



COMMUNITY REPORT 2017-18



WELLINGTON HEALTH CARE ALLIANCE

North Wellington Health Care Board of Directors

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Stephen Street, *President/CEO and Secretary*

Stephanie Pearsall, *VP Patient Services/CNE*

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Dr. Rick Gergovich, *Chief of Staff*

Dr. Doug Roach, *President of Medical Staff*

Ann Ironside, *GHVA President*

Stephen Street, *President/CEO and Secretary*

Stephanie Pearsall, *VP Patient Services/CNE*

**Member of the Joint Executive Committee (JEC) which governs the Alliance through delegated authority*

Senior Management Team

Stephen Street, *President and CEO*

Stephanie Pearsall, *VP Patient Services/Chief Nursing Executive*

Dan Coghlan, *VP Corporate Services (CFO/CIO/CPO)*

Dr. Rick Gergovich, *Chief of Staff, GMCH*

Dr. Chris Rowley, *Chief of Staff, NWHC*



WELCOME

Welcome to the 2017-18 North Wellington Health Care (NWHC) and Groves Memorial Community Hospital (GMCH) report to the community. Together we represent three vibrant hospitals located in Palmerston, Mount Forest and Fergus, Ontario. We share one administration that, together, makes up the Wellington Health Care Alliance. We are passionate about rural health care and value collaboration, innovation, professionalism, respect, and are compassionate!

We are fortunate to have at the heart of our hospitals dedicated physicians and staff who provide compassionate care to patients. The physicians and staff are supported by a team of volunteers and Board Members, who make incredible contributions towards supporting quality patient care. Helping to sustain and maintain our quality services are three highly active, supportive Foundations.

We value the strength we have with our health care partners: our local Family Health Teams, Canadian Mental Health Association and Waterloo-Wellington Local Health Integration Network.

COLLABORATIVE

The Value of the Patient's Point of View

In recent years, hospitals have been encouraged to rethink their approach to involving patients and families in all aspects of program and service design, delivery, safety, and quality improvement. This past February, our Patient Family Advisory Council (PFAC) was formed with representation from all three of our hospital sites. Advisors are current or former patients or family caregivers who have a lived experience with our organisations in the past 2 years. PFAC will partner with staff and physicians to provide direct input into areas which affect patient care and services, such as policies, programs or practices.



Wellington Health Care Alliance Professional Education Day

Last October, staff and physicians, from across the Alliance, came together for a day of Medicine, Surgery and Emergency Care education. The day consisted of educational presentations and hands-on sessions covering topics ranging from Abdominal Pain, Cardiac Failure to Code Blue and Chest Tubes, just to name a few. The day provided a great opportunity to network, share ideas and learn about the latest in rural medicine, surgery and emergency education.



Appearing in photo: (Left to Right): Dr. Rick Gergovich (GMCH), Gwen Gould (PDH), Olivia Douglas (PDH), Ruth Johnston (PDH), Dr. Enver (GMCH) Denise Frey (GMCH).

Batter Up! WHCA Physician Charity Softball Game

Family Doctors from North Wellington Health Care and Groves Memorial Community Hospital came together for the first ever "North Docs vs South Docs Physician Charity Softball Game" on June 16, 2018. The showdown was held in Arthur (neutral territory) with family, friends and community members in attendance cheering the teams on. All proceed raised during the game were donated to our three Hospital Foundations. A great team building event for all!



Physician Charity Softball Game

Setting the Course for the Future

Groves Memorial and North Wellington Health Care began work in early 2018 to create a new Strategic Plan for the next 3 – 5 years. Members of the community, patients, staff, physicians, volunteers, Board members and health care partners were asked to provide feedback on our hospitals strengths, opportunities and challenges. Stakeholders provided valuable feedback on how we can better serve our patients and this feedback will help to form the plan. Work continues on the Strategic Plan and is expected to be complete by the end of Summer.



Strategic Planning Session with staff, volunteers, physicians, Boards, Foundations, and partners.

