



Mississippi River HEALTH ALLIANCE

2021 Report to the Community

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FINDING THE SILVER LININGS

COVID-19 pandemic has impacted everything - and it has tested all of us. This year's Report to the Community looks back at an incredible year. It also looks forward, celebrating the work we have accomplished together and the plans for even greater collaboration.

The teams at Almonte General Hospital (AGH), Fairview Manor (FVM), Lanark County Paramedic Service (LCPS), and Carleton Place & District Memorial Hospital (CPDMH) have risen to the occasion. They have continued to provide excellent care for our patients and residents while keeping themselves and each other safe. Our patients and residents have also been impacted by a necessary reduction in surgical procedures, ambulatory care visits and tests. Visitor guidelines have restricted the number of people who can be present in the buildings and have been particularly challenging for families in Fairview Manor, the Emergency Departments and at the end of life. Everyone's patience and understanding has been greatly appreciated and has contributed to keeping everyone safe. In fact, to date, there have been no COVID-19 outbreaks at any of these health care facilities.

One of the silver linings of the pandemic is our ability to forge deeper working relationships with each other and with our partners in Leeds, Grenville and Lanark District Health Unit and the Town of Mississippi Mills. Perhaps the greatest example is the development and coordination of the Assessment, Testing, and Vaccination Centres. The three Centres have played a key role throughout the pandemic and are now helping us all see light at the end of the tunnel as more and more local residents are vaccinated.

Lanark County Paramedics have provided mobile testing across Lanark County. The combined fixed and mobile testing service provided more than 38,000 COVID tests to residents of Lanark County, Renfrew County, the City of Ottawa and beyond, including some long-term care home residents.

In many ways, the pandemic has served as a catalyst to foster stronger ties through the Mississippi River Health Alliance (MRHA). We want to sustain and build upon the gains and innovations we have realized this past year.

"Our hospital team's ability to respond; adjust on the fly; innovate; and collaborate was truly remarkable."

- Carol Anne Esnard, CPDMH Board Chair

"Thank you to each and every one of our excellent staff for their dedication and demanding work over the past year."

- Dave Perley, AGH-FVM Board Chair



Two Hospitals.
The very best care
close to home.



Better TOGETHER!

That's the vision of the Mississippi River Health Alliance. It brings Almonte General Hospital (AGH) and Carleton Place & District Memorial Hospital (CPDMH) together to improve each patient's overall health care experience. The goal is a strong, coordinated system of care. And it's working.

There are so many opportunities to share best practices and learn from one another. The result will be a more consistent experience for patients and residents. Strategic Plans are now aligned and select services have been integrated to provide greater efficiencies and innovations in the delivery of care.

Most recently, an Integrated Clinical Services Plan has been approved by both Boards. This Plan sets out a vision for clinical services at both hospitals, with the ultimate goal to deliver excellent health care and services to our communities close to home.

Building on the existing strengths of the organizations, the Clinical Services Plan maintains core services of Emergency Department, Medical/Surgical Unit, Diagnostic Imaging Department and Operating Room in each hospital. Each organization already has areas

of specialization, which serve our shared catchment area. These will be maintained and will grow as our population and the needs of our population grow. At AGH, these include the Obstetrics and Complex Continuing Care units as well as Urology and Gynaecology surgery. At CPDMH, they include the Ambulatory Care and Telemedicine programs, along with Orthopaedic and ENT surgery. The data shows a growing need for General Surgery which can be enhanced in both hospitals.

Over the coming months, the Clinical Services Plan will be introduced. Work will also begin on an information technology study to ensure that our shared goals are supported by our IT system.

In the coming year, the two Boards will also continue to explore ways to collaboratively govern and oversee the two hospitals as a coordinated system of health services. As always, the focus will be on patient and resident-centred care and improved access to care for our local communities.

By working together, we can only strengthen the partnership and the services offered close to home. The Mississippi River Health Alliance is creating a stronger voice for local health care.

CARING *Snapshots* 2020-2021

ALMONTE GENERAL HOSPITAL

Admissions	1,133
Births	320
Inpatient Days	14,638
Emergency Visits	10,442
Ambulatory Care Visits	23,839*
Surgical Procedures	794
Diagnostic Imaging Exams	7,830
Physiotherapy Visits	3,215

*90% of total are COVID-19 Clinic Visits

FAIRVIEW MANOR

Resident Days (including respite care)	37,425
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LANARK COUNTY PARAMEDIC SERVICES

Calls Answered	24,280
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CARLETON PLACE & DISTRICT MEMORIAL HOSPITAL

Admissions	471
Inpatient Days	4,223
Emergency Visits	12,673
Ambulatory Care Visits	8,262
Surgical Procedures	1,056
Diagnostic Imaging Exams	12,470
Physiotherapy & Dietitian Visits	2,671

