



## News and Updates from The Mississippi River Health Alliance

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

# Safe, High Quality Care

Over the past few months, the Mississippi River Health Alliance hospitals have continued on their journey to support a strong, coordinated system of care. Our goal is to improve every patient and resident's health care experience - close to home.

A new Clinical Services Plan will identify ways to align our programs and ensure the right services are available close to home. Six advisory panels - comprised of Board members, staff, physicians, volunteers, patient & family advisors and community representatives - have now completed their work. They have given their advice to the AGH and CPDMH Boards who will be developing the plan in the new year.

Earlier this year, paramedics, physicians and nurses working in the CPDMH and AGH Emergency Departments benefited from an intensive two-day rural emergency care course. The CARE Course (Comprehensive Approach to Rural Emergencies) builds knowledge and confidence in working as a team and handling the many challenges of emergencies in a rural setting. In all, eight nurses and six physicians from Almonte and Carleton Place, as well as eight paramedics from the LCPS participated. Our thanks to the Ontario College of Family Physicians for offering this program.

We are working with our community partners to develop the Lanark County Ontario Health Team. Ontario Health Teams aim to deliver a coordinated continuum of care to a defined geographical population.

Thanks to everyone who is supporting the work of the Mississippi River Health Alliance. Together, we are creating a strong voice for local health care - close to home.



**Board Chairs:**  
**Randy Larkin and**  
**Rob Clayton**



## Welcome Minister Fullerton

We were pleased to welcome Dr. Merrilee Fullerton, Minister of Long-Term Care, to Almonte this fall. The visit provided a welcome opportunity to tour the Hospital, Fairview Manor, and the Ottawa Valley Family Health Team.

Dr. Fullerton met staff, patients and residents, and learned about our health hub and integration success to date. Dr. Fullerton was a family physician at Carleton Place & District Memorial Hospital earlier in her career.

## WINTER 2019

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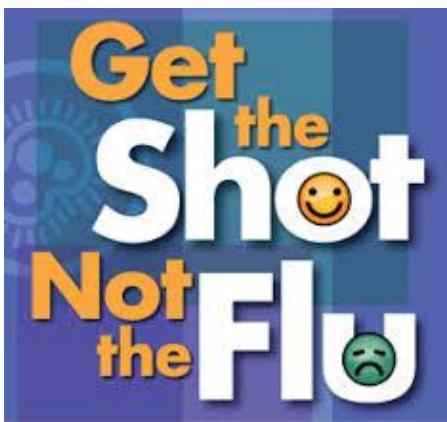
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## Accredited with Exemplary Standing

This year, both organizations received the highest level of Accreditation, recognizing excellence in continuously improving patient and resident care. Only a small number of health organizations receive this designation.

"Our leaders, staff and physicians shared best practices and learned from one another," explains President and CEO Mary Wilson Trider. "Some of the survey meetings were held together for the two organizations, and we were pleased to include our Patient and Family Advisory Committees in the process."



# What's New

## Joint Ethics Committee

AGH and CPDMH have created a Joint Ethics Committee which includes staff, physicians, Board members, and Patient & Family Advisory Committee members. This team uses an ethical framework to guide our decisions.

Our Ethics Consultation Service helps patients, families, and the health care team reach common ground. We can help identify and clarify problems, explore possible outcomes and consider alternatives. While the Ethics Consultation Service may make suggestions or offer guidance, final decisions always remain in the hands of patients, families and staff.



The Ethics Consultation Service is free, confidential and available to patients, families and staff. To learn more, contact Hannah Larkin, Manager, Patient Flow at 613-256-2514 ext. 2112 (AGH-FVM) or 613-257-2200 ext. 153 (CPDMH).

## Patient Safety Week

The two hospitals recently celebrated Patient Safety Week. This year's theme was 'Conquer the Silence', reinforcing that if something looks wrong, feels wrong, or is wrong - speak up in the moment. It is only by bringing these issues to light that we can work together to solve them.



For more information about patient safety, visit [www.patientsafetyinstitute.ca](http://www.patientsafetyinstitute.ca).