INNOVATIVE

Medication + Automation = Improved Patient Safety

Over the past year our Pharmacy Staff, at all three hospital sites, were busy implementing a new automated Omnicell® medication dispensing system. This system helps support prevention of medication errors and provide an auditable record of medication transaction for inpatients. The new pharmacy system assists with restocking and expiry date tracking. The right medications are stocked in the right locations, and security is maintained for all medications. The Omnicells® were made possible by the generous donations from each of our hospital foundations.



Melissa Kaufman, Pharmacy Technician

World Health Organization and UNICEF Recognition

North Wellington Health Care (NWHC) successfully achieved designation from the Breastfeeding Committee for Canada under the World Health Organization (WHO) and UNICEF Baby-Friendly Initiative. The hospital initiative is aimed at ensuring all levels of the organization promote and support a baby-friendly environment, with an emphasis on the importance of breastfeeding for infant health.



Nancy Cleary, Palmerston & District Hospital (PDH) Patient Care Manager; Rachel Duimering, PDH RN; Reena Jackson, PDH RN; Erin Bulmer, PDH RN; Kathy Venter, Baby-Friendly Initiative Ontario Assessor and Trainer

Groves Hospital Breathing Easier with a New BiPap Machine

Some medical problems can make it hard for people to breathe. In these cases, you might benefit from bi level positive airway pressure. “BiPap” is a type of ventilator that helps people with breathing. Thanks to the help of Groves Hospital Foundation donors, the hospital was able to purchase a BiPap machine. The new ventilator is an effective management tool for patients with breathing problems.



Christina Woof, Respiratory Therapist - hugging her new BiPap machine

Helping our Staff/Physicians Quickly Access Patient Information

NUR is an electronic inpatient nursing documentation system that allows authorized clinicians to easily access patient information from any of our hospital sites. This past year, Staff and Physicians were trained on the newly implemented system by our very own in-house experts Nurses: Katie Olechowski, Rose Rainville, Victoria Smith and Sharon Kendall.



NUR Trainers (pictured above (l to r) Katie Olechowski, Rose Rainville, Victoria Smith - missing from photo is NUR Trainer, Sharon Kendall)

CAPITAL UPDATE: NORTH WELLINGTON HEALTH CARE



Photo rendering of proposed new entrance of the LMH Expansion - provided by Parkin Architects.

Louise Marshall Hospital Expansion Update

This past April, North Wellington Health Care officially received Stage 3 approval from the Ministry of Health and Long-Term Care (MOHLTC) for the emergency and ambulatory care expansion at the Louise Marshall Hospital (LMH) site in Mount Forest. This allows us to move ahead with the next stage of planning.

The Stage 4 submission was submitted to the MOHLTC in May. This submission included working drawings and specifications, contract documents and construction ready plans. Once approved, NWHC will issue the tender, evaluate and award a contract, and start building.

The LMH emergency and ambulatory care expansion will improve patient access and quality of care for our residents. The expansion will improve infection prevention and control, patient privacy, accessibility and operational efficiencies.

**Follow along with
the LMH construction using the
link below:**

www.nwhealthcare.ca



*The LMH
emergency and
ambulatory care
expansion will
improve patient
access and
quality of care for
our residents.*

CAPITAL UPDATE: GROVES MEMORIAL COMMUNITY HOSPITAL OPENING 2020



Birds eye view of the South West corner of the Hospital



Level 1 view of Concrete structure

What a Difference a Year Can Make!

The new Groves Hospital, Opening in 2020, is really starting to take shape. The Hospital's "super structure" is almost complete. This includes any reinforced concrete and steel elements that are the skeleton on the building. In addition to the above, all of the below grade services have been installed which will connect all vital services within the facility.

A Storm Water Management system was created that will direct storm water run off from in and around the new facility building to a retention area to the South East of the new site. This system also offers a natural filtration of the storm water before it enters into the aquifer and further into the Grand River.

