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Community Report 2016-17















Wellington Health Care Alliance

North Wellington Health Care Board of Directors

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welcome

Welcome to the 2016-17 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 improving the health status of our communities we proudly serve.

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.





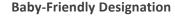
Advancing exceptional care



1 844 437 3247 Call anytime to access Addictions, Mental Health & Crisis Services Waterloo-Wellington-Dufferin

Mental Health & Addiction Services now "Here 24/7"

This past year North Wellington Health Care (NWHC), Groves Memorial Hospital, Guelph General Hospital and Homewood Health Centre partnered with the Canadian Mental Health Association to provide patients with improved mental health and addiction services. Based in our hospitals Emergency Departments, the Here 24/7 - crisis services program augments our Homewood On-site Crisis workers, after hours and on weekends. This reduces hospital wait times by improving the flow of patients accessing acute mental health beds at Homewood.



The Baby-Friendly Initiative (BFI) is a global endeavor focused on the protection, promotion and support of breastfeeding both in hospital and with external care providers. This past year NWHC has continued to pursue completion of the official Baby-Friendly designation process. This work reflects North Wellington's desire to provide mothers and infants with the best of care. If successful, NWHC will be the fifth hospital in Canada to achieve BFI designation. Thanks to Nancy Cleary, Patient Care Manager, Palmerston and District Hospital for leading this important initiative.





Music in Mind

The human brain is hard-wired to connect music with long-term memory. Listening to music can tap deep emotional recall, calm chaotic brain activity and stimulate both speech and memory for those experiencing cognitive impairment. This spring, HELP student, Chelsea Postma along with dedicated Volunteer Heather Halls and her husband Brad worked to create Music in Mind for the Hospital Elder Life Program (H.E.L.P) at Groves. Music in Mind utilizes portable listening devices to provide patients access to their favorite music and audiobooks. The program can increase patient satisfaction, motivation and mood while decreasing pain.



New surgical equipment allows care, close to home

Thanks to the support of the Hospital Foundation, Louise Marshall Hospital (LMH) was able to purchase new surgical equipment used by our Obstetrician-Gynecologist. Thermalblation is a safe, effective and minimally invasive surgical equipment used to replace the need for hysterectomies (a surgical operation to remove all or parts of the uterus). With the thermalablation procedure, patients are only in the hospital for the day vs. three days with a hysterectomy procedure. Patients no longer need to travel to Guelph for this nrocedure they are able to receive quality care close to home

Meet:

A few of our medical trainees



Dr. Lapper (left) and Dr. John Reaume (right)

Dr. Deirdre Lapper is spending two years in Mount Forest training with family physician, Dr. John Reaume. Dr. Lapper chose to pursue family medicine as a career because she wanted to work in field where she can make a difference in people's lives. She enjoys the variety of rural health care - being able to work in the Emergency Room, inpatient care, obstetrics, assisting in surgery and providing primary care in an office based setting. Her Mount Forest learning experience is teaching her how to use resources creatively and provide care to patients and their caregivers with a team based approach.



Courtney Becker (left) and Jessica Clark, RN (right)

Fergus native, Courtney Becker has been working at Groves Hospital alongside Jessica Clark RN, to complete her Bachelor of Science in Nursing from Georgian College. Health care has always been a passion for Becker, as she spent much of her adolescence volunteering at the Wellington Terrace in Elora. Working alongside patients at the long-term care facility taught her the value of compassionate care and fueled her desire to pursue a career in nursing. When it comes to patient care, Becker described the Groves Hospital staff to function more like a close-knit family, in that they are attentive to one another's needs and truly know the value of teamwork. In the future, she hopes to continue caring for her community here at Groves.



Dr. Peterkin (left) and Dr. Galange (right)

Dr. Patrick Galange spent two months training with Minto-Mapleton's own Dr. Christine Peterkin. Dr. Galange chose to pursue family medicine as a career because he wanted to feel as though his hours were going towards something truly meaningful. During his rural training Dr. Galange enjoyed the sense of community. You get to know everyone by name allowing you to develop a closer relationship. He enjoyed his training in Minto-Mapleton. The combination of clinical teachings and a supportive learning environment have laid the foundation for Dr. Galange's incredible learning experience. He feels the staff have been powerful role models and have taught him important lessons that he will take forward in his career.





