



The past year was one of many changes, challenges and achievements for Campbellford Memorial Hospital (CMH). A new CEO, Varouj Eskedjian, was recruited into the organization early in 2017/18 to address leadership, operational and human resources issues. The hospital struggled with fiscal constraints, leadership and staff turnover, a significant increase in patient

volumes and an influenza outbreak through the winter months, which aggravated budgetary and staffing issues. In response, CMH staff, physicians and volunteers pulled together and persevered through the difficulties and were able to record numerous achievements, including:

- Undergoing a comprehensive external survey from Accreditation Canada and receiving full accreditation status for the next four years;
- Ending the year with a small budget surplus with the assistance of the CE LHIN;
- Strengthening the partnership with Northumberland Hills Hospital;
- Energizing staff through a work-life pulse survey and introducing new "Values in Action" annual staff performance awards;
- Re-engaging and renewing relationships with the primary care physicians in the community;
- Successfully submitting proposals for \$600,000 to address end-of-life energy inefficient hot water heating boilers and chiller;
- Investing \$230,000 in upgrading information technology (IT) infrastructure;
- Receiving \$35,000 in funding for a new "seniors-friendly" reception area for Diagnostic Imaging and the Laboratory;
- Developing a future vision as an integrated rural health hub and submitting an updated master plan to the Central East Local Health Integration Network (LHIN);

Congratulations to all at Campbellford Memorial Hospital for making CMH a "recognized leader in rural health care and creating a healthy community through service excellence, effective partnerships and the development of innovative hospital services".

**Varouj Eskedjian, President & CEO**  
**Valerie Przybilla, CMH Board Chair**

#### BOARD EXECUTIVES

**Valerie Przybilla, Board Chair**  
**Karen MacGinnis, Vice Chair/Chair Governance Committee**  
**Kevin Huestis, Treasurer/Chair Finance Committee**  
**Nancy French, Chair Quality Committee**  
**Varouj Eskedjian, Secretary, President & CEO**

#### DIRECTORS

Bruce Thompson  
 Cathy Vosper  
 Dr. Kelly Parks  
 Dr. Neil Pritchard  
 Liz Mathewson  
 Paul Nichols  
 Robbie Beatty  
 Rosemarie Peikes  
 Tim Chennette

#### COMMUNITY MEMBERS

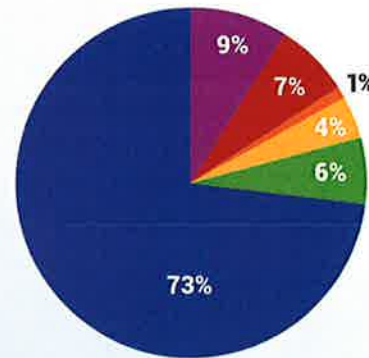
Patricia McAllister  
 James Williamson  
 Michael Bunn

#### STAFF

Michelle Wellman, Executive Assistant  
 mwellman@cmh.ca  
 705-632-2008



# CAMPBELLFORD MEMORIAL HOSPITAL

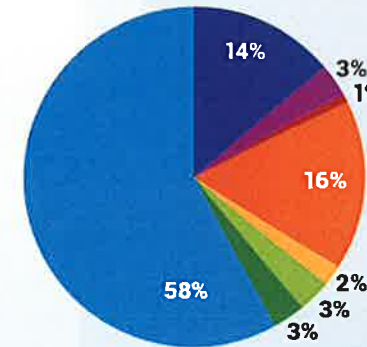


#### REVENUE 2017/18

Ministry of Health	\$15,895,650
Physician Transfer Funding	\$2,057,689
Patient revenues	\$1,531,751
Differential & co-payment	\$271,489
Amortization of deferred capital contributions	\$928,272
Other revenue	\$1,255,378
<b>TOTAL</b>	<b>\$21,940,229</b>

#### EXPENSES 2017/18

Compensation	\$12,711,425
Physician transfer & medical staff	\$3,114,973
Medical & surgical supplies	\$631,247
Drugs & medicines	\$279,730
Supplies & other expenses	\$3,396,406
Interest expense & bad debts	\$447,041
Equipment & software amortization	\$617,198
Building & service equipment amortization	\$579,738
<b>TOTAL</b>	<b>\$21,777,758</b>



#### 2017-18 Year-End Program Results

**Emergency Visits**  
20,564

**Surgeries**  
1,580

**U/S & ECHO**  
4,122

**CAT Scan**  
3,385

**Diagnostic Imaging**  
13,619

**Clinical Visits**  
5,469

**Patient Meals**  
3,246

**Volunteer Hours**  
39,400

**Inpatients**  
1,082

**Laboratory Tests** 767,940  
**Outpatient Lab** 4,269

#### AUXILIARY TO CAMPBELLFORD MEMORIAL HOSPITAL

"Auxiliary members are dedicated men and women who raise funds through community support to enhance patient care at Campbellford Memorial Hospital"

#### ANNUAL REPORT • APRIL 2017/ MARCH 2018

Our Campaign Commitment was to raise \$30,000 to purchase a BiPAP CPAP Hospital Respiratory Ventilation System.