Essential services like Hydro, Natural Gas, Phone, Cable and internet were extended from local service providers like Centre Wellington Hydro and Hydro One, Union Gas, Bell, Cogeco and Wightman. These services will be key in providing not only the essential everyday connectivity but with the multiple service providers will allow the Hospital to have built in redundancies to ensure no disruption to services.

Exterior and interior mock ups were built as a way for the Hospital staff, physicians, volunteers and community partners to assess critical spaces within the new hospital before they are actually built on site. This is an important step to ensure all of the remaining concerns in the design were worked out.



North West corner at the Emergency entrance and EMS ambulance bay steel structure

We welcome the public to follow along the new Groves Hospital construction with any of the following links below:

- Drone Videos of Construction Progress are available on the home page of the Groves Hospital website at www.gmch.ca
- Have a question about the new hospital – email us at: NewGroves@gmch.fergus.net
- Follow us on Social Media for Updates on the New Groves & more!

 [groveshospital](https://www.instagram.com/groveshospital)

 [GrovesHospitalFoundation](https://www.facebook.com/GrovesHospitalFoundation)

 [@GrovesGmch](https://twitter.com/GrovesGmch)

PALMERSTON & DISTRICT HOSPITAL AUXILIARY

In September, the Palmerston and District Hospital (PDH) Auxiliary holds a fall luncheon with a bake sale and draw table. Their biggest fundraiser is the Christmas Bazaar, an event that all of the members participate in. From these events, the Auxiliary was able to present a cheque of **\$7,500** to the PDH Foundation as well as **\$2,500** to the Foundation's Gala Fund. Members help stuff envelopes for the advertising of the Radiothon, which in turn raises dollars for the hospital.

Volunteers help out by working shifts in their Gift Shop, as well as guiding patients to and from Specialist Doctor's clinics. The volunteers provide baby layettes for families, as well as support items needed in the Palliative Care suite, and make tray favors for patients in the hospital on special holidays. The Auxiliary is pleased to provide two bursaries to deserving students at Norwell DS School. All of these activities are accomplished with only a membership of 74. The Auxiliary is actively looking for new members in order to continue raising funds and provide support to our local hospital.

Come visit our newly renovated and revamped Gift Shop with many items for your shopping pleasure - new items arrive on a regular basis.



New PDH Auxiliary President, Helen McFadzean

Palmerston and District Hospital Auxiliary Executive

Helen McFadzean, *President*
Mary Faye Burns and Mary Lou Brown, *Past-Presidents*
Sharon Greenwood, *Treasurer*
Sharon Sothern, *Secretary*
Tina Haldenby, Sandy Smith and Barb Foster, *Gift Shop Coordinators*



Please visit us at:
www.nwhealthcare.ca
to find out more information.



PDH Auxiliary Members: Barb Foster, Sandy Smith, and Tina Haldenby

LOUISE MARSHALL HOSPITAL AUXILIARY

The Auxiliary members have been busy raising funds towards equipment to be used in the hospital. An annual Quilt Raffle is ongoing and we are well into ticket sales for this year.

Over the summer the Auxiliary will be selling raffle tickets at various venues, as well as at the Thrift Shop. The draw will be held at the Christmas Bazaar at the United Church on Nov. 17th 2018. The volunteers put on a Spring Luncheon in May and a few weeks later held a Plant and Bake Sale at Pike Lake. Both were very successful, a wonderful result for all the hours volunteers put in baking, serving and clearing up, tending plants and more baking.

The Auxiliary rewarded themselves with an Annual Pot Luck Lunch at the June meeting. More wonderful baking!

Auxiliary volunteers can be found in hospital, in Diagnostic Imaging, Foot Clinic and with Dr. Morris; and in the Gift Shop which is open 10 to 4 on weekdays. The Auxiliary also has some crafty members who enjoy making tray favours for patients on special occasions.



Auxiliary Members enjoying a volunteer appreciation tea.

