

2022

## A Year in Review



Campbellford  
Memorial  
Hospital

## Contents

|  |    |
|--|----|
| <b>Staff Stories:</b>  | 2  |
| Zoe Neilly: Guiding her team through the transition to a new, comprehensive clinical information system .....            | 2  |
| Jen Woods: Facing COVID-19 adversity together to deliver excellent patient care .....                                    | 4  |
| Katy Mountain: Providing the community with the highest standard of mammography close to home .....                      | 6  |
| Terri-Lynn Brown: Achieving her education goals with support and encouragement from the team ....                        | 8  |
| Emily Grills: How a time of uncertainty strengthened community mental health services .....                              | 10 |
| Campbellford Memorial Hospital celebrates staff during Employee Appreciation Week .....                                  | 12 |
| Campbellford Memorial Hospital Celebrating Resident Doctors Appreciation Week .....                                      | 15 |
| Campbellford Memorial Hospital provides hands-on learning environment for students across Ontario .....                  | 16 |
| CMH Team members share how International Women’s Day inspires them .....   | 18 |
| <b>Redevelopment</b>   | 22 |
| Unanimous support from 11 mayors in region for a Redeveloped Campbellford Memorial Hospital ..                           | 22 |
| Community Members invited to share why they wish for a redeveloped Campbellford Memorial Hospital .....                  | 24 |
| Campbellford patient sees opportunity to build a phenomenal new hospital that will match its already great care .....    | 26 |
| Campbellford Memorial Hospital and partners unveil proposed future site of Campus of Care.....                           | 28 |
| <b>Hospital Stories</b>  | 31 |
| Electronic health record system makes patient care safer and more efficient at Campbellford Memorial Hospital .....      | 31 |
| Campbellford Memorial Hospital Streamlining Laboratory Services .....  | 33 |
| Auxiliary to Campbellford Memorial Hospital present the hospital with their annual gift .....                            | 34 |
| Ontario Supporting Campbellford Memorial Hospital and Investing in Health Care Infrastructure Upgrades and Repairs ..... | 36 |

## Staff Stories:

Zoe Neilly: Guiding her team through the transition to a new, comprehensive clinical information system



Zoe Neilly is a self-described *techy person* who enjoys learning new technology and training others on it. That's why she jumped at the opportunity to take on the Beaker Credentialed Trainer role as part of Campbellford Memorial Hospital's (CMH) transition to the new clinical information system, Epic.

"I had some experience training people in previous roles, and I thought it would be cool to learn the system first, figure out the finicky parts, determine an easy way to do things and then train my co-workers," shared Zoe, a Medical Lab Technologist who has been with CMH for two years and was seconded to the Beaker Credentialed Trainer role.

CMH went live with Epic in December 2021 to use a single integrated clinical information system in the region that centralizes patient information, enhances patient safety and optimizes workflows.

### **Helping her team move through change**

Before the move to EPIC, CMH used a different system so working electronically wasn't new for Zoe's team, but there was still a significant difference to the workflows and application screens. Zoe's role was focused on the validation of the new system and the preparation and execution of training her colleagues.

“The reception to the change was mixed,” reflected Zoe. “Something like this can be considered a really big change for some people and change can be difficult. But looking back now, the feedback from staff has been really good. As soon as you get used to the new screens, it’s really an easier workflow and you can do things a lot easier than the previous system.”

It has also offered the Laboratory Team and other departments extra safety checks built into the system.

“When we go and collect samples from patients who are admitted either in the Emergency Department or on the floor, we have to scan their wrist band that has a barcode on it to confirm the patient’s identification. When we scan that armband, it links to their EPIC chart, and it creates their stickers for their lab test. It’s a way to make sure you’re collecting the right test on the right person.”

### **Growth and development in the smaller hospital environment**

Zoe went into laboratory medicine because she knew she was interested in health care but was more introverted and wanted to focus on the science rather than direct patient care. Working in a small hospital gives Zoe a nice mix – a tiny bit of patient care, but also a variety of lab work. It has also meant opportunities to grow her leadership skills.

“I think it was a really good experience to learn how to take on more of a leadership role, and I was given the trust and accountability to try to figure out what works best for the department.”

Zoe added: “It was a really good opportunity, too, for different departments in the hospital to work together. All the credentialed trainers would meet up and we would discuss different workflows. It was neat to get the big picture and figure out what works best for the whole hospital.”

## Jen Woods: Facing COVID-19 adversity together to deliver excellent patient care



Since graduating from university, Jen Woods has been drawn to practicing as a RN in rural hospitals. After working a few years in northern Ontario, she found her way south and joined Campbellford Memorial Hospital on the Inpatient Unit (IPU) in 2013.

“With a rural hospital, the teams are smaller and you have a different level of resources, which means you have the opportunity to take on greater responsibilities,” said Jen, who has been the Team Leader on the IPU for several years. “The other bonus of working at a small hospital is that everybody gets to know each other on a personal level.”

Those personal connections have proven to be a great strength as Jen and her team navigate and endure the impacts of the pandemic.

### **The toll of COVID-19 on the Inpatient Unit**

This past year, COVID-19 wreaked havoc on staffing levels provincially. CMH felt this crunch with the Inpatient Unit contending with a high number of team members and their families getting sick and needing to test and isolate. They also continue to experience more frequent admissions and the need to isolate and care for patients who test positive for COVID-19.