Capital updates:

North Wellington Health Care

Plans continue for the redevelopment of the Louise Marshall Hospital (LMH) ambulatory care and emergency department. A major planning milestone was reached in December 2016 with LMH receiving approval, from the Ministry of Health and Long-term Care (MOHLTC), to move ahead with Stage 3 planning.

Stage 3 Design Development planning includes details for all rooms and equipment placement in the overall space, and will require a construction phasing plan and cost estimate. The design work will take into consideration best clinical practices, accessibility, infection prevention/control, and departmental flow.

After Stage 3 planning is complete, work will begin on Stage 4 tender documents which will be submitted to the MOHLTC by the end of the 2017/18 fiscal year. The expansion is expected to be completed by the end of 2019.

As plans continue for the LMH expansion, building upgrades continue at both of our hospital sites.

Palmerston and District Hospital (PDH) installed a new high-efficiency, commercial boiler system. The new boiler comes with Smart Touch operating controls making it easy to use, control and maintain. Thanks to the PDH Foundation for funding the new boilers.

Plans are also underway for new Medical Education space at LMH and PDH. The ability to learn in a hospital setting is fundamental to the education of our future physicians and nurses. NWHC provides teaching, year-round, to medical trainees. The new Medical Education space will include videoconferencing as well as a multi-purpose conference/study room.

Pictures: (left photo) New PDH boilers. (right photo) Stage 3 Announcement: (front row – left to right) Gail Bridgwater, Lynn Reeves, Tracy Lee, Jane Ford, Dr. Bob McFarlane, Rob Young and Stephanie Pearsall (back row - left to right): Rick Sinnamon, Stephen Street, Valerie Droog, Beth Powell and David Cerny.



Photo: Draft rendering of the New Groves Hospital. Provided by Tillmann Architects Ruth Robinson part of the EllisDon Infrastructure Healthcare Team

A New: Groves Hospital

It has been a busy year planning for the new Groves Hospital. In June 2016, Infrastructure Ontario (IO) and Groves Memorial Community Hospital (GMCH) released a request for proposals (RFP) to design, build and finance a new Groves Hospital. Three pre-qualified teams, each of which includes a developer/builder, designer and a financial advisor, were invited to submit proposals.

After extensive evaluations, in May 2017, IO and GMCH selected EllisDon Infrastructure Healthcare to design, build and finance the new Groves Hospital. IO and GMCH will finalize contract details with EllisDon Infrastructure Healthcare by mid-June 2017 and ground breaking is expected mid-July 2017.

The new hospital will be built in Centre Wellington, between Elora and Fergus. Expected to be completed in late 2019, the new GMCH project will include:

- a replacement hospital built on a greenfield site, with more space for emergency, ambulatory, diagnostic and inpatient services to accommodate a growing community
- 37 of the 45 beds will be in private single patient rooms with a dedicated washroom and shower and large windows - the remaining eight beds will be in two-bed rooms each with a private washroom
- modernized infection control measures, including additional isolation facilities, to enhance the hospital's ability to respond to a pandemic or disease outbreak
- an onsite helipad to allow for faster access to patient transfers by air ambulance
- large windowed areas that allow natural light to penetrate deep into the building and ultimately connect the interior with the outside
- Simplified way-finding, making it easy for visitors and patients to navigate to their desired destinations. Hospital services that are used most frequently by outpatients are positioned closest to the main entrance to ensure easy access.

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Louise Marshall Hospital Auxiliary

This year the Louise Marshall Hospital (LMH) Volunteer Auxiliary celebrated 95 years of dedicated service. The Auxiliary also recognized significant milestones this year as active members Laura Marchment and Alma Mathers celebrated their 100th birthdays. It just goes to prove, you are never too old, to volunteer!

Over the past year, the Auxiliary has fundraised and supported the hospital in many ways, with a spring luncheon, an annual quilt raffle and fall bazaar which included a lunch, silent auction, bake and craft tables. The funds raised at these events, along with proceeds from the Gift Shop, is funneled back into the hospital to help with equipment purchases.

Volunteers help decorate the building at Christmas and provide tray favors to for those spending the holidays in the hospital. The Auxiliary also presents a gift to the first baby born at Louise Marshall Hospital each year.

