Meeting the Needs of our Aging Community

Making investments in seniors programs to allow them to stay safe at home is the right thing to do. We also want to support their caregivers. At Arnprior Regional Health (ARH), both the Adult Day Program (ADP) and the Assisted Living Services Program provide care to seniors while allowing them to retain their independence. These supports also help prevent early admission to a long-term care facility or admission to a hospital.

This past year, the Adult Day Program received additional funding allowing us to increase staffing, the number of days the program is offered, and the number of clients. With four full days of operation, the Adult Day Program is open to members of the community over the age of 65 including those who have Alzheimer’s or dementia.

“These are the type of investments that are transforming the health system and improving the lives of individuals and families. The Champlain LHIN is working closely with our partners to expand programs and put in place new initiatives. This work is well aligned to our key strategy of building a strong foundation of primary, home and community care,” explains Chantale LeClerc, CEO, Champlain LHIN.

One of the Adult Day Program’s greatest benefits is the respite it offers to caregivers. Diane became a client of the Adult Day Program when her challenges with Parkinson’s and dementia became overwhelming for her husband Ben. He says he is extremely grateful for the program: “Without the help of the supportive staff and volunteers at the ADP, I wouldn’t be able to function or go on. This program allows us to continue living together in our home, and that is the greatest gift we could ask for.”

In February 2015, a ribbon cutting ceremony was held, signifying the grand opening of a dedicated entrance for attendees of the Adult Day Program. Funded entirely by Partners in Caring, this new ramp is completely accessible and barrier free.

The grand opening of the new ramp with John Tamadige, Partners in Caring, Norma and Les Goddard, Jay Johnston, ARH Board of Directors, Tracey McCormick, ADP Manager, and Becky Hollingsworth, ARH Board of Directors.

Health Links

John Smith is 75 years old and lives near Arnprior. He has heart and hypertension issues as well as diabetes. In the past year, John has visited the emergency department five times, resulting in three admissions to the hospital. He has had surgery to replace a cardiac valve and consultations with six different specialists.

More than 2,130 patients in the Arnprior/Kanata/Stittsville area have complex health care needs like John. Arnprior Regional Health is proud to be co-leading a new health care collaboration that is planning to make a difference for these most vulnerable patients in our region.

ARH and the Western Ottawa Community Resource Centre are co-leading the Arnprior Region and Ottawa West (AROW) Health Link. We are partnering with more than 20 local organizations to support patients with multiple complex needs.

AROW will connect patients, caregivers, family doctors, specialists, hospitals, home care, and community support agencies. We are coordinating our efforts around patient goals and experience of care. We want to wrap the care team around complex patients to ensure they are receiving the care and support they need in the appropriate place. The result will be better, more coordinated care to improve each patient’s health care journey.

During the 12 month pilot AROW will work with a select set group of patients to develop a process that can be adapted to help improve the experience and outcomes for future complex patients.

AROW is one of 10 Health Links in our region, supported by the Champlain Local Health Integration Network and the Ministry of Health and Long-Term Care.
**Medication Safety Enhancements**

ARH worked with seven other hospitals in the region to secure funding for improvements to our hospital pharmacy and medication delivery. Traditionally patient drugs are delivered from the pharmacy to medication cabinets on each floor. The nurse then needs to count out correct dosages and add the information to each patient’s chart.

We’ve automated this process with Pac Med. This unit dose system houses all of the required drugs and medications and is located on the inpatient floor. Pre-packaged patient medication is sealed and labeled. Nurses simply use a secure touch screen to select their patient and the required medication is provided.

Pac Med improves accuracy and patient safety, reduces medication prep time and drug waste, and eliminates re-ordering of most regularly administered medications. “It’s important for our patients to know we’re progressive in ensuring we provide the best and safest care possible,” said Leah Levesque, Vice President of Patient and Resident Services.

Along with the improvements to patient safety, the newly renovated pharmacy space helps ARH meet the new Ontario College of Pharmacist standards and address modern building standards including the creation of a new sterile preparation room.