“Because it’s an old building with a limited number of private rooms, it is difficult to manage isolation requirements for patients,” shared Jen. “During the peaks of COVID-19, there was a lot of shuffling patients around and figuring out the best way to keep people safe.”

Isolation requirements and other new COVID protocols that are necessary to keep everyone healthy and safe have meant an increased workload for Jen and her team, and have changed the typical workday on the unit.

“We’ve done a good job of supporting each other – we’re all in the same situation so everybody understands what their colleagues are going through.”

**Proudest accomplishment**

More than two years since the pandemic was declared, Jen is impressed by how the team has successfully navigated three COVID-19 outbreaks while providing excellent care to their patients.

Through it all Jen has great pride in being part of the CMH Team: “I think it’s the small-town feel— our team really cares about the Hospital, and we’re committed to making it a great place to work.”



## Katy Mountain: Providing the community with the highest standard of mammography close to home



For Katy Mountain and the team, the Mammography Accreditation Program (MAP) reinforces their everyday commitment to high quality care and imaging for the community.

“Quality mammography is always important, and our focus is to get good images for patients, so they receive a proper diagnosis,” explained Katy, Mammography Technologist, who helped lead Campbellford Memorial Hospital’s (CMH) successful MAP that was completed in March 2022.

### **Ensuring the best mammography close to home**

For quality assurance purposes, CMH has always participated in the voluntary MAP.

Katy explained: “It’s an effective and transparent way for the community to know they are getting the highest standard mammography possible.”

Every three years, the MAP process assesses the Mammography Team’s equipment performance, staff qualifications, image quality, quality assurance processes and quality control charts to ensure they meet the highest standards. Additionally, staff are required to complete a minimum of 15 hours of continuing education and every year a physicist comes to CMH to test its equipment to ensure it is emitting the proper amount of radiation.

It’s a rigorous process that’s important to Katy, the team, CMH and the community.

“You realize we’re doing good work,” shared Katy. “People are getting the best care that they can locally without needing to travel to a bigger hospital for their mammogram.”

### **Expanding her career**

In 2002, Katy decided to build on her x-ray technology career by training in mammography to further her skills.

“I like meeting new people and the mammogram is an exam that takes a little extra time, so you have the chance to chat and connect with people,” shared Katy.

Adding another diagnostic imaging modality to the mix has been helpful in her role at CMH.

“In a smaller hospital, you can’t just focus on one modality – it’s important to have the flexibility to do a little bit of everything.”



Terri-Lynn Brown: Achieving her education goals with support and encouragement from the team



Four years ago, Terri-Lynn Brown was the recipient of Campbellford Memorial Hospital's Cathy Archer Nursing Education Award that has provided her with financial support while she completes her Nurse Practitioner Program (Masters in Nursing) as a part-time student.

"It was solidification that I was on the right track and that I had the support of the organization and my colleagues," reflected Terri-Lynn, who is a RN working primarily in CMH's Emergency Department for the past 12 years. "This recognition offered me financial support but also kept me on track."

The Cathy Archer Award is an annual education bursary to support staff member's continuing education. For Terri, receiving this particular award came with a personal connection.

"When the Archer Family presented this award, they shared some kind words, which was so inspiring. I had worked with Cathy Archer before her passing and so the award in her memory was quite personal and motivating."

### **The supporting role of the CMH Team**

Becoming a Primary Care Nurse Practitioner was Terri Lynn's goal since she graduated as a RN, and it was her colleagues (who have become great friends) who reinforced this goal through their encouragement.

"The combination of my physician colleagues sharing their knowledge and encouraging me to expand my thinking and my nursing colleagues pushing me to challenge myself and grow professionally, has given me the extra confidence to pursue my education goal."

Terri-Lynn has learned how important it is to share your goals with colleagues and friends to provide you with the additional support and motivation.

“I could walk the halls on any given day, and someone would ask about my program and how I am doing— everyone I pass in the hall knows my mission and that makes me accountable to my own goals. It is motivational that so many colleagues know what I’m doing, support what I’m doing and think I’m capable of what I’m doing.

Terri-Lynn’s colleagues have also helped her move closer to finishing her program in August 2022 by creating two placements at CMH, which have been challenging to land during the pandemic.

### **The opportunity for professional growth**

As Terri-Lynn reflects on her journey to reaching her goal of becoming a Primary Care Nurse Practitioner, she notes how beneficial working in a small hospital has been to her professional development from the financial support, advice, inspiration, and opportunities for practical training. Through the multiple years that she’s pursued her studies, she has also been able to give back and apply her new skills and knowledge in her RN role.

“I have gained a more in-depth clinical knowledge and on top of that a greater appreciation for different perspectives and the various roles in health care.”

## Emily Grills: How a time of uncertainty strengthened community mental health services



Emily Grills decided to work in mental health because of her passion to help people find joy in their lives. This is what still drives her current work as Program Coordinator for the Campbellford and District Community Mental Health Centre.

As with every aspect of life (especially health care), the outbreak of the COVID-19 pandemic redefined how Emily and her team provided clients with mental health services. But what didn't change is their commitment to do everything possible to best support their clients and their overall well-being.

### **Finding new ways to continue supporting clients**

When the pandemic struck, Emily and her colleagues were directed to move from the office to home and virtual care became the new way of delivering care and services.