Louise Marshall Hospital Auxiliary Executive

Penny Renken, President

John Dale, Vice President

Cheryle Munn, Treasurer

Wreatha Speers, Secretary

Linda Dunk, Past President



**Please visit us at:
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to find out more information.**

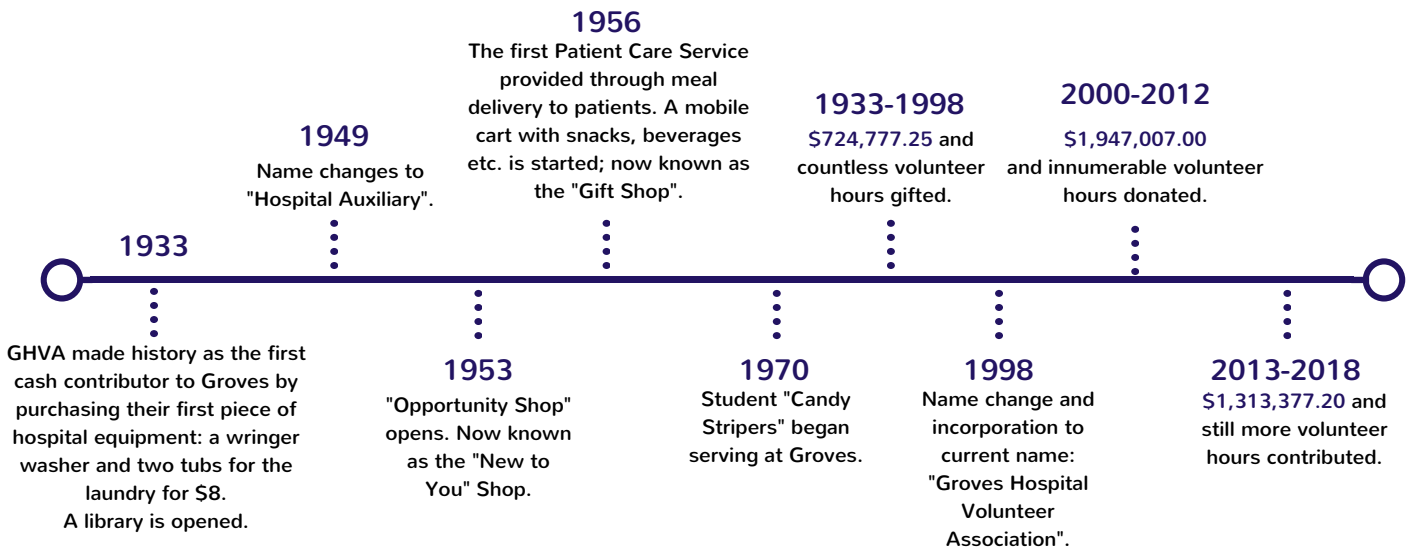


Group photo of the Louise Marshall Hospital Auxiliary.

Photo by: Lynne Turner

GROVES HOSPITAL VOLUNTEER ASSOCIATION

85 YEARS YOUNG (1933-2018)



Candy Striper uniform for the Groves Memorial Community Hospital Auxiliary, c.1970.



Uniform for the Groves Memorial Community Hospital Auxiliary, c.1970.

On May 16, 2016, GHVA pledged another **\$1 Million** to the **New Groves Hospital Project** over a 10 year period.

\$165,000.00 has already been donated towards this pledge!

TOTAL MONETARY SUPPORT OVER
85 YEARS:

\$3,260,384.20

PLUS

TOTAL GIFTED LABOUR SUPPORT IN
VOLUNTEER HOURS:

INNUMERABLE! PRICELESS!

YEAR IN REVIEW



Sold Out Event!

For the second year in a row! New to You and the Gift shop hosted a the fashion show featuring local community celebs – Steve/Kelly Linton and New to You and Gift Shop volunteers as models – wearing clothes from both locations.



Thank you!