**Facility Renewal Plan**

A new Facility Renewal Plan is in place to address the aging infrastructure of the hospital and the Primary Health Care Centre. The plan is based on recommendations from an engineering firm and will take about five years to complete, at a cost of more than five million dollars.

Our buildings are close to 50 years old and many of the items supporting our infrastructure (such as boilers, HVAC, electrical systems and roofs) are dated and require replacement or improvement. In fact, much of our equipment is functioning 5 to 10 years beyond its original recommended useful life. The equipment has lasted this long due to the excellent preventative maintenance by our skilled maintenance department. However, it is unreasonable and impractical to believe that some things will last another 20 to 30 years.

This past year, we kick-started the Facility Renewal Plan with several initiatives. We have updated some of our electrical infrastructure to meet demands for the near future. Several exit doors were equipped with exit panic hardware to provide enhanced safety and exit signage was replaced. Funding for these initiatives was provided through the Health Infrastructure Renewal Fund (HIRF) from the Ministry of Health and Long-term Care.

The ARH Board of Directors and Senior Management are committed to continuing to provide a safe and comfortable environment for everyone who spends time in our facilities. We are actively pursuing funding from the Ministry and looking for other potential revenue sources such as increases to parking rates later this year.

**Giving Back to the Community**

Our staff are community members too and we want to give back. We’ve supported community initiatives through participation in the Heart & Stroke Big Bike, the United Way Bus Pull, and the Santa Claus Parade. Both ADMH and the Grove also provide ongoing support to the Arnprior Food Bank. At the hospital, a silent auction of more than 20 gift baskets raised $1521. These funds were matched by Reid Brothers. The Grove staff held a food and toiletries drive where staff, residents and families packed over 20 boxes of donations. Thank you to all of our staff for your generosity!
The Future of the Grove

As Arnprior’s population continues to grow and age, the redevelopment of the Grove Nursing Home is a priority. Finfty nine beds and one respite bed are just not enough to meet the needs of the community. Arnprior has fewer beds compared to neighboring towns and the ARH Board is committed to changing that, in partnership with the LHIN.

Redevelopment discussion centres around senior housing, and continued use of the current building. Our plans may change to a new build, a renovation to accommodate additional private rooms. Ideally we would have its own dining room and visiting space. Couples would share rooms and there would be home areas of 32 beds. Each wing area would increase capacity to 96 beds. Redevelopment discussion centres around a new build, a renovation to accommodate senior housing, and continued use of the current building. Our plans may change to further align with the priorities set forth by the provincial Ministry.

Assisted Living Services Program

When we envision growing older, we do so with the desire to stay in our own homes on our own terms. The Assisted Living Services Program assists frail or cognitively-impaired seniors who do not need 24 hour nursing care and can reside at home with support. The program is tailored to the needs of the client and may include a combination of personal support and homemaking services, security checks or reassurance services, and care coordination on a scheduled and as-needed basis.

Carolyn first found out about The Assisted Living Services Program from her dad’s case worker with the Community Care Access Centre (CCAC). Carolyn and her three siblings made a pact that they would do everything they could to keep their parents living in their own home with familiar surroundings as long as they could. They had already received support from the Department of Veterans Affairs for housekeeping and lawn care assistance and had CCAC services, but more help was needed.

Carolyn’s dad receives four visits per day. “I think this program is wonderful and I really appreciate it. We have a great relationship with all the personal support workers,” Carolyn tells us. “The communication book has become such a valuable tool. The personal support workers will flag anything that they notice and it’s a great guide for me as I am not clinical. This really helps me when I’m reviewing dad’s health with his doctor.”

When asked what other benefits the program offers her parents, Carolyn mentions the relationships with the personal support workers. “They bring life into mom and dad’s home. They will chat with them about current events, sports, and community news. They even asked dad’s thoughts on the last election. This makes them still feel connected to the community and this has become as important as the care they receive.”