"There was a worry among the team about our clients and what technology they had in the home," shared Emily. "Some of our clients use pre-paid cell phones so when you're talking about having an hour-long counselling or psychiatry appointment, the cell phones with the pre-paid time would be eaten up quickly. We made arrangements for those clients to have extra time put on their phones so they could participate in their appointments."

The team adapted well and gained new skills to incorporate technology into their clinical work that continues today like the use of mental health apps and digital work sheets. The team is back in the office; however, clients still have the option for virtual appointments if they would prefer.

“Virtual care has become a standard practice and about half our clients still choose to do virtual appointments,” said Emily. “It has allowed us to meet the needs of some of our clients by making it more accessible for those who face transportation barriers, which we often see in a rural community.”

### **Proudest contribution**

Looking back at the past two years, Emily recollects how concerned she and her team were for their clients’ well-being.

“With so many places shutting down and not offering services due to COVID, the worry was that some of our clients may be without access to groceries or things to protect themselves from COVID-19.”

The team pulled together and contacted clients to get a sense of what the needs were. They made care packages for each person and delivered it to their doorstep to ensure they had the necessary supplies such as fresh produce, perishable and non-perishable foods, toiletries, hand sanitizer, crossword puzzles and snacks and games if there were kids in the home.

“It made us feel really proud as a team and I felt good knowing we had helped relieve the stress of some of those individuals during a real time of uncertainty.”

## Campbellford Memorial Hospital celebrates staff during Employee Appreciation Week



This week, Campbellford Memorial Hospital (CMH) has been celebrating and recognizing staff achievements during their annual Employee Appreciation Week. While normally held in February as a way to lighten spirits during the long winter season, the celebration was moved this year to coincide with better weather, allowing numerous staff events to occur outside and be in line with COVID-19 best practices.



The week has seen a variety of events such as staff BBQs and lunches, axe throwing contests, and free massages donated by Burnbrae Wellness. “It has been really great for staff morale and an opportunity to recognize members of our outstanding team,” commented Eric Hanna, Interim President and CEO at CMH. “During the height of the pandemic, team building activities and events were more difficult to organize. We would have staff appreciation breakfasts, but they would be take-out only and didn’t allow staff to enjoy the celebratory



atmosphere we would have liked to create.” This is one of the reasons CMH delayed Employee Appreciation Week until the spring. Hanna further explained, allowing staff the opportunity to celebrate together was important.



A highlight of the week was the presentation of the Clear Values Awards. Presented annually, and nominated by their peers, award recipients show an exemplary dedication to the Mission, Vision and Values of the hospital. This year, award recipients were:

- **Emily Grills** – *Compassion “Sunshine” Award*
- **John Dee** – *Learning and Innovation Award*
- **Erin Keogh** – *Excellence in Quality & Leadership*
- **Restorative Care (Physio & Rec Therapy) and The Foundation** – *Group Achievement: \*\*split award\*\**
- **Darlene Milne** – *Respectful Workplace*

Dr. Bob Henderson, on behalf of the CMH Board of Directors, also presented the first ever *Dr. Bob Henderson Award for Physician Leadership* to Dr. Bruce Bain. The award, created by the Board of Directors in honour of Dr. Henderson’s numerous contributions to the hospital and Trent Hills community, is awarded to a physician who:

- Demonstrates outstanding leadership to the Hospital and Community at Large
- Provides exceptional mentorship to medical learners
- Lives the Values of the Hospital



“I couldn’t think of a more deserving recipient for this award then Dr. Bain,” commented Kevin Huestis, Board Chair CMH, “Dr. Bain has shown exceptional leadership throughout his tenure as Chief of Staff, and stepped up as Acting President and CEO last fall and helped guide the hospital as we implemented a new Clinical Information System. One of our main goals as a Board is to create a culture to attract inspiring and talented staff that allow us to achieve our goals and enable the best quality care possible. With the incredible team members we’re recognizing this

week, I think we’re doing a great job with that process.”

CMH would also like to thank the Trent Hills Chamber of Commerce and the numerous local businesses and associations that helped make Employee Appreciation Week a success.



## Campbellford Memorial Hospital Celebrating Resident Doctors Appreciation Week



Campbellford Memorial Hospital (CMH) and the Trent Hills Family Health Team (THFHT) continue to support the teaching of the next generation of physicians. Resident doctors are physicians who are engaged in supervised medical training prior to obtaining their licensure for independent practice.

**Resident Doctors Appreciation Week** provides an opportunity to highlight the critical role that residents fill while working in the communities in which they are learning.

A Family Medicine career requires the completion of 2 years of residency following medical school, with the option of completing an additional year of Enhanced Skills training. While enrolled in a Family Medicine program, residents must complete a block of time at a rural teaching practice site. Both the Campbellford and Warkworth branch of the THFHT have accredited teaching sites that provide residents with both a solid “small hospital” and comprehensive Family Medicine experience. Our local physicians are excellent teachers.

Residency can be challenging, and while at CMH, residents will work shifts on the inpatient floor, the emergency department, and at our ambulatory clinics. Residents on rotation in Trent Hills learn quickly that practicing rural medicine requires using almost all of the skills they have acquired to date. It may also mean making many more independent decisions as smaller communities often have less onsite support for certain specialties.