Without the support and dedication of so many faithful members, the Auxiliary could not accomplish the many goals they have achieved.

For more information on volunteering at the Auxiliary please visit our website at www.nwhealthcare.ca



Photo: Alma Mathers, LMH Auxiliary Volunteer celebrating her 100th birthday with Stephen Street, NWHC President and CEO

Louise Marshall Hospital Auxiliary Executive

Linda Dunk, President Wreatha Speers, Past-President Penny Renken, Vice President Cheryl Munn, Treasurer Wendy Rogerson, Secretary



Photo: Penny Rankin and John Dale, LMH Auxiliary Volunteers

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Palmerston & District Hospital Auxiliary

This past year the Palmerston and District Hospital (PDH) Auxiliary held a fall luncheon with a bake sale and draw table. Their biggest fundraiser was the Christmas Bazaar, an event that all of the members take part in one-way or another. 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 helped stuff envelopes for the advertising of the dollars for the hospital. Volunteers help out by working shifts in our 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 trav 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 70. The Auxiliary is actively looking for new members in order to continue raising funds and provide support to our local hospital. Please visit us at: www.nwhealthcare.ca to find out more information.



Sharon Greenwood, Specialist Doctor PDH Auxiliary Volunteer

Palmerston and District Hospital Auxiliary Executive

Ruth Wilson and Lynn Hodgins, Co-Presidents
Adrienne Gilbert, Past-President
Sharon Greenwood, Treasurer
Sharon Sothern, Secretary
Bonnie St. Jean and Ruth Wilson, Gift Shop Coordinators



Elaine Schiestel, Gift Shop PDH Auxiliary Volunteer

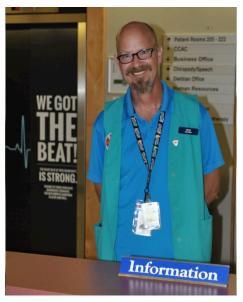




GHVA Husband & Wife Duo: Rita and Wayne Perrin



GHVA ER Volunteer: Peggy Kenny



GHVA Volunteer: Brad Park

Groves Hospital Volunteer Association A work of heart

There are over 290 kindhearted volunteers dedicated to the Groves Hospital Volunteer Association (GHVA) who perform many duties that help to make Groves Hospital a best in class facility.

There are many areas where this help is provided. Within the hospital these areas include – ER Information Desk, clerical work supporting clinics and patient care in the Emergency Room (ER), Medical Floor, Hospital Elder Life Program (HELP), Newsletter, Patient Care – Chronic Continuing Care Unit (CCCU), Patient Care – Medical, Sewing, Special Events, Christmas Decorating, Tray Favours, Well Wishers, and Wheelchair Maintenance. Every volunteer at groves exudes generosity and compassion while assisting the staff in providing the highest level of patient care.

All those with whom the volunteers are in contact are greeted with a warm smile from a willing listener.

Also located in the Hospital is the Gift Shop, Fergus' Hidden Treasure. Once again it is staffed by a group of volunteers who warmly greet patients, families and staff. The purchase of a good book for a patient, or a warm cup of coffee and cookie for a family member helps to take the edge off of a stressful situation. Also you will find many unique gift ideas for all occasions.

In partnership with L&M Food Market in Elora, the GHVA's Grocery Tape program continues to raise funds for the hospital. Customers are invited to leave their grocery tapes in store, as each month L&M donates a portion of the proceeds back to the hospital.

The GHVA is proud of the role it has played in our community. Indeed, it is the support of that community and the hard work of its many volunteers that has made this possible.





GHVA New To You:

Supporting Groves Hospital

In addition to the activities in the Hospital the GHVA runs the New to You Shop located on Highway 6 on the north end of Fergus. The shop sells gently used articles donated by the surrounding communities. Volunteers perform tasks such as receiving donations at the shop, sorting, preparing for sale such items as linens, clothing, kitchen items, books, children's clothes and many more. All of this effort makes the New to You Shop one of the largest retailers in Fergus and area. All of the net proceeds from the Gift Shop and New to You Shop go to the hospital. Since 1933, the GHVA has donated over \$3 million dollars to the Hospital. This has all been made possible by the efforts of many volunteers over the past 80+ years.