Carolyn knows at some point her parents may have to move to a long-term care home but right now she and her siblings can grant their parents’ wish to stay in their home. This gives the entire family some peace of mind.

Patient Engagement

The Patient and Family Advisory Council (PFAC) continues to have an impact on the design and delivery of our clinical programs. The patient voice is a critical component of effective health care. PFAC allows patients to become more involved in the hospital’s care, safety and service improvement initiatives through ongoing communications and input.

Along with PFAC, several other strategies for patient and family engagement have been implemented across ARH. Post discharge phone calls, patient surveys, ongoing patient check-ins, and using white boards in patient rooms, have all contributed to an improved patient experience and reductions in readmission rates.

“I was very much impressed by Arnprior Regional Health’s commitment to integrating the patient experience into their care process,” said Anthony Dale, President and CEO of the Ontario Hospital Association. “We know that better engagement of patients and their families leads to higher quality care. It is also a government priority, and a key component of the current transformation underway.”

Electronic Patient Record

On May 26, the clock struck midnight and patient care at ARH was enhanced with the new Meditech PCS system on the inpatient unit. ARH is the first of the CHAMP hospitals to move from paper based documentation to electronic documentation. CHAMP is the Champlain Association of Meditech Partners, a regional collaborative of seven partner hospitals sharing electronic patient records.

An Increase in Staff Engagement

Our vision is to be recognized for exemplary care. When we focus on our staff, we will achieve this vision, ARH has been conducting an annual confidential employee experience survey for the past five years. We want to identify areas where we can improve the staff experience – and, as a result, the experience of the patients, residents and clients we serve. The results have directed us toward a number of important organizational changes to improve overall job satisfaction.

This year we were pleased to see that staff rated the following themes higher than in previous years: job, work team, supervisor, organization, health and safety, training and development, patient care, patient safety, and non-clinical support services. Of particular note, 71% of ARH positive responses met or exceeded other healthcare providers in Ontario.
What’s On Your Fork?

A RH is leading the way in the Champlain Healthy Foods in Hospital Program. We were the first of 18 hospitals to reach the Bronze designation – a full year ahead of the target date. The Healthy Foods initiative is about creating a supportive, healthy food environment for staff, physicians, visitors, patients and volunteers. This means working to ensure that the healthy choice is the easy choice by providing better food options in our hospital retail settings – this includes the cafeteria, vending machines and the gift shop. The key changes undertaken to achieve the Bronze designation included: increasing availability of vegetables, fruits, and whole grain bread products; providing calorie and sodium information for soups and entrees; avoiding deep fried foods; reducing the variety of sugary treats; reducing sodium in soups; and decreasing portion sizes of high-calorie beverages.

“Reaching Bronze designation is a significant accomplishment – one that requires leadership and collaboration across a variety of stakeholders. We extend our sincere congratulations to Arnprior on being the first hospital in our region to reach this important milestone.” – Cholly Boland, Co-chair, Healthy Foods in Hospitals Leadership Task Force

Providing healthy food choices in the workplace supports employee health and well-being, which in turn, supports employees in their ability to deliver the best possible patient care. The Healthy Foods initiative complements other wellness initiatives that are already in place.

“It’s also about supporting the health and well-being of our employees. Providing healthy food choices, and reducing unhealthy food choices, is an important way to reduce chronic disease risk factors,” explains ARH Manager of Food Services Christina Carnegie.

Achieving Bronze is the first goal. Moving forward, ARH is committed to working towards Silver level designation, which includes further enhancements to our retail food settings.

“The Healthy Foods in Hospitals initiative will go a long way to helping a very large number of people stay healthy and avoid disease and the Champlain LHIN is pleased to support its implementation. Congratulations to the team at Arnprior Regional Health for its commitment to improving the health of our community.”

Chantale LeClerc, CEO Champlain LHIN

Supporting Our Patients Every Step of the Way

Receiving treatment in hospital is never easy. At Arnprior Regional Health, we pride ourselves on making the experience as simple as possible. In fact, we’ve put several initiatives in place to support our patients – and we measure the results.

