

Annual Report to the Community



Groves Memorial Community Hospital | North Wellington Health Care

Welcome to the 2019-20 Report to the Community

The demands on our staff and physicians this past year have been extraordinary. Everything from responding to a global pandemic, closing and opening a new hospital and operating a hospital under a massive renovation.

Despite all of this, our staff and physicians have risen to the challenge while continuing to provide optimal care for our patients. They are a remarkable group of individuals and I am very proud and honoured to work alongside them. We are also grateful to our Hospital Boards, Foundations, Volunteers and health care partners for their support during these challenging times. We miss our volunteers and look forward to welcoming them back, when it is safe to do so.

In this report you will read about our investment in infrastructure and response to COVID-19. Though COVID-19 has caused us to pivot our attention, we continue to strive in providing compassionate and quality health care at our three, rural hospital sites. We are also very happy to report the fiscal year ended with a surplus at both North Wellington Health Care and Groves Memorial Community Hospital.

Our communities have done a great job at keeping our COVID-19 positive cases low. Please continue to practice proper infection control prevention measures. The pandemic is here to stay for a while and only by working together will we be able to keep our communities healthy and well.

Stephen K. Street, President and CEO
Groves Memorial Community Hospital and North Wellington Health Care

Our Numbers

This past year, our North Wellington Health Care Hospitals...

Admitted **1,209** patients and on average a patient stayed at one of our hospitals for **7.1 days**. We delivered **78 babies** and performed **738 surgical procedures** not including endoscopies.

Combined we had **23,860 emergency room visits**, and our specialist clinics had **5,245 visits**. Our diagnostic imaging department was busy conducting a total of **22,024 digital imaging exams**.

Our hospitals currently have a total of **244 employees**, **108 professional staff**, and **137 dedicated volunteers**.

This past year, Groves Memorial Community Hospital...

Admitted **2,206** patients and on average a patient stayed at our hospital for **6.2 days**. We delivered **485 babies** and performed **1,531 surgical procedures** not including endoscopies.

We had **22,548 emergency room visits**, and our specialist clinics had **4,046 visits**. Our diagnostic imaging department was busy conducting a total of **41,746 digital imaging exams**.

Our hospital currently has a total of **402 employees**, **136 professional staff**, and **250 dedicated volunteers**.

Financials

North Wellington Health Care

LOUISE MARSHALL HOSPITAL | PALMERSTON AND DISTRICT HOSPITAL



SOURCES OF REVENUE

Province of Ontario Funding	\$18,397,148
Physician Emergency & On-Call	\$3,131,154
Patient and Miscellaneous	\$2,992,283

Total: \$24,520,585



EXPENSES BY TYPE

Staff Salary & Benefits	\$14,100,083
Medical Staff & Physician Fees	\$3,657,467
Other Expenses	\$5,878,962
Drugs and Medical Supplies	\$702,469

Total: \$24,338,981

NWHC Surplus \$181,604

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

Groves Memorial Community Hospital



SOURCES OF REVENUE

Province of Ontario Funding	\$23,563,241
Patient and Miscellaneous	\$3,836,948
Physician Emergency & On-Call	\$2,449,433

Total: \$29,849,622



EXPENSES BY TYPE

Staff Salary & Benefits	\$18,301,289
Other Expenses	\$6,269,166
Medical Staff & Physician Fees	\$3,806,087
Drugs and Medical Supplies	\$1,438,275

Total: \$29,814,817

GMCH Surplus \$34,805

Board of Directors 2019-20

(Joint Executive Committee = JEC)

North Wellington Health Care

LOUISE MARSHALL HOSPITAL | PALMERSTON AND DISTRICT HOSPITAL

Dale Small, Chair and JEC Vice-Chair*	Judy Dirksen, Ex-Officio Town of Minto
Brian McMahon, Vice Chair*	Dan Yake, Ex-Officio Wellington North
Gary Schumacher, Treasurer*	Dr. Chris Rowley, Chief of Staff and Ex-Officio
Roslyn Fortier*	Dr. Christine Peterkin, President of Professional Staff and Ex-Officio
Carrie Hurst*	Stephen Street, President, CEO and Ex-Officio Board Secretary
Brian Milne*	Jill Schitka, VP Clinical Services and Chief Nursing Executive and Ex-Officio
Michael O'Dwyer*	
Kelly Ward*	
Mike Wilson*	