\$25,000 presented at 2017 GHVA AGM to Groves Hospital Foundation towards \$1M Pledge for purchase of a Blood Bank System. Pictured (left to right): Ann Ironside, Hugh Calderwood, Stephen Street



Congratulations!

The GHVA were the winners of the 2018 CW Chamber's Awards of Excellence in the Social Responsibility category – Pictured (left to right): Linda Caston, Ann Ironside and Kay Miller.



Happy Anniversary!

Volunteers Juri and Susan Niit highlighting 85 years at the Wellington County Museum & Archives.



Volunteers present a cheque to GMCH & Foundation at the Volunteer Appreciation Tea. \$30,000, towards \$1M pledge, to purchase 3 Infusion Pumps.

Groves Volunteer Hospital Association Board of Directors

Ann Ironside, President
 Paul MacQueen, Vice President
 Lynne Jelokhani-Niaraki, Secretary
 Ken Steffler, Director, Treasurer
 Angie Reynolds, Director,
 Communications
 Juri Niit
 Jim Tsujita
 Lili Cretu
 Brenda Chamberlain

GHVA Staff:

Nancy Peer-Lalani, GHVA Manager
 Clare Palmer, New To You Manager
 Tina Smith, New To You Assistant Manager



www.gmch.ca

THE MOUNT FOREST LOUISE MARSHALL HOSPITAL FOUNDATION (LMHF)

Redevelopment Fundraising Almost Complete

The Redevelopment of the Emergency and Ambulatory Care areas at NWHC-Louise Marshall Hospital site (LMH) has reached Stage 4 of the five stages. After the spring provincial election, it is expected to proceed to acquiring tenders from pre-approved contractors. To date the LMHF has raised just under **\$4 Million** of their **\$5 Million** redevelopment goal.



Photo rendering of proposed LMH Expansion provided by Parkin Architects.

Sources of Community Gifts

Still maintaining a key fundraising role, the 2017 CKNX Health Care Heroes Radiothon raised funds of **\$100,000** to support a Centralized Cardiac Monitoring System.

Last Summer, the 3rd Annual Fire Chief's Gala provided LMHF with **\$30,000** towards the construction of a Mental Health Safe Room. This past fall, The Little Black Dress Affair raised **\$10,000** towards the same project. The Foundation thanks all groups and individuals who support LMH.

The 2017 Christmas campaign for Lab Equipment successfully surpassed its goal due to the initiation of a matching grant program called "IMPACT Fund". A Reagent Freezer, Blood Bank system and new countertops were purchased.

With a primary purpose to help patients, the Auxiliary supported the Louise Marshall Hospital purchase of televisions and new WiFi services.



Jane Ford accepts a generous donation from Trillium Mutual Insurance.

THANK YOU TO ALL OF OUR VOLUNTEERS

From our Foundation Board of Directors, Staff, Thrift Shop volunteers, "mail-bee" volunteers, and individuals managing community fundraisers; **you made this past year a winning year for patients at LMH!**



We couldn't do it without our Volunteer Board and other Event Helpers



Former Foundation Board President Brian Plume with Executive Assistant Mary MacDonald, and her sister, Evelyn Lowe, provide carols at the Annual Donor Appreciation event held at the Mount Forest Greenhouse and Garden Centre



Brenda Holliday WHCA Lab Manager holds a Blood Bank sample. Funding for this system was raised during the "Sleigh Ride Together with You!" campaign



Louis Marshall Hospital Foundation Board of Directors

Donna Leach, President
Richard Sinnamon, Vice President
Steve Chamber, Secretary & Treasurer
Bill Nelson
Murray J Calder
Gord Trecartin
Dr. Bob McFarlane
Bob Mason
James Edwin (Ed) White

Foundation Staff:

Jane Ford, Development Officer

Contact Us:



mff.nwhealthcare.ca



519-323-3333 ext. 2750

PALMERSTON & DISTRICT HOSPITAL FOUNDATION



Guests having fun at one of our many sponsor tables



Abbi Atkins and Sarah Alton

“Run for the Roses” – 17th Annual Starlight Gala!