As soon as a patient arrives, we start to plan for a smooth transition home. We want to be sure that patients have all the information they need. Over the last three years, we’ve implemented processes to ensure that patients have written instructions regarding when to resume normal activities and what follow up appointments and tests are required. A follow up appointment with their family doctor is scheduled in advance of going home.

Discharged patients are called within 24 to 72 hours so we can check in, remind them about their follow-up appointment and address any concerns. Patients with questions can be connected with the right health care provider.

Another important way we ensure quality care is to ask our patients about their hospital stay. The results are encouraging. More than 77% of our patients tell us they had written information. More than 95% said they knew who to call when they had a question. And 90% confirm that they had follow up appointments booked before they left the hospital. All of these results are higher than the average provincial score.

Another quality measure that we monitor is readmission rates. These rates tells us how often patients are returning to the hospital after they have been discharged due to a change in condition. ARH ranks in the top 10% of Canadian health care facilities - and is one of only two small hospitals in Canada who have had lower than national average readmission rates over the last three years.

It just makes sense. Ensuring that care needs are coordinated before our patients leave the hospital promotes a smoother transition and alleviates the anxiety that patients and families may have. Receiving a call within a day or two of being discharged gives patients the opportunity to discuss any concerns before they require additional medical interventions. Having a pre-scheduled appointment with their family doctor allows for a timely reassessment to ensure the treatment plan is working.

Our patients deserve nothing less.

Celebrating 40 Years at The Opportunity Shop

The Arnprior Regional Health Auxiliary (ARHA) celebrated the 40th birthday of The Opportunity Shop with the Spirit of 69, a BBQ and, of course, birthday cake.

Thank you!
Connecting For Better Care: Hospital and Long-Term Care Home Collaboration is Making a Difference

Caregivers need vital medical information at their fingertips and a new collaboration at Arnprior Regional Health (ARH) is making it possible. The sharing of electronic health records (EHR) between the hospital and The Grove Long-Term Care Home is having a positive impact for both residents and staff.

“Long-term care residents are often transferred to acute care for enhanced care, tests or procedures. When they return, caregivers need to know what has happened and what post-acute care plans are in place,” explains Eric Hanna, President & CEO. “When everyone has this information, the result is more effective and efficient care.”

Since May 2014, designated staff members at The Grove have direct access to the hospital electronic health record. This information includes discharge summaries, laboratory, diagnostic imaging and other assessments and treatment recommendations. In the past, these details were shared through faxed reports or multiple phone calls.

“The value is clear, saving time and resources,” notes Brenda Jones, Assistant Director of Care at The Grove. “Even more importantly, our care is more resident-focused as we are able to avoid duplicate tests, increase safety and have better information to share with residents’ families.”

ARH is one of eight hospitals in the Champlain Alliance of Small Hospitals (CAsH). This EHR initiative is one of several Information Technology projects underway. The result is an improved patient experience, better care and cost-effective service delivery. CAsH’s vision is to develop innovative rural health delivery options and to advocate for strengthened rural health.

“ARH’s electronic health record initiative is part of our ongoing commitment to a more integrated health system,” sums up Eric Hanna. “We are proud to be working with CAsH to provide more appropriate and coordinated care.”

BY THE NUMBERS

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ARH Statistics 2014-2015

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PATIENT DAYS

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OPERATING ROOM

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DIGITAL IMAGING

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Grateful Patient Program

Our communities tell us they are looking for a meaningful way to thank ARH staff for the exemplary care provided. Partners in Caring was pleased to introduce the Grateful Patient Program this past year. Grateful patients complete a card to identify a staff member, providing details on why they should be recognized. This card is shared with the staff member's manager and the honour is announced publicly at staff meetings. This reinforces that any staff member, regardless of their role at ARH, can make a difference for a patient and that they are a critical part of our team by living the values and mission of the organization.

Two members of the housekeeping staff were recognized by a grateful patient.