CMH, along with the THFHT, has a resident doctor affiliation agreement with both the University of Toronto and Queen’s University. On average, we host 6-8 resident doctors per year and have done so for over 40 years. Some residents have returned to Trent Hills to practice medicine full time once residency was complete. Others have returned to locum (provide relief coverage) for our local physicians, taking advantage of a familiar spot in which to start practicing independently.

Residents provide helping hands, a youthful perspective and love to share new trends in medicine and have been critical to hospitals and communities during the course of the Covid-19 pandemic. In Trent Hills, they will care for hundreds of patients during their rotations and we are taking this opportunity to say “thank you!”

“I am amazed and inspired by the strong sense of community,” remarked current CMH University of Toronto resident Dr. Kelly Nhu Le. “Everyone I have worked with so far has been incredibly welcoming and helpful!”

To learn more about Resident Doctors, visit: <https://residentdoctors.ca>

## Campbellford Memorial Hospital provides hands-on learning environment for students across Ontario

Allison Halencak was 21 years old when she started her first RN position in a Hamilton teaching hospital. After she had her third child, Allison decided to stay home for a few years and when it was time to return to nursing, she enrolled in a refresher course at George Brown College and chose Campbellford Memorial Hospital (CMH) for her placement.



"I'm thankful I was able to stay home with the kids," shared Allison, who recently moved to Stirling with her family. "I had a non-practicing license for the 10 years I stayed home so I needed to refresh a lot of courses – and my placement is the last portion before I'm ready to work again."

Despite the limitations of the COVID-19 pandemic, CMH hosted 61 student placements and six resident physicians in 2021.

Allison is pleased she chose CMH to help her transition back into nursing.

"I have the most amazing preceptor – I couldn't be more thankful for her. She's so knowledgeable, patient, and positive. And the staff in general are wonderful and they work so hard and well together."

She added: "For me it feels like I never left even though I've been gone for 10 years. It's like riding a bike—you really don't forget."

Student placements have been a good recruitment opportunity for CMH with some students moving right into a staff position. In 2021, six students were hired right from their placements. This includes Katrina Dowe, a recent laboratory technician student from Oxford College, who was fortunate to join the CMH team officially after her placement wrapped up this winter.

"I love that at CMH I get to be face-to-face and have one-on-one time with the patient and also have the chance to be in the lab running the tests," said Katrina. "I have gotten an all-round good experience."



The hands-on learning opportunity at CMH stands out for Katrina.

“We didn’t get a lot of practical experience through school because most of it was online during COVID. One technician, who is my preceptor and has been there for 18 years, has helped me grow my skills, and given me tips and tricks along the way – she’s such a great teacher.”

CMH hosts local high school students and college and university students from post-secondary schools throughout Ontario. To learn more, visit [www.cmh.ca/careers](http://www.cmh.ca/careers)

## CMH Team members share how International Women's Day inspires them

Campbellford Memorial Hospital (CMH) is proud to mark International Women's Day on March 8, 2022, by spotlighting a few of the many women (in fact 88% of CMH employees are women) who make CMH a great place for the community to receive care – and for the staff, physicians, and students to work, learn and develop.

### **Alysia English, Chief Nursing Officer**



Alysia always knew she wanted to work with people and nursing gave her the chance to do just that. Her eventual role in nursing leadership has continued to allow her to connect with people by supporting and coaching her team.

“Nursing provided me the opportunity and privilege to care for people in some of their most difficult moments,” she shared.

When Alysia reflects on female mentorship, three women stand out for their instrumental roles in her personal life and professional life – her mother, her best friend, and her wife.

“My mother has always been a source of strength and perseverance – this has supported me as I went through my nursing education and helped sustain me through the

challenges of the pandemic. My best friend, Melissa, has been a constant since high school and has grounded me as I stepped forward to follow the next challenge. Finally, my wife has always demonstrated support and dedication – supporting me during my Masters of Nursing and always allowing me the freedom to try something new.”

For Alysia, International Women's Day is about celebrating equality.

“It is about each of us working in our own way to create a future where gender, culture, class and sexuality are no longer barriers. We are all individuals who are celebrated for the gifts and talents we have to share with the world. We share them freely and without fear of being treated differently, paid less, or having opportunities withheld.”

### Ashley Coady, RN, Inpatient Unit



When Ashley was nine, she was diagnosed with Crohn's disease and spent a significant amount of time at Sick Kids. It was hard for Ashley to be at the hospital away from home, but the nurses made it easier, and this left an impression.

"I knew when the time came to choose my future career, nursing was exactly what I needed to do," reflected Ashley, who will be starting her Masters of Science in Nursing this spring. "I wanted to be able to give back the care that I received as a patient to others."

Ashley has been fortunate to have some exceptional female mentors throughout her nursing career.

"Each of these women have inspired me to pursue my goals and aspirations in life. I strive to do better every day so that I can be at the same level of excellence they role model."

International Women's Day reminds Ashley that there is nothing that can stop her from pursuing her dreams.

"I've always been a proud advocate for women and as a nurse, I now have the opportunity to advocate for women in health care and to show other females you can make anything possible if you believe in yourself and work hard."

### Chantal Stapley, Physiotherapy Assistant, Restorative Care



Chantal took an interest in health care at an early age and considers herself lucky to have the chance to pursue her career in her beloved hometown community.

"It is rewarding to be an active member of the multidisciplinary patient care team," said Chantal. "We collaborate with patients and their family members to devise and facilitate the rehabilitation process so they can achieve a level of functional mobility to return home safely. Receiving patient and caregiver gratitude provides me with a great sense of accomplishment."

