integration and Change

The Hospital continues to build partnerships as outlined in its Strategic Plan and some of these partnerships include:

- A proposal to enhance day surgery was submitted to the Champlain LHIN in January 2007 for approval. The proposal has been well received by our LHIN and hopefully, a positive outcome is forthcoming.
- The Hospital implemented a new Hospital Information System through the Queensway Carleton Hospital (QCH) and will soon implement a Picture Archiving Communication System (PACS), also in partnership with QCH.
- The Hospital will join the Regional Enterprise Master Patient Index (EMPI) system in the very near future. EMPI will allow for the transfer of patient information, through a secure electronic network, between the 17 hospitals in the Champlain LHIN.
- A Physician Recruitment Committee was established, with representatives from the Town of Carleton Place, the Township of Beckwith, the local Chamber of Commerce, the local Physicians and the Hospital. This committee is hoping to recruit additional physicians to serve the residents unable to obtain one.

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# Thank You to Our Wonderful Donors!



Members of the IODE Captain Hooper Chapter with a cheque to represent their \$500 donation to the CPDMH Foundation.



Dr. Steve Walker with Ella and Mackenzie Cogley and a cheque representing their donation towards the head shaving fundraiser for CPDMH.

The members of the Franktown-Numogate Women's Institute with a cheque representing their gift to CPDMH. The quilt in the background was made by the group and will be donated to a needy family in the Franktown area.



Chantelle Troy, Foundation Manager/Community Relations Officer, and Debra Bellevue, Member of the CPDMH Foundation Board of Directors with Donna Jonas, President of the Mississippi Squares.



John Bowes, Toni Surko, Edith Addyman, Laurie Scissions and Wayne Bennett with a cheque representing the funds raised from The Bowes Brothers Christmas Concert. The funds were directed towards the purchase of a CADD Pump and a lift kit for the Nursing Unit.



Sidney Thomson, CPDMH Nurse, John R. Southwell and Toni Surko, with the cheque representing Mr. Southwell's donation towards the purchase of a geri chair for the Nursing unit.



Tim Elder and staff members of the Carleton Place IGA with the final cheque from the tape saver program which was directed towards the purchase of a treadmill for the Physiotherapy Department and 2 crash carts for the Nursing Unit. The tape saver program resulted in nearly \$100,000 being raised for the hospital from 1998-2007.



Mayor Paul Dulmage accepting a \$500 pledge from Civitan President Joan Bennett towards his head shaving.

Photo credit to Ron Legge



Gerald Hastie with Ambulatory Care nurses, Denise McIntyre, Bonnie Lloyd, Ruth McDiarmid and Pat Watchorn and the new blood pressure machine recently purchased for the Carleton Place Hospital.

# Head Shaving a Success!

The CPDMH Foundation would like to thank everyone who helped make the recent head shaving fundraiser a success. The shaving took place Thursday, May 17 and a total of \$41,611.79 was raised to help purchase a new anaesthetic machine for the hospital's operating room. An additional \$10,550 was also raised for the Vidas Association, a Peruvian mission.

"We are really pleased with the results we achieved from this event and we had a good time revealing our new looks," stated Chantelle Troy, Manager/Community Relations Officer of the CPDMH Foundation. "On behalf of the Hospital and Foundation I would like to thank everyone who made a pledge to help us reach our goals and I would also like to thank the participants for agreeing to become involved."

The Foundation would also like to thank the Carleton Heritage Inn for hosting the event; Sharon Patterson, Amanda Dubé and Dwight Neron for donating their time and clippers to the event; and Screentex for donating the participant t-shirts.

During the event, \$350 was raised by auctioning the privilege of shaving the head of a participant and an additional \$250 was raised when Jason Jackson, Manager of the Carleton Heritage Inn and Dusty Pettes, also with the Carleton Heritage Inn, come forward to shave their heads on the hospital's behalf. Three participants, Jean Brown (raised \$1,282.00), Sylvie Powell (raised \$2,134.00) and Mona Williams (raised \$1,205.00) did not reach their goal but Ms. Williams did cut her hair and donate it to Locks of Love. ■