Groves Memorial Community Hospital

Jackie Ranahan, Chair and JEC Chair*	Mary Lloyd, Ex-Officio Wellington County
Gilles Madore, Vice Chair*	Kirk McElwain, Ex-Officio Centre Wellington
Richard Wright, Treasurer*	Paul McQueen, Ex-Officio
Ian Hornsby, Past Chair*	Dr. Doug Roach, Chief of Staff and Ex-Officio
Helen Bogl*	Dr. Amanda Wagler, President of Medical Staff and Ex-Officio
Leslie Flaherty*	Stephen Street, President, CEO and Ex-Officio Board Secretary
Anthony Caldwell*	Jill Schitka, VP Clinical Services and Chief Nursing Executive and Ex-Officio
Gord Feniak*	
Paul Smith*	
Neil Dunsmore, Ex-Officio Centre Wellington	
Kelly Linton, Ex-Officio Centre Wellington	

*= members of the JEC which governs the Wellington Health Care Alliance through delegated authority.

Palmerston and District Hospital

Investing in new equipment, people and the future of patient care

Thanks to the generous donations from the Palmerston & District Hospital (PDH) Foundation and donors, the hospital was able to invest in new equipment that will benefit patients for generations to come. Surgical staff were happy to receive a new microscope and head lamp to be used in ear, nose and throat surgery (ENT). ENT specialists rely on these types of microscopes to visualize the surgical site and enable them to perform a wide range of procedures.

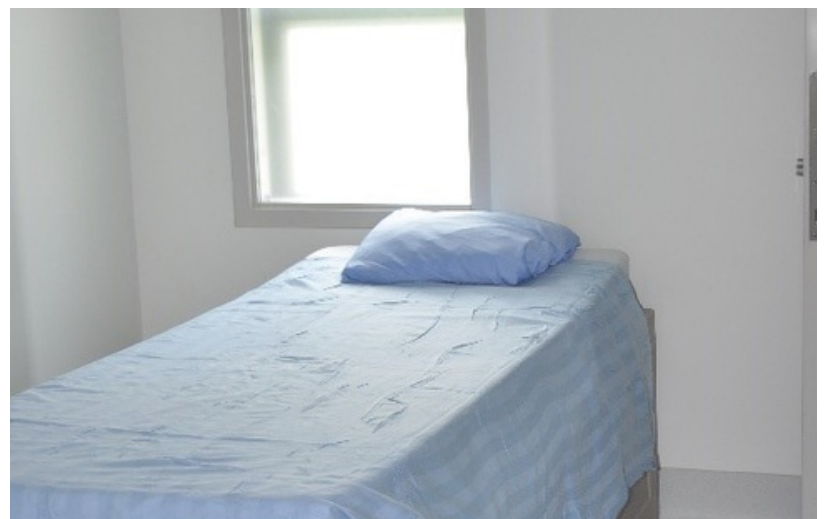
The surgical team was also the proud recipient of new coblation equipment which aids in performing general surgery and various procedures such as having your tonsils removed. Thermal energy is used to provide highly-controlled procedures with minimal impact to surrounding tissues. None of this equipment would be possible without the tremendous support from the residents of Minto, Mapleton and our hospital Foundation.

This past year, PDH underwent renovations to build a new safe room. This new space is designed to accommodate patients with addictions or mental health issues and is specifically designed with patient dignity and safety in mind. The new room allows staff the ability to observe the patient while protecting the individual's privacy.

Hospital and long-term care homes are facing health care worker shortages. COVID-19 has certainly not helped with this. The staff and physicians at PDH are rising to the challenge to support medical education training for nurses and medical students, helping to develop our future health care leaders. This past year many of our Physicians and Nurses were preceptors for trainees. Students are provided with a wide-variety of learning experiences at PDH with the opportunity to work in every department. Many students choose to live and work here after their learning experience. A win-win.