Chantal reflects on how she's had the opportunity and pleasure of working with some amazing women throughout her career.

"These women have contributed to teaching, motivating, and supporting me in becoming the healthcare professional I am today. I am fortunate and thankful for their positive impact on my success."

For Chantal, International Women's Day reminds her of positive changes that have been made towards gender equality.



“It is a day to acknowledge and honor women for their contributions made to society each day—and to remind us to uplift, support, and motivate one another.”

**Dr. Kelly Parks, Physician, CMH and Trent Hills Family Health Team**



Medicine has been *the thing* for Dr. Parks as long as she can remember – it just took some time to get there. After practicing as a physiotherapist for 17 years, Dr. Parks made the brave move of starting medical school at the age of 42.

Throughout all parts of Dr. Parks’ life and career, women have mentored her – including her time in competitive figure skating, physiotherapy, pre-med, medicine, and when she made her choice of sub-specialty in palliative care.

“I feel lucky enough to not be surprised by women's excellence but humbled by it. Without strong female role models, I would not be Dr. Kelly Parks, and I would not have taken on the quantity and quality of work I currently carry. A little push here, a little encouragement there, and a lot of understanding along the way made the journey doable.”

The difficulties in health care during the pandemic has given Dr. Parks even more

reason to celebrate International Women’s Day this year.

“International Women’s Day is a day to be proud, to be kind, to have gratitude for what we've been able to accomplish, to celebrate the wins, mourn the losses, but mostly to reflect on how some amazing women before us have even made this possible.”

### **Lee-Ann Reid, Clinical Case Manager, Community Mental Health**

Since Lee-Ann was a child she knew she would work in the realm of social work because of her keen interest in human behaviour.



“I enjoy walking beside people while they discover what they need and want from life and learning how to take control of their world to work towards those things in a healthy way,” she shared.

When Lee-Ann was hired for her first social work position at a Violence Against Women Agency, a group of women who had been at the agency for many years took her under their wings and gently guided Lee-Ann as she learned best practices and developed her skills.

“This group of women had the biggest impact on my career as our connection on the team was strong which enabled us to learn, grow, challenge and over-come together. This experience with this team laid the foundation of all my work, grew my confidence and abilities, and encouraged life-long learning.”

Leading up to International Women’s Day, Lee-Ann has thought a lot about why this day is important to her.

“For me, International Women’s Day allows me to take a moment to recognize and to celebrate the strength and determination of all the women in my life. It’s also a day to honour those women who fought for our rights to be seen and treated as equal. It is a day for active reflection about how I can continue to support and encourage women in my life to be safe, continue to grow, find balance amongst their responsibilities and push through the glass ceiling.”



## Redevelopment

### Unanimous support from 11 mayors in region for a Redeveloped Campbellford Memorial Hospital



Campbellford Memorial Hospital's (CMH) 11 municipal partners have all extended formal support for the redevelopment of the hospital as part of a campus of care to better serve the healthcare needs of their communities.

The municipal partners expressed their support by writing letters to Christine Elliott, Minister of Health, outlining why this project is so important, with copies sent to area MPPs.

"The unanimous support of our partners in municipal and regional governments demonstrates the importance of, and their commitment to, this redevelopment project," said Eric Hanna, Interim President and CEO, CMH. "We need the provincial government to recognize the urgency behind this project and I want to thank all the municipal leaders who are helping us in that work."

**The 11 municipal partners include:**

Alnwick/Haldimand Township

Township of Asphodel-Norwood

Municipality of Brighton

Municipality of Centre Hastings

Township of Havelock-Belmont-Methuen

Township of Madoc

Municipality of Marmora and Lake

Peterborough County

Northumberland County

Township of Stirling-Rawdon

Municipality of Trent Hills

“The redevelopment of CMH as part of a campus of care will serve the growing population in our catchment area of Northumberland County and parts of Peterborough and Hastings County,” shared Mayor Bob Crate, Municipality of Trent Hills and Warden, Northumberland County. “Having care close to home is an important asset for our community.”

The Hospital has applied for a capital planning grant to redevelop the facility as part of a campus of care that would create one location for a continuum of health services for residents. The redevelopment project will, when approved, bring together the hospital, long-term care, affordable senior housing and services, mental health, primary care, and other healthcare services.

“CMH provides multiple medical services to our community and our neighboring communities on a year-round basis,” stated Jan O’Neill, Mayor, Municipality of Marmora and Lake. “CMH is the closest hospital for residents particularly in the south of Marmora and Lake. Expansion of CMH will lead to increased availability of services and specialized treatments which will reduce transfers to other hospitals and ultimately allow residents to access their healthcare services closer to home.”

CMH’s application for a capital planning grant to build a campus of care is pending approval from the Ministry of Health.

“I can’t thank Campbellford Memorial Hospital enough for all the work going into the redevelopment plan. The hospital is so important to Havelock-Belmont-Methuen as we are the most eastern Township in Peterborough County and we rely on CMH first for health care,” said Mayor Jim Martin, Township of Havelock-Belmont-Methuen.

Community members are encouraged to show their support for a redeveloped CMH by sharing on social media why it is important to them and using the hashtag: #mynewCMH.



CMH has applied for a capital planning grant to redevelop the hospital as part of a campus of care that would create one location for a continuum of health services for residents. The application for a capital planning grant to build a campus of care is pending approval from the Ministry of Health.