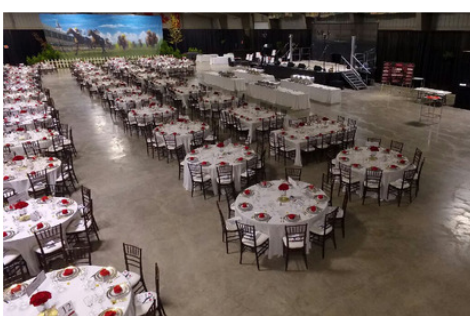
The 17th Annual Starlight Gala held at the PMD Arena Complex in Drayton on May 27th, 2017 generated a record profit of **\$252,000** and allowed us to purchase new Cardiac Monitors, rolling these out first in the Emergency Department at the Palmerston and District Hospital. 610 guests enjoyed all aspects of this exciting evening.

Our 2017 Starlight Gala Decorating Team transformed the venue into “Churchill Downs” and guests embraced the theme, arriving in the most fashionable hats and fascinators. Guests were treated to a sumptuous meal, and excellent entertainment.

Silent and live auctions garnered over **\$80,000** in profit while our sponsorships garnered an unprecedented **\$126,500** in support. Our faithful donors and an army of almost 100 volunteers came together once again to create a memorable evening in support of local health care.



Kristine and Stephanie Farrish with Buddy the horse



Starlight Gala dining area

Palmerston & District Foundation Board of Directors

President: Dan Hill

Vice President: Brad Watt

Treasurer: Earl Campbell

Secretary: Debbie McIntosh

Foundation Staff:

Dale Franklin,
Development Officer



Sisters and Dad - Brandy Miller, Sheree Bell, George Forrest and Christa Cherrey

Mary Lynne Forrest Memorial Golf Tournament, Pike Lake Golf Center

In 2017, the Palmerston and District Hospital Foundation had a large piece of equipment to fundraise for: a mobile X-Ray machine. The Mary Lynne Forrest Memorial Golf Tournament (MLFMGT) stepped in to provide important leadership to the fundraising campaign for this critical piece of equipment. The funds raised during the MLFMGT “kicked off” the fall Radiothon Campaign, where the Foundation also set a goal to fundraise for the mobile X-Ray machine. This allowed the hospital to move forward with the purchase of this vital piece of equipment.

Thank you Forrest Family (George, Brandy, Christa, and Sheree), for your amazing support of our local hospitals!

16th Annual CKNX Healthcare Heroes Radiothon Raises over \$115,000 for the Palmerston & District Hospital Foundation!

The 16th Annual CKNX Healthcare Heroes Radiothon was held on October 21st, 2017. Palmerston & District Hospital Foundation joined with 7 other Midwestern Ontario Hospital Foundations in support of their local hospitals. Fundraising efforts focused on helping to fund the purchase of the hospital’s new Mobile X-Ray Unit. Once again, we are amazed and humbled at the strong level of support for our Radiothon. Minto and Mapleton communities continue to demonstrate their strong commitment to keeping “quality health care close to home!”



2017 Radiothon Committee

Visit us at:



pdh.nwhealthcare.ca



Dan Hill at Radiothon

EXCITING THINGS ARE HAPPENING AT GROVES HOSPITAL FOUNDATION!



"Family Fun Day "



Groves Exhibit: The Past, Present and Future

Last summer, we witnessed the historical official groundbreaking and, later, the start of construction on the New Groves Hospital. Behind the scenes, we continue to fundraise to ensure that we are able to meet the needs of our hospital, now and in the future. As a result of the generosity and support we have received from the community, we have officially exceeded **\$16.1 Million, 81%** of our goal.

There is now less than **\$3.9 Million** left to raise to cover our local share of project and equipment costs. At this pivotal point in the campaign, we are reaching out to out to the community as a whole to seek their continued support with Major Gifts and Fundraising Events and ensure we meet the needs of the New Groves Hospital.