Elizabeth Engel, RN, with new surgical microscope purchased by the Palmerston and District Hospital Foundation



New safe room



Katie Olechowski, RN (left) teaching a Nursing student how to insert an intravenous catheter



New coblation equipment for use in general surgery procedures

Rural Long Service Award

In April, the Society of Rural Physicians of Canada (SRPC) recognized Minto-Mapleton Family Physician, Dr. Christopher Cressey, with its Rural Long Service Award.

This award recognizes the long-standing contribution and commitment Dr. Cressey made serving Minto-Mapleton communities for over 20 years. In 1986 Dr. Cressey moved to Palmerston to set-up practice.

Though Dr. Cressey recently retired, he continues to cover other physician practices and support our local hospitals. Congratulations Dr. Cressey!



Dr. Christopher Cressey,
Rural Long Service Award

Palmerston and District Hospital Foundation

Helping to achieve excellent patient-centred care



Entrance to the 19th Annual Starlight Gala event



Gala Leadership Team

“Moonlight Over Monte Carlo” – our 19th Annual Starlight Gala!

The 19th Annual Starlight Gala held at the Palmerston Community Centre on May 25th, 2019 generated an outstanding profit of almost \$210,000 which allowed us to finish the construction of our Mental Health Safe Room in the hospital.

This room allows us to treat patients who are dealing with a mental health condition with dignity and respect, while keeping both the patient and our staff as safe as we possibly can.

Our amazing team of volunteer decorators transported over 650 guests to the glamorous atmosphere of Monaco's famed Monte Carlo Casino. Guests were treated to a sumptuous meal, and excellent entertainment. Silent and live auctions garnered almost \$70,000 in profit while our generous sponsors contributed \$115,500 towards the evening's success.

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.

George and Lynda White Donation

Big donation – The Palmerston and District Hospital Foundation recently received a donation of more than \$50,000 from Lynda and George White. They “were happy to share that this donation came about through a sale of corporate shares,” said foundation development officer Dale Franklin.

“The Whites feel strongly that contributing to the hospital helps to build a stronger community. We thank them for their generosity.”



Lynda and George White

Mary Lynne Forrest Memorial Golf Tournament

The Mary Lynne Forrest Memorial Golf Tournament was held on July 17, 2019 and raised \$40,000 towards the purchase of a gastroscope and colonoscope for Surgical Services.

Our Foundation is grateful for the continued support of George Forrest and his family.



The Forrest Family (l to r) Brandy Miller, Sheree Bell, George Forrest and Christa Cherrey

18th Annual CKNX Healthcare Heroes Radiothon Raises over \$102,000 for the Palmerston & District Hospital Foundation!

The 18th Annual CKNX Healthcare Heroes Radiothon was held on October 19th, 2019. Palmerston & District Hospital Foundation joined with 9 other Midwestern Ontario Hospital Foundations in support of their local hospitals.

Our fundraising efforts focused on funding the upgrades required to our Building's Security. 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”!



Photograph by: Kim Cyr-Goodyear

Board of Directors (2019-2020)

Earl Campbell, *President & Chair*
Dan Hill, *Past President*
Brad Watt, *Vice President*
Debbie McIntosh, *Secretary*
Kathy Statia, *Treasurer*

Paul McPhail, *Director*
Anne-Marie Faulkner, *Director*
Lisa Bramhill, *Director*

Betty Douglas, *Director*
Dorren Foerter, *Director*
Jacqui Cressman, *Director*

Doug Morrell, *Director*
Lynn Hodgins, *Director*
Luanne Ward, *Director*

Staff: Dale Franklin, *Development Officer*



Louise Marshall Hospital

Tackles construction and COVID-19

On September 12th, 2019, dignitaries, staff and the Wellington North community celebrated a groundbreaking for the emergency and ambulatory care expansion of the Louise Marshall Hospital.

When the expansion is complete, the overall size of the hospital will increase from 45,000 to 57,000 sq.ft. and much of the existing space will be renovated.

The hospital will “grow up” with a second storey addition to expand ambulatory care, oncology and day surgery. This will upgrade infection prevention and control measures and allow the hospital to add services for visiting specialists.