## Join Our Team

Almonte General Hospital is looking for new members for its Patient & Family Advisory Committee (PFAC). The PFAC provides feedback and ideas to help improve quality and safety for all patients. Advisors reflect on their own experiences, or those of their family members, to offer input on all aspects of care. Patients or family members with recent experience in the hospital (within the last two years) are invited to apply to join the PFAC. Visit [www.almontegeneral.com/pfac](http://www.almontegeneral.com/pfac) for details. The PFAC at CPDMH was pleased to recently welcome three new members.



## Meet Cash!

Registered Nurse Amber Tysick has many connections to Almonte General Hospital. She grew up just down the road and works on the Obstetrics and Medical/Surgical Units. So when it came time to have her baby, the option was clear. "This is my home. It's more personal in Almonte and everyone always goes above and beyond. It was nice knowing that if I needed anything, I could count on them," she says. Amber and her husband Matt welcomed baby Cash on September 19<sup>th</sup>. Congratulations!

AGH is the only rural hospital in this region providing a full range of low-risk obstetrical services, including 24/7 coverage by an obstetrician and pain management services. Our multidisciplinary team includes Obstetrician/Gynecologists, Family Physicians, Midwives, specially-trained Nurses and Anaesthetists. Plus, our Diagnostic Imaging team offers a full range of advanced ultrasound services and patients can book ultrasound appointments by calling 613-256-2514 ext. 2114. For details, please visit our website at [www.agh-fvm.com](http://www.agh-fvm.com).



## Honouring a True Leader

On November 25<sup>th</sup>, a plaque unveiling reception was held at CPDMH to recognize Gordon MacNabb and his tireless efforts in support of the Hospital.

Gordon has made numerous contributions, including his 15 years on the Board of Directors and his significant role on the Capital Projects Committee. He worked diligently over many years to help design, craft and deliver proposals to the government for the new Emergency Department - and was instrumental in getting the final approval to build. The plaque is currently outside the Emergency Department and will be moved to the new Emergency Department when it opens.



*Gordon MacNabb and his family at the presentation*

## Paramedic Proud



The Lanark County Paramedic Service (LCPS) has fully met all of the requirements of a major review required under the Ambulance Act.

In fact, the Service achieved scores from 98 to 100% successful completion in all areas. This rigorous accreditation process, held every three years, looks at everything from patient care to equipment, and also includes ride-alongs with paramedics. The report commended LCPS for the level of service it provides to the citizens of Lanark County. Congratulations!

## 500 Gifts of Art!

Art in the Manor (AIM) collects and displays original artwork throughout Fairview Manor and Almonte General Hospital. The goal is to create a more home-like atmosphere for residents and patients. Recently, AIM accepted its 500<sup>th</sup> donation of art!



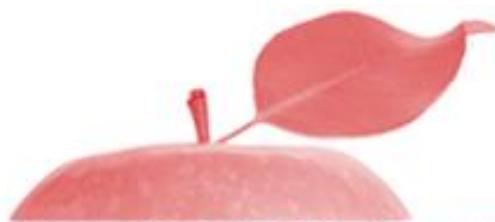
Thank you to the amazing AIM volunteer committee who curate and care for the art. "We're lucky to live in a community that has so many artists - and so many that appreciate art. It's amazing," sums up committee member Rod Trider.

**The Mississippi River Health Alliance (MRHA) formalizes the commitment of the two hospitals to work together. The goal is to improve each patient and resident's overall health care experience through a strong, coordinated system of care.**

Each hospital remains a separate corporation with its own Board of Directors, Foundation and Volunteers. Funds raised in each community stay in each community.

Coming soon in support of two hospitals near you.

*Win2020 Car Lottery for Healthcare*



*We wish you a happy, healthy 2020!*

### We'd love to hear from you!

If you have questions about the Mississippi River Health Alliance, please contact Mary Wilson Trider, President & CEO

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If you wish to connect regarding a compliment or concern, please visit our websites at:

[www.agh-fvm.com](http://www.agh-fvm.com) • [www.cpdmh.ca](http://www.cpdmh.ca)