

For Immediate Release: Thursday, June 6, 2013

Campbellford Memorial Hospital (CMH) Reports Positive Results for 2012/13 Performance Hospital ends year with balanced budget and shorter ER patient wait times

CAMPBELLFORD, ON – At Campbellford Memorial Hospital’s June 6 Board of Directors meeting, hospital President and CEO Brad Hilker reported on the hospital’s positive financial health. The hospital successfully ended fiscal 2012/2013 with a balanced budget.

“It is really a pleasure to work with a team dedicated to doing all that they can to provide better value, access to care and quality care to our patients. Thanks to the hard work of our staff and physicians, not only were we able to finish the year with a balanced budget, but we were also able to achieve a small surplus. Today, we are meeting Ministry of Health and Long-Term Care quality and financial objectives and supporting the Central East Local Health Integration Network’s goal of helping residents spend more time in their homes and in their communities. Effectively managing our resources is a key priority and we are doing all that we can to meet Ministry and LHIN requirements,” says Brad Hilker, President and CEO, Campbellford Memorial Hospital.

Hilker also reported that the various hospital initiatives introduced over the past 12 – 18 months are helping patients regain strength sooner after illness enabling them to return home faster. Hilker noted that a significant amount of work has gone into ensuring patients have additional supports to regain their strength and return home quickly and safely, reducing the hospital’s number of alternative level of care patients.

Some of the initiatives underway to support this goal include:

- The Home First program in partnership with the Central East Community Care Access Centre (CECCAC) and community agencies. **Home First** is a philosophy that promotes the provision of safe and timely care, services and supports to meet the needs of patients and their families in the most appropriate setting. Home is the best place to recover from a hospital stay with the help of community support services. The philosophy applies to all patients. The Central East LHIN, CMH, CECCAC and Community Care Northumberland are supporting **Home First** as a major step toward aligning our respective services around a common system goal: the safe discharge of all patients at the right time and to the right place directly from the Emergency Department or after their hospital stay.
- The opening of the hospital’s Restorative Care Unit last year. In fiscal year 2012/13, CMH’s restorative care program has seen 109 patients with 73% or 80 of these patients returning to independent living. As well, the hospital’s ALC days have decreased by 45% or 1,656 days. This program ensures seniors, who have been hospitalized for an illness and are getting well, have additional supports to regain their strength and return home quickly and safely. Key program benefits include:
 - Levels of individual function and independence are expected to improve with the support of a multidisciplinary team resulting in a safe transition from hospital to home;

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- Family members and care givers are engaged in the program and are better informed about individual care plans; and
 - CMH is providing an environment that encourages more effective transitions to home, and reduces the chances of patient readmission to the hospital or a prolonged hospital stay.
- More effective discharge planning, rounds and family meetings.

CMH is also seeing patients visiting its Emergency Department faster. “Our Emergency Department (ED) is often the first point of contact we have with our patients. One of our objectives in our Quality Improvement Plans for 2012/13 was to improve access to the Emergency Department. Our goal was to reduce the 90th percentile wait for patients with minor/uncomplicated health issues from 4.5 hours to 4.3 hours. At the end of the fourth quarter, we achieved that target. Our plan is to continue to work at ways to make even further improvements with the introduction of a nurse practitioner in the Emergency Department.”

Campbellford Memorial Hospital has also once again earned lab accreditation with report following the visit of surveyors from Ontario Laboratory Accreditation to the hospital in May. Following a rigorous review of the laboratory’s performance against more than 472 standards, assessors from this provincial regulator for licensed laboratories recognized the hospital with a 96.4% conformation rate.

“We’re thrilled with the performance of the dedicated professionals who work in our lab,” says Hilker. “These results show that as a rural hospital with a focus on excellence, we can meet the rigorous performance standards and take a leadership role in delivering quality health care.”

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For more information, contact:

Lynda Tinney, Executive Assistant to CEO (Tuesday, Thursday)

Campbellford Memorial Hospital

E: ltinney@cmh.ca; or CEO-EA@cmh.ca; P: 705-653-1140 x 2161