The emergency department will grow from 1,630 to 5,710 sq.ft. A new triage area will increase privacy and help improve patient flow.

The new building will improve staff and patient flow with central registration and lobby to help patients find their way around. Parking will increase and there will be a patient drop-off lane. The hospital is working with the Mennonites to build a new hitching post and shelter.

The project is supported by the remarkable work done by the Louise Marshall Hospital Foundation, local volunteers, hospital board, donors, and campaign chairs who helped raise \$5 million for the expansion.

The project should be complete in the spring of 2021 and will serve the growing needs within the community for years to come. The Staff and Physicians at Louise Marshall Hospital (LMH) have done a great job in providing full-service care, in a rather confined space, during a pandemic.

We are looking forward to Spring of 2021!



ER and Ambulance Bay Expansion



Ambulatory Care- two-storey expansion



LMH support staff (l to r) Linda Workman, Mary Feairs, April Lawrie- receive some donated gifts during COVID-19



Staff busy helping to move out old LMH ER



Staff busy helping to move into new temporary ER



Community members, staff, foundation, volunteers and dignitaries break ground for the LMH expansion

Louise Marshall Hospital Foundation

It was a year of firsts for the Louise Marshall Hospital Foundation (LMHF)



John Nater, MP for Perth-Wellington enjoying the festivities at LMHF's 1st Annual Family Fun Day



Guelph Patriots mascot and friends stopping for a quick photo before hitting the ice

1st Annual Family Fun Day

The LMHF held our 1st Annual Family Fun Day on Family Day 2020. In an action-packed day filled with fun, food and festivities, kids of all ages came out en masse to join us in support of Louise Marshall Hospital.

All proceeds from this event will be directed towards the purchase of child-centred activities for the waiting room in the newly expanded hospital when the redevelopment project is complete.

Helping Lives Bloom: A Garden Party Gala

The Louise Marshall Hospital Foundation's 1st Annual "Helping Lives Bloom: A Garden Party" Gala took place on June 14th, 2019, in celebration of the Louise Marshall Hospital Redevelopment Project.

Our small but dedicated team of directors and volunteers transformed the Mount Forest Sports Complex into a lush garden paradise, and more than \$179,000 was raised in support of North Wellington Health Care - Louise Marshall Hospital.



Donation from TD Smith (from left): Bill Nelson, Mike Smith, Donna Smith, Steve Street - President and CEO, NWHC, Rick Sinnamon - President, Louise Marshall Hospital Foundation



Gala Table Décor



Auctioneer, Scott Hartle

Our Donors Make the Difference

The 18th Annual CKNX Health Care Heroes Radiothon proved once again to be a fundraising powerhouse, raising just shy of \$106,000 for the Louise Marshall Hospital Foundation and exceeding our goal of \$100,000 towards a portable x-ray machine for LMH.

While the COVID-19 pandemic had, and will continue to have, a significant impact on our fundraising efforts, it also showed us what our community is truly made of. When it became clear that there was a considerable need for Personal Protective Equipment (PPE), local businesses and area residents stepped up to provide LMH with the necessary supplies to keep the staff safe and healthy when it was most needed.

The support for Louise Marshall Hospital from the residents, businesses and community organizations in Mount Forest and the surrounding area continues to be both humbling and inspiring. From the extraordinary generosity of TD Smith, to the ongoing gifts of support from our local service organizations like the Mount Forest and Pike-Lake Minto Lion Clubs, the Royal Canadian Legion and the LMH Auxiliary, all the way to our youngest donors, each dollar raised helps the team at Louise Marshall Hospital to provide exceptional local health care.



Jaylin, Taylor and Eliza held a "Kool-Aid and Kookies" stand at Silent Valley Park, and very generously donated the proceeds to the Louise Marshall Hospital Foundation.



The Louise Marshall Hospital Foundation received a \$500 donation from the Junior Optimist Octagon International (JOOI) of South Grey.