A YEAR IN *Review*

Every aspect of health care was affected by the pandemic, with fewer Emergency Department and Ambulatory Care visits, inpatient stays, and diagnostic tests. Despite this, our health care teams were able to look beyond COVID-19, improving and enhancing services. Here are a few examples:

- *Planning for the new Emergency Department at CPDMH continues as we advance through the five-stage Ministry planning process. The pandemic has offered new insights that have now been incorporated into the planning.*
- *At AGH, we are working closely with the Ministry's Capital Branch to fulfill planning requirements for a new CT Scanner.*
- *Collaboration between AGH and CPDMH has identified countless opportunities to introduce improvements, including 21 new common processes. Our medical leaders are also working more closely together, with positive results.*
- *Clinical services have been enhanced by the arrival of several new physicians including Family Physicians and specialists in Rheumatology, Neurology, and Internal Medicine. AGH's Obstetrical program has a new Lactation Consultant and is enhancing online resources for new families.*
- *Resident safety remains a priority at Fairview Manor. Our home was one of 20 long-term care homes across Ontario to participate in a review of the online self-assessment tool used to support medication safety.*
- *A welcome funding announcement for community paramedics will allow the LCPS to support seniors in their homes across Lanark County for the next three years. Historically, community paramedicine has been funded only in the southern portion of Lanark County. Bringing it to the Carleton Place area is a definite win.*
- *We are mindful of our role as partners in a larger system of hospitals across the Champlain region. We have welcomed patients from other communities to make space in the hospitals we rely on to care for seriously ill members of our community, including COVID patients. We have shared extra capacity in our operating rooms to deal with surgical backlogs.*
- *We were very pleased to join the new Lanark, Leeds and Grenville Ontario Health Team earlier this year. Goals for the first year include connecting patients to primary care and connecting patients with mental illness to the right resources.*

COMMUNITY *Volunteers*

Each hospital's volunteer Board of Directors includes diverse skills, experience and community knowledge. The two Boards provide governance oversight and are leading the Mississippi River Health Alliance's evolution. We are grateful to these community volunteers who served on the 2020-2021 Boards.

Almonte General Hospital/Fairview Manor Elected Directors

Dave Perley, Chair	Michael Leonard
Faith Bird, Vice Chair	Bonnie Lowry Bagshaw
Lyman Gardiner	Susan Muston
Louise Heslop	Michel Vermette
Randy Larkin	Bruce Young

Ex-Officio Directors (non-voting)

Jason Hann, *Integrated Vice President, Patient/Resident Care & Chief Nursing Executive*
Dr. Graeme McKillop, *Chief of Staff*
Dr. Ursula McGarry, *President, Medical Staff Association*
Mary Wilson Trider, *President and CEO/Board Secretary*

Carleton Place & District Memorial Hospital Elected Directors

Carol Ann Eshard, Chair	John Fournier
Richard Chmiel, Vice Chair	Toni Moffa
Atul Bhatt	Rob Probert
Terry Cairns	Greg Smith
Rob Clayton	Chelsea Snyder
Russ Cooper	Peter Staniforth

Ex-Officio Directors (non-voting)

Jason Hann, *Integrated Vice President, Patient/Resident Care & Chief Nursing Executive*
Kimberley Harbord, *Integrated Vice President, Finance and Chief Financial Officer*
Dr. Jamie Fullerton, *Chief of Staff*
Dr. Maria Basin-Millar, *President, Medical Staff Association*
Mary Wilson Trider, *President and CEO/Board Secretary*





At the AGH-FVM Foundation, we have more than one million reasons to say thank you. \$1.1 million was raised, with \$319,000 transferred to the Hospital. This allowed AGH to purchase high priority clinical equipment, including 44 smart pumps, a breast pump, a portable ventilator, new furniture and shields for the lobby and waiting areas, a cardiac monitor, and several new mattresses.

The Foundation also put \$400,000 in reserve to fund the CT scan. This brings the reserve total to \$600,000 of the estimated \$2.2 million that will be required once the CT receives ministerial approval.

Generous COMMUNITIES

Every day, the caring teams at Almonte General Hospital, Fairview Manor and Carleton Place & District Memorial Hospital touch the lives of our patients and families. Wonderful donors give back to local health care to say thank you. We are so grateful.

COVID-19 has changed many things this past year, but not the generosity of local communities. The two Foundations continue to raise funds separately for their specific institutions - and they also work together on exciting events such as the successful Win 2021 car raffle.



Together, generous donors of the CPDMH Foundation are creating a healthier future. This past year, donor funds impacted the patient care experience when two state-of-the-art ultrasound machines were purchased. Crystal clear imaging and expertly measured data is captured by our team of sonographers, providing the information needed to diagnose and treat patients accurately and quickly.

The Brenda Hall Bursary is helping preserve excellent health care and support youth through a bursary program for local high school students pursuing a career in healthcare. Fun fact - one of the very first recipients of the Brenda Hall Bursary is a Registered Nurse who now works at CPDMH.