In May 2018, we held a "Family Fun Day" to celebrate and raise awareness of the New Groves Hospital Project. This event was generously sponsored by local businesses and hosted by Wellington County Museum & Archives, allowing it to be free for all to attend. The Museum is also featuring an exhibit, Groves Memorial Community Hospital: The Past, Present and Future, over Summer 2018. We are holding a Telethon Fundraiser, hosted by Wightman Telecom, on June 22, 2018.



Barbara Evoy interviews Dr. John Stickney for the Telethon



Thank you to Hugh Calderwood for serving as our Board Chair for the past 3 years!



James McQueen School Cheque Presentation



ECHS Orchestra Cheque Presentation

Our Community Supports Groves

Local schools have been huge supporters of Groves Hospital Foundation over the past year. Maranatha Christian School held a Walk-a-thon for students and their families. The Emmanuel Christian High School held an Orchestra Benefit Concert, donated a portion of their Gala proceeds, and held several car wash fundraisers. Elora Public School held a Christmas gift-wrapping fundraiser, James McQueen Public School held a change drive for the month of April, and Alma Public School hosted an art day and auctioned off the students' works of art to raise money to purchase a Vital Signs Monitor. We are so grateful to be able to witness the next generation already giving back to our community!

There were many other community events which benefitted Groves over the past year, all of which are showcased on our Facebook page ([@GrovesHospitalFoundation](#)). Thank you to all of the event organizers, volunteers, and attendees for your continued support of Groves.

Thank you to our Board of Directors, Campaign Volunteers, and donors for your support of Groves Hospital and the New Groves Hospital Project. You are truly making a difference for the future of health and wellness in our region. Thank you for everything you do for Groves and for our community!



We decided to make a gift because we wanted to give back to our community. Groves Hospital has been good to us and has always been there for us whenever we've needed it.

Recent Major Donors Jim & Fran Keating

Groves Hospital Foundation Board of Directors

Hugh Calderwood, Chair
 Dick Haas, Treasurer
 Greg Boland
 Barbara Evoy
 Wayne Hyland
 Charlene Hutt
 Ian Horsnby
 Jerry Kooiman
 Cindy Lindsay

Dr. Peter McPhe dran
 Jim Pietrangelo
 Cheryl Rowe
 Ted Smith

Foundation Staff:

Lori Arsenault, Executive Director
 Bonnie Bois, Foundation Assistant
 Sarah Sheehan, Development & Communications Officer