MFLMHF Board of Directors (2019-2020)

Rick Sinnamon, *President*
Bob Mason, *Vice President*
Steve Chambers, *Secretary-Treasurer*

Ed White, *Director*
Dr. Bob McFarlane, *Director*
Deb Hewson, *Director*

Brian Plume, *Director*
Terry Ellison, *Director*
Scott Hartle, *Director*

Staff:
Amy Van Huss, *Development Officer*



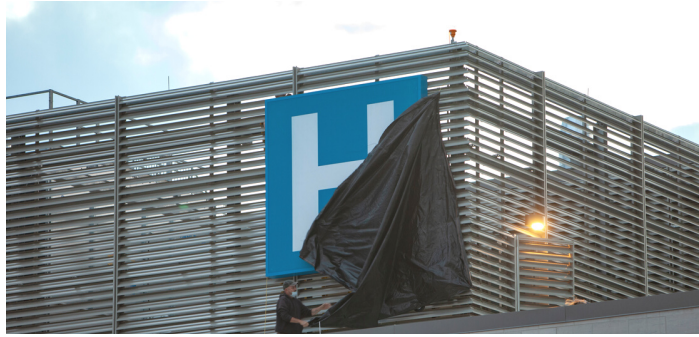
Groves Memorial Community Hospital

When one door closes, another opens

On Sunday, August 9th, 2020, at 6:00am the doors at the new Groves Hospital opened while the old hospital site closed. It was a bittersweet moment for staff and physicians and a very special day for all involved.

There were tears, laughter and a huge sense of relief once move day was complete and all patients were safely transferred to the new site. The opening of the new site marked decade's worth of vision, planning, fundraising, and hard work.

Featured here are some day-in-the life photos from move day. Thank you to Greg Fess and Jackie Christie for capturing this historical day in photos.



Unveiling and Veiling of "H" Signs



(l to r) Michael Chong, MP Wellington-Halton Hills; Deb Hill, VP Redevelopment, GMCH; Ted Arnott, MPP, Wellington-Halton Hills; Kelly Linton, Mayor Centre Wellington; Jackie Ranahan, Board Chair, GMCH; Stephen Street, President and CEO GMCH; Doug Ford, Premier of Ontario; Dr. Doug Roach, Chief of Staff, GMCH; Christine Elliott, Minister of Health, Ontario; Gord Feniak, Hospital Building Committee Chair



Patient transfer vehicles line up to take patients to the new hospital



Staff huddles at both legacy and new hospital to prepare for move day



First patients to leave the old Groves heading to the new site



Last shift at legacy Groves Emergency Department



Dr. Sarah Gower checks on first patients to arrive



Staff work together to safely transfer patients



First shift at new Groves Emergency Department

Groves Hospital Foundation

Raising funds to ensure patients receive optimal care

Because of You



3,418
DONORS



8,084
GIFTS



243
500+ GIFTS



527
151 GIFTS

The Impact



250+
ITEMS OF
EQUIPMENT
(TO DATE)



10%
OF BUILD COST
FUND

OVER **\$20M** RAISED

We are truly *thankful* for the incredible support of our community for the New Groves Hospital.

New Groves Hospital Campaign Exceeds \$20M Goal!

The New Groves Hospital Campaign was launched in 2015 with a goal of \$20 Million – a seemingly large amount for a community of our size. It was hard to predict five years ago how tremendous your generosity and support would be for the future of our local hospital. We not only reached our campaign goal, we surpassed it!

The words “Thank You” is an understatement to how filled with gratitude we are for everything you have done to support Groves Hospital Foundation. From events, to fundraisers, to pledges from individuals, service clubs, businesses and organizations, – you have given to Groves in so many ways.

We hope to be able to celebrate this momentous occasion with the community once the pandemic is over. Please know that you are not forgotten and we are celebrating each and every one of you from a distance. Your amazing support has allowed the hospital to purchase the items needed to equip staff and physicians since opening day on August 9th, 2020.

Thank you,

Groves Hospital Foundation (GHF) Board & Staff

Coming Together to Cope with COVID-19

Since the COVID-19 worldwide pandemic was declared, we have been blown away by the generosity of local businesses, groups, schools, and individuals. Thank you for the many donations of Personal Protective Equipment (PPE) and other essential supplies, and to the businesses who have offered discounts for our staff. To date, we have received over 54,000 towards the Groves’ COVID-19 Relief Fund, thousands of PPE, and dozens of gift cards for local restaurants.