All of the efforts of the Gift Shop and the New to You Shop continue to make a substantial contribution to GMCH. In keeping with this, the Groves Hospital Volunteers Association was pleased to announce on May 16, 2016 that it is pledging a further \$1 million to the new Groves Hospital Campaign. This amount will be paid over the next ten years.

GHVA Board of Directors and Staff

Ann Ironside, President
Paul MacQueen, Vice President
Lili Cretu, Corporate Secretary
Wayne Hyland, Director
Mandy Lee, Director
Angie Reynolds, Director
Juri Niit, Director

Catherine Leighton, Director
Jim Tsujita, Director
Lynne Jelokhani-Niaraki, Director
GHVA Staff – Nancy Peer-Lalani, GHVA Manager
New to You Staff – Clara Palmer, Manager
New to You Staff – Tina Smith, Assistant Manager





Mount Forest

Louise Marshall Hospital Foundation: Supporting quality care, close to home

Community support is what helps to make Louise Marshall Hospital a high quality, rural health care facility. With the tremendous support from our community, the Louise Marshall Hospital Foundation (LMHF) was able to help purchase equipment that is vital to our hospital.

- Through the 15th CKNX Health Care Heroes Radiothon, supporters exceeded our goal of \$75,000 to fund new laparoscopic equipment for use in the operating room
- In June 2016, the annual Fire Chief's Gala provided LMHF with \$22,000 and fully funded the purchase of a new BIPAP Ventilator Unit (a machine that delivers air through, a mask, to a patient's airways)
- Germania Mutual Insurance hosted a tent at the International Plowing Match and raised \$9,000 for Meditech (a Pharmacy computer software)
- The Little Black Dress Affair raised \$7,500 towards the purchase of a Nitronox Blender to be used in Obstetrics (for pain relief)
- In October, Walk for Cancer Care committee and participants helped cancer patients and funded \$6,469 for a new stretcher for Oncology

Funds received through a combination of fundraisers, memorial and estate gifts allowed the Foundation to support the LMH redevelopment of the Emergency room and Ambulatory Care areas.

Photos: (left) Patricia Sharp, Pharmacy Technician works with new paperless pharmacy (right) Dr. Banerjee happy to have a new Ear, Nose and Throat microscope funded by the Foundation

Donor driven events

Turn your events into powerful fundraisers for LMH. In May 2017, Mount Forest resident Derek Aitken, organized a highly successful Holstein Reunion Ball Tournament - all in support to help LMH. Register your event today the Foundation at www.mff.nwhealthcare.ca or call 519.323.3333 ext 2750 or 2277







Building for the future:

The Ministry of Health and Long Term Care on December 1 approved the Redevelopment plans had met requirements to move forward to Stage 3. As of March 31 2017, over 1,000 donors have made gifts valued at almost \$3.1 million.

The LMHF would like to thank all of the volunteers, private donors and individuals who sponsor third party events. All of your donations allow our hospital to provide quality care, close to home.

Thank you to the Louise Marshall Hospital Auxiliary and the Mount Forest Thrift Shop for your hours of volunteer time, dedication and commitment towards helping support your local hospital.

Photos: (left) Fire Station Car Wash and BBQ Event – all in support of the CKNX Radiothon (right) CN Railroaders in the Community Grant: Lynn Lamont, Jane Ford, Verna Batenchuk

Mount Forest Louise Marshall Hospital Foundation Board and Staff

Donna Leach, President & Chair Rick Sinnamon, Vice President Lynn Lamont, Treasurer Bill Nelson

Murray Calder Bob Mason Craig Janzen
Jim Penwarden
Gord Trecartin
Ed White

Jane Ford, Development Officer Kristin Mullin, Foundation Assistant





Sugar Ball – a sweet affair: Our 16th Annual Starlight Gala

The Palmerston and District Hospital Foundation held their 16th Annual Starlight Gala at the Palmerston Community Centre on May 28th, 2016. The event generated over \$225,000 for the purchase of the new Picture Archiving Communication System (PACS) to be used within the Diagnostic Imaging Department at the Palmerston and District Hospital.