**Dr. Rob Courchene, Chief of Staff**

Goal: \$1,000 Raised: \$2,450.25



**Mayor Paul Dulmage**

Goal: \$10,000 Raised: \$11,650.00



**Mike Gagné, CEO**

Goal: \$2,000 Raised: \$2,435.00



**Mark Gormley, ER Nurse**

Goal: \$1,000 Raised: \$1,429.50



**Ralph Shaw, Local Realtor**  
Goal: \$2,000 Raised: \$1,500.00



**Dorothy Smith, Med/Surg Nurse**  
Goal: \$3,000 Raised: \$3,344.50



**Chantelle Troy, CPDMH Foundation Manager**  
Goal: \$5,000 Raised: \$5,500.00



**Dr. Steve Walker, Family Physician**  
Goal: \$3,000 Raised: \$3,064.29



**Dr. Marty White, Family Physician**  
Goal: \$4,000 Raised: \$5,018.00



**Katrina Ayling, Physiotherapist**  
Goal: \$5,000 Raised: \$5,375.00



**Denise McIntyre**  
Goal: \$5,000 Raised: \$5,175.00

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# Dragon Boat Festival Directing Event Proceeds to CPDMH

The CPDMH Foundation is thrilled to announce that the hospital has been named as the primary recipient of the proceeds of the Carleton Place Dragon Boat Festival also known as the Fall 400. This will be the sixth year for the Festival and the date of the event is September 8.

"We are very appreciative that the funds from this year's festival will be directed towards our organization," stated Ian Edwards, President of the CPDMH Foundation. "We know this is a great event with wonderful community spirit and we are very pleased to be associated with the festival."

The gift to the hospital will be directed towards the purchase of a Medfusion Pump which helps the anaesthetist regulate critical drugs during surgery. A portion of the race proceeds will also be directed to the Carleton Place Canoe Club and annual bursaries provided to the Carleton Place High School and Notre Dame High School.

"Our festival mission has always been to have a fun, well run race day for the participants that also promotes community involvement," stated Ann Poynter, President of the festival committee. "This year we decided to direct the proceeds from our festival to the Carleton Place Hospital because it's an organization that directly impacts

the lives of everyone in our area and we know that most of the residents in our community will use the hospital at some point in their lives."

This year the festival is offering the option of individual registrations where event organizers will help bring together individuals wanting to participate in the event but are unable to put together a full team. The cost of individual registration is \$35 per person which includes a free practice.

"In the past we had some feedback from the community stating that they would like to become involved in the event but were unable to find the 22 people necessary for a team," stated Crystal Devlin, event registrar. "We hope this option will encourage more people from the community to become involved."

Since the Fall 400 began in 2002, it has raised over \$25,000 which has been given back to various organizations throughout the community. Some of these organizations include Community Home Support, Carleton Place Public Library, Lanark County Food Bank, Breast Cancer Action Group, Interval House, Carleton Place District Youth Center, Carleton Place Water Dragons and many more. To see a full listing of the organizations that have benefited from the Carleton Place Dragon Boat Festival or to learn more about the event please visit [www.fall400.com](http://www.fall400.com).



# You are not alone

The CPDMH has made a commitment to provide quality medical care to the community and has a long history of successful partnerships with various healthcare providers and community agencies to improve the community's access to needed health care services. One such partner is the Lanark County Sexual Assault & Domestic Violence Program which is part of The Ontario Network of Sexual Assault/Domestic Violence Care and Treatment Centres (Ontario SA/DVCCs).

The Lanark County Sexual Assault & Domestic Violence Program provides emergency response to all victims—women, men, teens and children—of sexual assault/abuse and domestic violence. Services provided include emergency medical and nursing care, HIV exposure risk assessment, crisis intervention, forensic evidence collection, medical follow-up, and counselling.

"It's important for any victim of sexual assault to know they are not alone and there is somewhere safe they can turn to for help," stated Toni Surko, AED of Patient Services. "Victims of sexual assault and domestic violence have immediate medical, emotional and safety issues and our partnership with the Lanark County Sexual Assault &

Domestic Violence Program allows us to provide the specialized care needed for the situation."

The services provided by the program are available 24 hours a day, 7 days a week through the emergency departments of CPDMH and the other hospitals in Lanark County. All the Emergency nurses at CPDMH have been trained to document the assault history as well as to treat and assess the

**"It's important for any victim of sexual assault to know they are not alone and there is a somewhere safe they can turn to for help..."**

**Toni Surko, AED of Patient Services**

client's physical, emotional and mental well-being. The Network has developed documentation forms to ensure that the hospital record is accurate and useful for legal purposes. Follow-up, which includes medical care and counselling, is also provided.