Community members are encouraged to take a photo of their wish (or a selfie with it) and share it on social media using the hashtag: #mynewCMH. Wall of Wishes boards will be launched at additional locations over the coming weeks and announced on CMH's social media channels.

## Campbellford patient sees opportunity to build a phenomenal new hospital that will match its already great care

When Mary Lynch-Ficioris and her husband Bill relocated to Marmora from Mississauga a few years ago, Campbellford Memorial Hospital (CMH) quickly became their local hospital – and they're grateful it is.



"We have both had to go to CMH a number of times for cardiac issues, and Bill and I have been fortunate to have some pretty awesome care through Campbellford," said Mary. "The doctors and health professionals here know you. I have never felt like a number—and the team is very informative, very caring and the doctors don't mind taking a moment to discuss things with you."

Mary appreciates the smaller-community healthcare experience, but she also knows first-hand how a patient can benefit from a campus of

care through her time living in Mississauga. Portions of CMH are nearly 70 years old and have had minimal upgrades since it was first built. The Hospital is currently in the process of applying for a capital planning grant to redevelop the hospital as part of a campus of care that would create one location for a continuum of health services in Campbellford. The redevelopment project would bring together the hospital, long-term care, affordable senior housing and services, mental health, primary care, and other healthcare services.

"Everyone knows the shortcomings to the hospital facilities because it was built in a time gone by when things like private rooms, for example, were not of necessity," shared Mary. "Right now, if COVID hits our hospital, the Inpatient Unit is basically shut down because of the inability to isolate patients."

CMH is currently facing more than \$25 million in facility repairs and replacements that will be needed over the next 25 years (and this amount is expected to grow). The pandemic has also underscored infection prevention and control gaps (e.g. no negative pressures areas, limited private rooms, and insufficient air filtration) that have stymied the flow of admissions during outbreaks because of the inability to cohort patients. Finally, the hospital faces ongoing capacity pressures in the Emergency Department and on its Medical Wing.

"Because the building is so old, we end up putting more money into trying to keep up with the repairs instead of making investments in health care," said Mary, who is also a member of the Hospital's Patient and Family Advisory Council.

"We have the care factor. We just need to combine the care factor with phenomenal facilities."

A new hospital as part of a campus of care could also help strengthen the community's physician recruitment efforts by providing a modern facility that has the adequate capacity, and optimal environment (e.g. increased natural lighting, air filtration) for high-quality patient care.

"A new hospital as part of a campus of care would help Campbellford blossom into a community with premier healthcare facilities," reflected Mary. "And I hope a bigger and newer facility would help us attract more physicians permanently for better local health care."

Currently, CMH's application for a capital planning grant to build a campus of care is pending approval from the Ministry of Health.



Campbellford Memorial Hospital and partners unveil proposed future site of Campus of Care



Campbellford Memorial Hospital (CMH) was joined by provincial and municipal politicians, OMNI Health Care and other key stakeholders to formally announce the proposed location for the future Campus of Care that will bring together a new CMH, a long-term care home, community mental health programs, and other community healthcare services.

The Campbellford Memorial Hospital Board of Directors, in consultation with OMNI Health Care, led a review process with prospective landowners, municipal and county partners and members of the public. The process was guided by a set [criteria](#) including that the land be donated, total more than 40 acres and provide ease of access (e.g. on a County Road). This led to the formal agreement with local landowner Jim Curle to donate 48 acres on County Road 30 just outside the current Campbellford boundary.

“Jim Curle’s transformative donation marks the Foundation’s most significant gift to date,” said Martha Hunt, Board Chair, CMH Foundation. “Our Board extends our gratitude for this magnanimous gift that will be integral in building exceptional health care in our community.”

“Our government remains committed to ensuring that residents have access to the healthcare services they need through Campbellford Memorial Hospital,” said David Piccini, MPP for Northumberland —



Peterborough South. “I will keep working alongside our partners to strengthen health care in our community, and I want to sincerely thank everyone involved in securing this donation.”

The Hospital has applied for a capital-planning grant to fund the planning associated with the redevelopment of the facility as part of a campus of care that would create one location for a continuum of health services for residents. CMH’s application for a capital-planning grant to build a campus of care is pending approval from the Minister of Health.

“This donation enhances our readiness to proceed in the capital planning process and it is a historic step in the redevelopment of Campbellford’s hospital as part of a Campus of Care,” said Kevin Huestis, Chair, Board of Directors, CMH. “We are honoured to be OMNI’s first partner in this shared mission of creating a Campus of Care, and our Board remains committed to advocating for timely approval to move to the next step of redevelopment.”

With portions of CMH nearly 70 years old, CMH is currently facing more than \$25 million in facility repairs and replacements that will be needed over the next 25 years (and this amount is expected to grow).

Eric Hanna, Interim President and CEO, CMH stated: “Our current Hospital is aging and has had minimal upgrades over the decades. Our team’s full understanding of the facility’s infrastructure limitations and deficiencies further reinforces our urgent goal of building a new hospital as part of a Campus of Care. While we advocate and move towards redevelopment, we must provide patients, staff and physicians with a safe, comfortable environment in the short term, and this is why we have partnered with the provincial government to make timely, necessary upgrades to the current building.”