Thanks to the generosity of over 575 guests and donors alike, other much needed hospital items could be purchased following the Gala, as our net profits exceeded the \$110,00 required for the PACS.

The evening was "sweet" from beginning to end! Our 2016 Starlight Gala Decorating Team amazed and delighted our hospital supporters. From the giant ice cream cones and lollipops to the gorgeous "wall of candy," our lobby was transformed into an old-fashioned candy shop, with beautiful decorations to look at in every corner of the venue. The team outdid themselves once again!

Guests were treated to a sumptuous meal, and excellent entertainment. The night proceeded with both silent and live auctions that garnered almost \$60,000 in profit while our sponsorships offered an amazing \$115,000 in support. More than \$14,000 was donated directly to equipment items on our hospital's "small equipment needs list" at the event! Our faithful donors and army of almost 100 volunteers came together once again to create a memorable evening in support of local health care.

Pictures (left) Starlight Gala room decorated for a "sweet affair". (right - back row): Jacqui Cressman, Tracy Hill, Josie McLaughlin, Emily MacRobbie, Kathy Statia, Yvonne Schieck, Lynn Hodgins (middle row): Sue Bridge, Shirley Ann Litt, Nancy McIsaac, Barb Huntley, Dale Franklin (front row): Brad Watt, Gala Chair, Ron Ellis, Ron Hodgins







Radiothon raises \$90,000: for the PDH Foundation

The 15th Annual CKNX Healthcare Heroes Radiothon was held on May 12th, 2016. Palmerston & District Hospital Foundation joined with 7 other Midwestern Ontario Hospital Foundations in support of their local hospitals.

Our fundraising efforts focused on raising money to replace our hospital's aging Boiler System. 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"!

Stay tuned for the 2017 CKNX Health Care Heroes Radiothon scheduled to go LIVE on Saturday October 21 2017!

Palmerston and District Hospital Foundation Board and Staff

Dan Hill, President & Chair Brad Watt, Vice President Debbie McIntosh, Secretary Earl Campbell, Treasurer Paul McPhail Anne-Marie Faulkner Barbara Burrows Kathy Statia

Betty Douglas
Dorren Foerter
Harjinder Gill
Jacqui Cressman
Doug Morrell
Lynn Hodgins
Patrick Downey, NWHC Board Liaison

Dale Franklin, Foundation Development Officer



Exciting things are happening: at the Groves Hospital Foundation

Over the past year, there has been a great deal of work being done behind the scenes to fundraise and prepare for the New Groves Hospital.

Groves Hospital Foundation Board of Directors held a Strategic Planning Session, to create a detailed 5-year plan to ensure the success of the Foundation during this next critical period.

In November, we celebrated the official unveiling and ribbon-cutting of the brand-new Digital Mammography Unit; a first for Groves Hospital! The \$525,000 unit was funded through generous donations received by the Foundation and will help physicians better diagnose patients.

We are very pleased to share that the New Groves Hospital Campaign has exceeded \$14.4 Million, 72% of our \$20 Million Fundraising Goal. None of this would have been possible without the generosity and support of our community. We are so excited for the New Groves Hospital and what it will mean for the citizens of Centre Wellington and surrounding area.

Photo (left to right): Gloria Molto, Kaush Patel, Dr. Rick Gergovich, Hugh Calderwood, Shelly Killinger, Shannon Brinkman, Ian Hornsby







Foundation happenings:

Throughout the last year there have also been a large number of community events and fundraisers to benefit Groves Hospital. These events are a significant source of donations to the Foundation and, in 2016 alone, they raised over \$75,000! This is a clear demonstration of the extensive local support of health care. Thank you to all of the event organizers, volunteers, and attendees for your continued support of Groves.

The largest recent gift received by the Foundation, towards the New Groves Hospital Campaign, was a generous \$250,000 pledge from the Grand River Agricultural Society (G.R.A.S). The G.R.A.S will be naming a "Healing Garden" at the new hospital, to provide serenity and a relaxing natural space for patients, visitors, staff and physicians alike.