The Ontario SA/DVCCs was established in 1993 to increase networking and support among centres in order to establish standardization in service provision, and to increase educational opportunities among service providers. There are 33 hospital-based programs in Ontario which are funded by the Ministry of Health.

**For more information on the Lanark County Sexual Assault & Domestic Violence Program please contact Program Coordinator, Barb Lotan, at 613-257-1837 or Program Manager, Mary Pat Bingley at 613-283-2330 x1258 or visit the Ontario SA/DVCCs website at <http://www.satcontario.com>.**

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# *Serve the Living Honour the Departed*

During the months of December 2006 – May 2007, the Carleton Place & District Memorial Hospital Foundation received donations in memory of the individuals listed below.



Cherry Bacon	Mary Giles	Ross McCallum
Linda Black	Charlie Godfrey	Daniel McCuan
Reginald Bourne Sr.	Azra Hadjy-Beigle	Jim McGrath
Gordon Buck	Jack Heddleston	Scott Millar
Neil Campbell	Michalina Honowska	Rose Mulligan
Lloyd Childs	Jamie Horner	Diane Munshaw
Tom Cole	Bernice Howitt	Aubrey Nesbitt
Henry Collie	Vera Ingle	Jack Peckett
Susan Coombs	Kevin Irvine	Brenda Porteous
Gerald Crawford	Margaret Irvine	A. Barry Roberts
Jean Croggon	Jeanette E. Jackson	Dian Shaver
Dr. Alfred Crook	Joyce James	Agnes Southwell
Ron Dicaire	Ralph Jamieson	Charles Southwell
Mary Alice Dion	Marjorie Jones	Gordon Stinson
Susan Edmonds	Todd Jones	Murray Sutton
Hilda Ferguson	Lorraine Kenney	Nelson Syme
Eva Flynn	Olive Kitzan	John Van Schyndel
Mildred Fox-Baker	Elizabeth Lancaster	Cathy Yorke-Slader
John Fraser	Clarence Lewis	Maria Zatyhcyc
Hubert Gibson	Ralph Maxmenko	



We gratefully acknowledge this support. The Foundation is dedicated to raising funds for the Carleton Place & District Memorial Hospital to ensure the best possible health care is available to our community.

For further information regarding the Carleton Place & District Memorial Hospital, Foundation or ways to give please contact: Carleton Place & District Memorial Hospital Foundation, 211 Lake Avenue East, Carleton Place, ON K7C 1J4 Tel: (613) 257-2200 ext 856 • Fax: (613) 257-5197  
E-mail: [ctroy@carletonplacehosp.com](mailto:ctroy@carletonplacehosp.com) Website: [www.carletonplacehospital.ca](http://www.carletonplacehospital.ca)

Charitable Registration #86610 5398 RR001

## ***Yes, I care about quality health care services in my community***

I would like to contribute:

\$500  \$250  \$100

\$50  \$25  \$ \_\_\_\_.

**Enclosed is my cheque/money order**

(payable to Carleton Place & District Memorial Hospital Foundation)

**Please charge my credit card:**  MC  VISA  AMEX

Card number: \_\_\_\_\_ Exp. date: \_\_\_\_\_

Signature: \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Postal Code \_\_\_\_\_ Telephone \_\_\_\_\_

E-mail \_\_\_\_\_

I have included a gift to the Carleton Place & District Memorial Hospital Foundation in my will

I would like information on how to leave a gift to the Carleton Place & District Memorial Hospital Foundation in my will would like information on how to leave a gift to the Carleton Place & District Memorial Hospital Foundation in my will

### **Clip and mail to:**

The Carleton Place & District Memorial Hospital Foundation  
211 Lake Ave. East, Carleton Place, Ontario K7C 1J4

For information, call Chantelle Troy at 257-2200 ext. 856  
fax: 257-5197 e-mail: ctroy@carletonplacehosp.com

*All donations will be gratefully acknowledged and tax receipts will be issued.*



211 Lake Avenue East, Carleton Place, Ontario K7C 1J4

• tel: 257-2200 • fax: 257-8849 • e-mail: [info@carletonplacehosp.com](mailto:info@carletonplacehosp.com)

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