Community members can help support the approval of a new Campbellford Memorial Hospital by writing or calling their local MPP or Minister of Health and/or sharing on social media what #mynewCMH would mean to them.

#### **Additional Quotes:**

*“On behalf of OMNI Health Care, we thank Jim Curle for his generous donation of this large property that will be transformed into the new Campbellford Memorial Hospital Campus of Care. OMNI is excited about the opportunity to build a long-term care home on the CMH Campus which will be an optimal location for residents to age within their community while accessing a continuum of health services nearby.”*

#### ***Raheem Hirji, President and CEO – Omni Health***

*“On behalf of the government of Ontario I am pleased to help announce this new Campus of Care for Campbellford hospital. I appreciate the Board and CEO for keeping us up to date on the developments so far, and am encouraged to see this project moving forward. I look forward to seeing the progress and what Campbellford Hospital will be in the future.”*

#### **Ric Bresee, MPP Hastings – Lennox & Addington**

*“We need to build capacity in modern health-care facilities that meet the needs of our growing and aging population. Campus of care models serve patients and their families by centralizing these services in one convenient location. I applaud the Campbellford Memorial Hospital for planning proactively and securing a great site, provided through Mr. Curle’s generosity. Once approved, a new hospital on these lands will contribute to improved care across our region.”*

**Hon. Todd Smith, MPP Bay of Quinte**

## Hospital Stories

### Electronic health record system makes patient care safer and more efficient at Campbellford Memorial Hospital

One year since Campbellford Memorial Hospital (CMH) launched its new electronic health record system (EPIC), RPN John Dee appreciates how the new system supports his work, reduces errors, and improves patient safety.



“It was difficult to navigate at first because it was new for everyone,” shared John, who has worked at CMH for 10 years. “I now feel more comfortable and confident doing my job efficiently – it gives you another layer of security that you’re administering the right medication to the right patient, for example.”

As part of the EPIC launch in December 2021, the clinical team transitioned from paper-based medication administration to barcode medication administration. This change has increased medication safety, created efficiencies for staff, and allowed nurses more time with the patient at the bedside.

“It has been a big change for staff, and it took a full change management process to have the team using it to its full capability,” said Nicole Wood, VP of Patient Care, and Chief Nursing Officer, CMH.

Before the new system, nurses received medication orders from physicians via transcription and had to do a visual verification of the medication, which added extra time and increased the risk of errors. With EPIC, nurses scan the patient’s wristband

at the bedside and scan the prescribed medication to confirm it’s the right patient, the right medication, and whether any allergies may contradict the medication.

John echoed that the change to bar code administration was not easy at first but worth it. “Our team encountered challenges with this change – it added new steps to our routine, some team members were not tech-savvy and needed more support, and we had to resolve technology disruptions. But, now that we’re through this process, it’s a great tool to support our work, makes patient information more accessible, and makes it easier to communicate with the team through the handheld devices.”

John isn’t alone – the adoption rate of EPIC’s bar code administration has increased significantly in the past couple of months.

“The initial adoption rate wasn’t great, but we’ve gotten to our target utilization level,” said Nicole. “Our clinical leadership team monitored utilization metrics and met with each staff member individually to understand the barriers and provided one-on-one coaching to give them the specific support they needed to get through this significant change.”

Nicole added: “Now that we’ve worked through the challenges, the barcode administration is making medication administration faster and safer and freeing up the nurses’ time for patient care.”



## Campbellford Memorial Hospital Streamlining Laboratory Services

Ongoing health human resources challenges, combined with increasing costs and supply chain uncertainties continue to put tremendous strain on hospital resources throughout Ontario and across Canada. These challenges are often exacerbated at small rural hospitals where available resources can be thin to begin with. In order to help mitigate these challenges in a way that allows for long term sustainability and the continued operation of the high quality care our community has come to expect, Campbellford Memorial Hospital (CMH) has been reviewing ways to provide care in a more sustainable way.



After analyzing the best practices of similar size hospitals, and upon the completion of a competitive RFP (Request for Proposals) process, CMH has begun the process of streamlining Outpatient Laboratory Testing and has engaged the services of Dynacare to assist in processing routine bloodwork. As a result, many routine test samples will now be transported offsite for processing and turn-around times will now be 24-48 hours to receive results for routine tests. Patients presenting in the Emergency Department and those who have been admitted to the In-patient Unit will still have their testing processed on site. These changes only apply to the processing of routine outpatient testing.

These changes were necessary as CMH is not compensated for routine bloodwork and increasing volumes in our laboratory were

putting an unsustainable financial strain on continued operations. These changes will allow CMH to continue to provide the high quality care our patients have come to expect from us, in a financially sustainable way, without any significant change to the manner in which patients receive care. Dynacare is an established healthcare service provider, performing testing of community lab samples from across the province on behalf of physicians and patients. Patients are also reminded that appointments are required prior to coming to the lab, walk-in appointments are not available.

“We understand these are difficult times in our industry and people are concerned about the future of healthcare in Ontario,” commented CMH CEO Eric Hanna, “but rest assured we are doing everything we can to ensure that the services our community has come to expect from us will be available when needed.”

## Auxiliary to Campbellford Memorial Hospital present the hospital with their annual gift

Despite the ongoing challenges of fundraising during the COVID-19 pandemic, last week, the Auxiliary to Campbellford Memorial Hospital (CMH) presented its annual gift to the hospital in the amount of \$32,000. The funds were largely raised through events such as the Auxiliary's Annual Polar Plunge, the Rotary Spring Fling, Sharpe's Tapes, Rotary Club Diners & Duffers Value Books and the Christmas Market.