You may have noticed that the elevators on all 3 floors at Groves Hospital recently underwent a "face lift"; with brand new elevator wraps showcasing the New Groves Hospital Campaign and Project. These wraps were generously donated by our media sponsors, The Wellington Advertiser, and were designed by Helen Michel of The Advertiser and printed and installed by Keltech Signs. Thank you to all our Board of Directors, Campaign Volunteers, and donors for your support of Groves Hospital and your support of and belief in the New Groves Hospital Project. You are truly making a difference for the future of health and wellness in Centre Wellington. Thank you for everything you do for Groves and for helping to ensure that our hospital is able to continue to provide high quality, rural health care to our community for generations to come.

Photos (left) Grand River Agricultural presentation: Tony Morris, Garth Green, Paul Walker, Hugh Calderwood, Jason Castellan and Gord Surgeoner (right) Groves Hospital elevator wraps in support of New Hospital Campaign.

Groves Hospital Foundation Board and Staff

Hugh Calderwood, Chair Cindy Lindsay

Dick Haas, Treasurer Dr. Peter McPhedran

Greg Boland Jim Pietrangelo

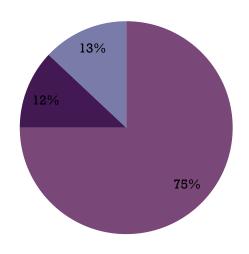
Barbara Evoy Cheryl Rowe
Wayne Hyland Foundation Staff:

Charlene Hutt Lori Arsenault, Executive Director Ian Hornsby Bonnie Bois, Foundation Assistant

Jerry Kooiman Sarah Sheehan, Development & Communications Officer

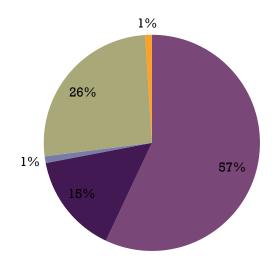
NWHC Financials

Total Revenue \$23,028,542



- Ministry of Health Funding: \$17,326,717 (75%)
- Patient & Misc. Revenue: \$2,785,108 (12%)
- Physician Emergency & On-Call: \$2,916,717 (13%)

Total Expense \$22,931,509



- Staff Salaries & Benefits: \$13,120,140
- Medical Staff, Physician Emergency & On-Call: \$3,368,202 (15%)
- Medical/Surgical Supplies: \$334,471 (1%)
- Other Expenses: \$5,848,829 (26%)
- Drugs/Medical Gas: \$259,867 (1%)

NWHC Statistics of Interest

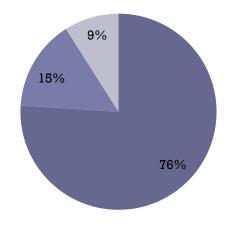
Admissions - 1,415 Average Length of Stay - 5.0 Days Births - 113 Surgical Procedures - 1,337 Emergency Room Visits - 22,186 Specialists Clinic Visits - 18,312

Diagnostic Imaging Exams - 20,097

Employees - 223

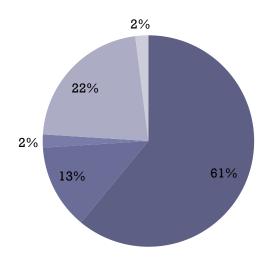


Total Revenue \$26,132,506



- Ministry of Health Funding: \$19,983,658 (76%)
- Patient & Misc. Revenues: \$3,809,703 (15%)
- Pysician Emergency & On-Call: \$2,339,145 (9%)

Total Expense \$26, 019,783



- Staff Salaries & Benefits: \$15,886,447 (61%)
- 2Medical Staff, Physician Emergency& On-Call: \$3,412,096 (13%)
- Medical/Surgical Supplies: \$602,720 (2%)
- Other Expenses: \$5,624,991 (22%)
- Drugs/Medical Gasses: \$493,529 (2%)

GMCH Statistics of Interest

Admissions - 2,598

Average Length of Stay - 4.3 Days
Births - 472

Surgical Procedures - 3,108

Emergency Room Visits - 23,645

Specialists Clinic Visits - 34,294

Diagnostic Imaging Exams - 39,639

Employees - 313











Louise Marshall Hospital, 630 Dublin Street, Mount Forest, ON NOG 2L3 (519) 323-2210 Palmerston and District Hospital, 50 Whites Road, Palmerston, ON NOG 2P0 (519) 343-2030 www.nwhealthcare.ca