Elora Distillery donates hand sanitizer made at their newly-opened facility



Grand River Agricultural Society & Raceway donate \$10,000 in gift cards for Helping Hungry Heroes Campaign

\$151 Campaign

As of March 2020, we have raised \$84,338.58 from the \$151 Campaign. Thank you to the 248 individuals that “took a coffee break for Groves” and participated in this fundraiser!



Lori Arsenault, Dr. Enver, and Barb Evoy at Zehrs for the 151 Campaign



GHF Board Members: Adrian Carreiro, Jerry Kooiman, Ilse VanderMeulen, Dick Haas, Cheryl Rowe, Nate Martin, Cindy Lindsay, Ted Smith, Greg Boland (missing are Dr. Enver, Butch Medemblik & Barbara Evoy)

Gala for Groves



Gala for Groves was presented and hosted by Pearle Hospitality at the Elora Mill, with nearly 100% of costs covered by their sponsorship. All sponsorships, ticket sales, silent auction, live auction, Fund-a-Need, and Golden Ticket sales were directed to equipment purchases for the New Groves Hospital.

The Gala Committee (pictured on left) which consisted of Linda Breault, Cheryl Rowe, Sue Wagner, Katie Giddy, Barb Evoy, and Foundation Staff, met for over one year to plan and implement this event. Our goal was to raise \$250,000 and we are proud to say we surpassed that goal and raised over \$360,000. Thank you to all that attended and to the volunteers that helped make this gala possible.



Rural Wellington COVID-19 Response

Rising to the challenge



GMCH Lab Staff Virginia Hill (Photo provided by Greg Fess)

Without a doubt, the COVID-19 pandemic has presented challenges to our health care system this past year. Our staff and physicians had to adapt quickly to rapidly changing and uncertain circumstances, which transformed how we provide care and interact with one another.

The hospital's initial COVID-19 response was to reschedule non-essential services and surgeries, reduce volunteers and visitors to the hospitals, implement virtual visits where possible and expand infection and prevention control measures.

This allowed us to pivot quickly to enhance safety measures for our patients, staff and physicians. We were able to increase our Lab, Housekeeping and Nursing staff to respond to the new demands.

Assessment Centres

We do know COVID-19 is here to stay for a while and we are working to adapt our health care system to safely resume services with a focus on infection prevention and control. Working collaboratively with our local Family Health Teams, EMS, and municipal partners we were able to quickly open COVID-19 Assessment Centres in our rural communities to respond to the growing need for testing. Currently, we are operating two centres in Fergus and Harriston.

Want to know more about the Assessment Centres?
Visit: WHCACOVID.COM



Mount Forest



Harriston Assessment Centre Staff - Caitlin Reeves, RN and Diane Corrigan, NP



Fergus

Coming together as a Community

Despite the pressures, we have all felt from this global pandemic, a new appreciation grew for our compassionate and courageous front-line staff and physicians in providing care to our communities.

We've all been humbled by the generous support from our communities through donations of PPE, kind messages and gestures of gratitude. These tokens of appreciation may appear as a simple concept, yet are so very impactful in providing encouragement and a sense of value.

While our teams continue to work around the clock to care for our residents, we ask the community to work collaboratively with us to do your part in preventing the spread of COVID-19.

Continue to wear your mask, wash your hands often, practice physical distancing, stay home if you do not feel well and limit contact with those outside of your household.

Together, let's keep our communities safe and well!



LMH ER Staff (l to r) Sam Mitchell, RN; Amy Bolton, RN; Marilyn McGowan, RN and Dr. Kylie Redekop



GMCH Staff Julaine Pletch, OR Nurse, helps to secure a co-workers PPE (Photo provided by Greg Fess)



PDH Lab Staff (l to r) Chantelle Moon, Jan Gaffney and Brenda Holliday



PDH Staff Katie Olechowski, RN admires a message from the gratitude rock garden