"These past 2 years have been challenging from a fundraising perspective," commented Auxiliary Co-President Robbie Beatty, "we have had to change the way we run events and come up with creative ways of engaging the public. I am so proud of our volunteers and our community who step up time and again to support our local hospital."

Funds raised in the past year will help CMH purchase additional stretchers as well as contribute to the cost of implementing the new Clinical Information System that came online in December 2021.

In May the Auxiliary will be launching their 2022 fundraising campaign with the goal of purchasing a new defibrillator for the hospital.

The Auxiliary is also pleased to announce that the CMH gift shop has reopened to the public and is currently open from 10AM-4PM on Wednesdays and Thursdays. Those interested in volunteering to help in the gift shop or with other fundraising events are encouraged to reach out to the hospital via email at [info@cmh.ca](mailto:info@cmh.ca)

**Quick Facts:**

The Auxiliary to Campbellford Memorial Hospital serves to fundraise for identified high priority equipment needed by the hospital and is comprised of dedicated women and men who raise funds through community support.

The Auxiliary was first established in 1943 and has been instrumental in fundraising for both capital and equipment needs in its nearly 80 years of existence.



## Ontario Supporting Campbellford Memorial Hospital and Investing in Health Care Infrastructure Upgrades and Repairs



To help strengthen the financial stability of public hospitals across the province, the Ontario government is providing up to \$696.6 million this year to help cover historic working funds deficits of qualifying hospitals, with a focus on small, medium as well as specialty and rehabilitation hospitals. This includes \$714,900 for Campbellford Memorial Hospital.

“Ontario’s hospitals have been on the frontlines of the COVID-19 pandemic and our government is using every tool at our disposal to support them,” said MPP David Piccini. “This funding recognizes that our small, medium sized hospitals have faced ongoing and unique financial challenges that have been compounded through these unprecedented times. The Government of Ontario will continue to work with our hospital partners to ensure they have the financial support they need now and into the future.”

This funding is a part of the [over \\$1.2 billion investment previously announced](#) to help hospitals recover from financial pressures created and worsened by the COVID-19 pandemic, while ensuring they can continue providing the high-quality care Ontarians need and deserve.

“Campbellford Memorial Hospital is grateful to the unwavering support of MPP Piccini and the Ministry in releasing these funds,” said Dr. Bruce Bain, Chief of Staff, Acting President & CEO, Campbellford Memorial Hospital. “The hospital will utilize them to address current working capital pressures.”



Many Ontario hospitals are struggling with annual funding deficits which have been exacerbated by the pandemic. To ensure Ontario's hospitals remain on stable financial footing at a critical time, the government is allocating this funding to help cover historic working funds deficits for qualifying public hospitals

Additionally, the Ontario government is investing \$834,141 this year to support critical health care infrastructure upgrades, repairs and maintenance at Campbellford

Memorial Hospital. This funding is part of the government's \$182.6 million investment provided through the Health Infrastructure Renewal Fund and the Community Infrastructure Renewal Fund.

“Creating a better physical environment for patients is critical to their recovery and care experience,” said MPP David Piccini. “This funding will ensure that patients can continue to access the care they need in safe, comfortable environments. These crucial investments will help build the capacity needed to end hallway health care, while ensuring our hospitals have the tools they need to improve the quality of care for patients.”

The government is providing \$175 million to hospitals through the Health Infrastructure Renewal Fund and \$7.6 million to community health service providers through the Community Infrastructure Renewal Fund. Funding from the province allows its health care system partners to address urgent infrastructure renewal needs such as upgrades or replacements of roofs, windows, security systems, fire alarms and back-up generators. A total of \$50 million from the Health Infrastructure Renewal Fund will be used by hospitals for urgent projects, including those that support the health system response to COVID-19, such as upgrading HVAC systems to enhance patient and staff safety, and improving infection prevention and control measures.

“We are very pleased that the hospital has received funding for a new generator to support our patient care departments and the delivery of services to the Trent Hills community,” said Dr. Bruce Bain, Chief of Staff, Acting President & CEO, Campbellford Memorial Hospital.

The government continues to make record investments to support hospitals across the province and ensure the health care system is prepared to respond to any scenario. In March 2021, the government committed [up to \\$696.6 million](#) in funding to help cover historic working funds deficits and strengthen the financial stability of hospitals across the province.

“Funding to cover historic working funds deficits acknowledges the unique financial pressures faced by community hospitals in providing critical health care services during a pandemic,” said County Warden Bob Crate. “This investment will help to ensure Campbellford Memorial Hospital’s ongoing financial health so that our frontline health care workers can continue effectively tending to the health of our community. Furthermore, the investment of Health Infrastructure Renewal Funding will ensure that the quality care delivered by Campbellford Memorial Hospital staff is matched with a quality physical environment that enhances patient safety and comfort. We thank the Province for their continued partnership in providing responsive health care services to the residents of Trent Hills and area communities.”

Since the onset of the pandemic, Ontario has been working with its hospital partners to create unprecedented capacity and prepare to respond to any scenario. The government remains committed to supporting hospitals so that they can continue to care for Ontarians today and in the future.



# STAFF APPRECIATION WEEK