Did we do it? You bet – and even more!

With 84 active Auxiliary Members, volunteering 15,735 hours of their time, we far surpassed our goal.

How? We introduced/reintroduced new fundraising initiatives such as the Easter Novelty Lottery Draw, Garage Sale in early June and the Bottle Drive in August. In April, we started our fundraising year with our Annual Fashion Show, enjoyed by over 130 community members. This was followed by Tag days in mid May and supported by volunteers from the local Royal Bank Branch, which also donated \$1,000. Summer events started with a very successful Garage Sale, our first, but not our last. For our third year, we partnered with the Foundation at the Doctor's Cook-off, which was again, a great success. Our final summer event was the Bottle Drive at the local Beer Store, an event we reintroduced which was quite successful. Our annual Bazaar was held in November which included Silent Auction, Lottery Raffle, Café, Bake Table and Gift Shop. We added Santa photos and a special child size shop for kids. The Polar Plunge this year was historically our most successful with over 40 plungers and over \$10,000 raised.

We can't forget our Gift Shop. Not only does it provide daily access to magazines, snacks, handmade items and a large variety of quality gifts to hospital visitors and staff, it is also active in additional fundraising. They sponsor Easter Novelty lottery ticket raffle, Black Friday Sale, Snowflake Sale, Carnation Day and Family Week Sale plus a Silent Auction and Raffle Ticket sales at the luncheon following the Polar Plunge, a Gift Shop at the Fashion Show, a Gift Shop and Silent Auction at the Bazaar.

So how did we do? Well, at our AGM in April, we were pleased to present our cheque for \$49,000. Not only was the Hospital able to purchase 1 BiPAP CPAP Hospital Respiratory Ventilation System, we raised over half the funds needed for the second required system.

Since the Auxiliary was formed on June 11, 1943 we have been committed to the Hospital and to patient care and have raised over \$1.7 million. We are proud of our results and thank the Hospital, Foundation, local businesses and the communities who support us. We are looking forward to another great year.

**Robbie Beatty, Auxiliary Co-President**

We wish to thank Mr. Tim Chennette for his hardwork and dedication to the Campbellford Memorial Hospital and for his many years of serving as a Member of the Board of Directors.





Annual Staff  
Appreciation BBQ  
Hosted by the Management Group



2018 Annual Polar Plunge

### Service Award Recipients



5 Year



10 Year



15 Year



20 Year



25 Year



30 Year



35 Year



40 Year

### Values Award Recipients



### Thank you for your support!

As a long-time donor to the Campbellford Memorial Hospital Foundation, I recognize it is the generosity of our community that continues to ensure health care is here for residents and visitors alike. The compassionate care our medical teams provide is just part of the CMH story. Your donations bring vital equipment to each patient care experience and we could not do it without you – the Donor.

The new *Beside Care Campaign* will purchase not only everyday essentials like beds and IV pumps, but add new equipment and information technologies that will be used by treatment teams to improve health outcomes for all patients. Your donation make a difference in the lives of people. I hope you know how much your donation is appreciated, needed and put to great use.

Thank you,

**Valerie Przybilla** – Chair, CMH Board of Directors



David Pollack came onto the Hospital Board in 2013 having been a member of the CMH Foundation Board of Directors from 2010 to 2013. He served as the Chair of the Board Finance and Audit Committee in 2015 and 2016.

Being involved in his community was very important to David and he demonstrated that in his passion for CMH. He believed that Campbellford Memorial Hospital is a cornerstone of our community and is a facility that all of us can be truly proud of.

Most recently, he represented the Board of Directors at the Annual Staff Service and Values Awards presentation and thanked staff for their great passion, dedication and commitment to the organization and the community. We echo those sentiments about David for his commitment to the Hospital. He will be truly missed by the Campbellford Memorial Hospital Board of Directors and the entire Hospital family.

David was also involved with countless community organizations, including the Warkworth Community Service Club, the Warkworth Community Pantry, Ah! Arts & Heritage Centre, Trent Hills Physician Recruitment and Retention Committee, and Westben Theatre. He was also a partner in the Orchard Hills Townhomes development in Warkworth.

**CAMPBELLFORD MEMORIAL HOSPITAL**

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**CAMPBELLFORD**  
MEMORIAL HOSPITAL

# 2017-18 ANNUAL REPORT

### OUR VISION

To be a recognized leader in rural health care, creating a healthy community through service excellence, effective partnerships and the development of innovative hospital services.

### OUR MISSION

Campbellford Memorial Hospital is dedicated to relief of illness, pain and suffering, and to promotion of health for the communities we serve.

### OUR VALUES

Compassion • Learning & Innovation • Excellence • Accountability • Respect