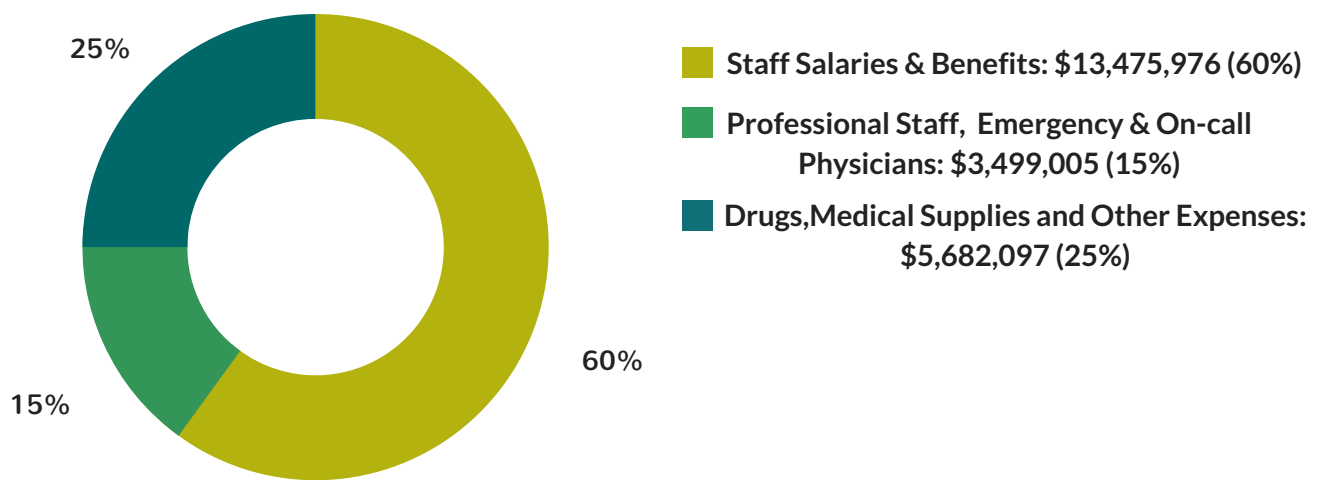


Jim Keating on the New Groves Hospital Site

NWHC FINANCIALS

LOUISE MARSHALL HOSPITAL AND PALMERSTON & DISTRICT HOSPITAL

Where do we spend our money?



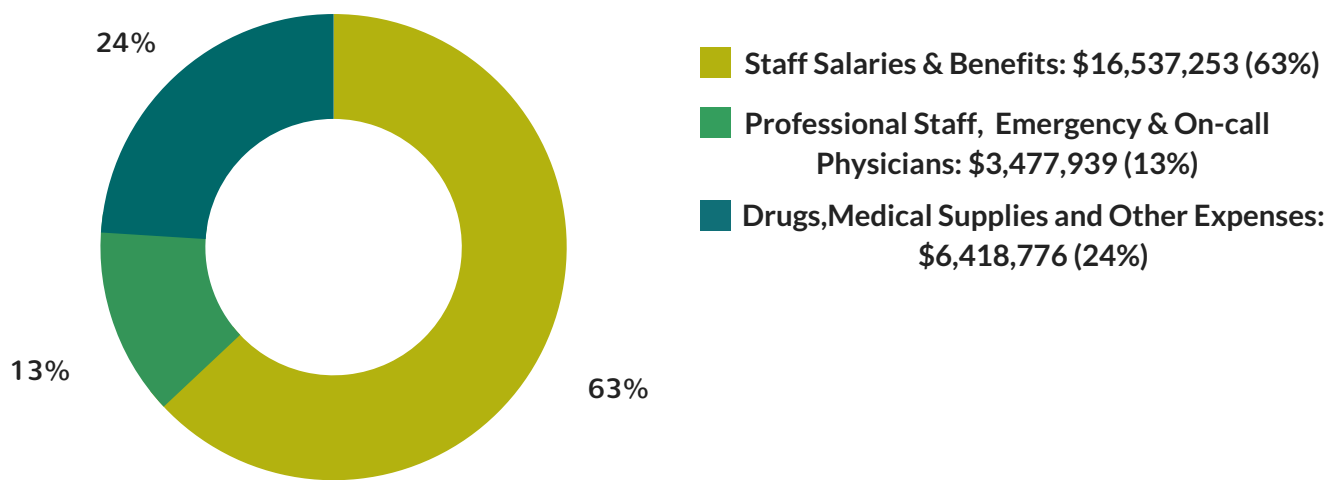
For a detailed financial breakdown please see our audited financial statements online at: www.nwhealthcare.ca

NWHC STATISTICS

Admissions- 1,311
Average Length of Stay- 7.0 Days
Births- 83
Surgical Procedures- 1,385
Emergency Room Visits- 24,209
Specialist Clinic Visits- 16,219
Diagnostic Imaging Exams- 21,890
Employees- 228

GMCH FINANCIALS

Where do we spend our money?



For a detailed financial breakdown please see our audited financial statements online at: www.gmch.ca

GHCH STATISTICS

Admissions- 2,480
Average Length of Stay- 5.9 Days
Births- 450
Surgical Procedures- 3,055
Emergency Room Visits- 23,952
Specialist Clinic Visits- 38,375
Diagnostic Imaging Exams- 40,800
Employees- 345



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