Mental Health Partnerships Benefit Patients

Across the Champlain LHIN, Arnprior Regional Health (ARH) has one of the highest rates of patients with mental health issues who return to the Emergency Department within 30 days of their initial visits. Some of the mental health issues seen at ARH include depression, anxiety, substance abuse and schizophrenia.

The clinicians at ARH wanted to ensure that patients with mental health issues had an appropriate experience by connecting them with the right care provider when it mattered most. This resulted in a formalized partnership with Renfrew County Mental Health and with Pathways Alcohol and Drug Treatment Services.

Lise Lafromboise, Executive Director of Pathways Alcohol and Drug Treatment Services, noted the partnership would “better serve individuals who struggle with substance abuse issues through strengthening and improving their quality of care and reducing emergency room visits.”

These partnerships enable the emergency department staff to contact the appropriate agency depending on the mental health issue affecting each patient.

“Within days of implementing the partnership results were already encouraging. We had two patients who needed mental health help. We got on the phone and the counsellors came right into the emergency department to speak with them. This is a positive step forward. We are seeing great results and I am very happy that we have a strategy here to help our mental health patients,” said Dr. Mark Borzecki.

Keeping our adolescent patients in mind, ARH also entered into a partnership with Renfrew County Integrated Crisis Response System. The Renfrew County Integrated Crisis Response System is a collaborative with members from CHEO and all five Renfrew County hospitals, community mental health services, Addiction Treatment Services and Pathways, and mental health agencies as well as people and caregivers with lived experience. The key goal is that any child or youth in crisis will be able to access the right service at the right time.

Reducing Resident Falls at the Grove

Falls are the leading cause of injury among older Canadians with 20–30% of seniors experiencing one or more falls each year. It is not possible to completely eliminate all falls, but long-term care homes work with residents to minimize falls and maximize independence, autonomy and mobility.

The Grove set a goal to reduce falls to 13.6% this year. An interdisciplinary committee was formed and, following best practices set by the Registered Nurses Association Ontario (RNAO), a fall prevention strategy was put in place. Among the initiatives implemented are huddles immediately after a fall to discuss what happened and how to prevent it from occurring again. Staff begin every shift with a focus on fall prevention, and programming was introduced before suppertime to enhance supervision and prevent restlessness in residents.

These changes reduced the fall rate to an incredible 6.5%.

Patient & Family Advisory Council (PFAC)

This advisory council is a group of volunteer patients and family members from diverse backgrounds who have had experiences using the services of Arnprior & District Memorial Hospital (ADMH). These advisors work alongside hospital staff as quality improvement partners.

The goals of PFAC are as follows: to share ideas for the purpose of problem solving and improving the patient/family experience; maintain two-way communication between patients and the hospital; and give input on items that are important for both the hospital and patients/families. This past year PFAC advised the hospital on the patient handbook, way finding and a variety of instruction sheets that were given to patients and families.

PFAC members Cleo Fraser, Sam Pappas, Gina Pilon (Chair), Chantale Wall, Stephanie Prince, and Debbie Pierce.

Fall prevention team: Back row: V. Thennarasu (Physiotherapist), Joan Hughes (Director of Care), Kim Fraser (Recreation), Janet Crawford (Asst. Director of Care), Angela Fraser (RPN). Front row: Tracey McCormick (Manager Recreation), Christina Carnegie (Manager Dietary), Jill Gilles (RPN). Missing: Susie Wilson (PSW), Kathy Schlievert (Environmental Services).
Survey says... ARH is a Great Place to Work

Once a year Arnprior Regional Health (ARH) offers all employees the opportunity to complete an employee experience survey administered by a third party. Research confirms that a highly engaged workforce results in lower staff turnover and leads to higher patient/resident/client satisfaction.

The survey information also helps to identify opportunities where we can improve employee satisfaction and the experience both organization-wide and specific to individual sites and departments.

Our overall corporate response rate this year (including all full-, part-time and casual respondents from the hospital, Grove Nursing Home and community programs) was 62% (comparator health care organizations were 51%). A high response rate is critical to ensure that results are representative of the entire organization.

We are very proud that 78% percent of staff indicated a positive response regarding satisfaction levels with current jobs, 61% of ARH 2016 (positive) responses met or exceeded 2015 responses, and 75% of 2016 (positive) responses met or exceeded 2014 responses.

We are encouraged to note that 71% feel senior management communicates goals of the organization to staff; 83% believe their supervisor treats them fairly; and 81% understand how their role relates to the ARH Vision.

Lower rated scores, results that have declined, and improvements that have not been achieved or sustained, also provide opportunities to address issues.

Outpatient Services

Amprior Regional Health offers patients and families a wide range of clinical services.

- Allergy
- Audiology
- Adult & Child Psychiatry
- Preschool Speech & Language Service
- Pediatrics
- Ear, Nose & Throat
- General Surgery
- Haematology
- Ophthalmology
- Orthopaedic Surgery
- Dermatology
- Psychiatry
- Plastic Surgery
- Rheumatology
- Neurology
- Urology

AROW Health Link Year 1 Report

In 2015–16, the Arnprior Region & Ottawa West (AROW) Health Link implemented a business plan to improve the experience and outcomes of clients with complex needs who are high users of the health care system. The Health Link has been driven by the voices of clients (including patients, caregivers, community members, etc.) at all levels of service delivery, design, implementation, and evaluation. The co-developed client value statement “As a patient or caregiver, I value quality care that meets my needs,” has focused development efforts driven by client goals. Additionally, building strong partnerships between primary care providers, health care organizations, and community services has enabled 35 Coordinated Care Plans resulting in 36% fewer ER visits and the avoidance of unnecessary hospitalizations for these clients.

Partners in Caring Foundation

We encourage philanthropic giving to Arnprior Regional Health to enhance patient/resident and client care today and into the future.

There are more than 30,000 people in our catchment area from Renfrew County, West Carleton and Mississippi Mills. We serve people through our Emergency Department, Outpatient Clinics, in our Operating Rooms, on our Inpatient floor, in the community through our Community Services and with long-term care at The Grove. Partners in Caring is also pleased to offer bursaries to staff members (totalling $50,000 over the last five years). These bursaries allow recipients to access ongoing education in their field and further skill development.

We are grateful every day to everyone who takes the time to donate and support our most precious resource—local health care.

ARH Staff Members

325 Total Staff
242 Full- and Part-Time Staff
83 Casual Staff
169 Clinical Staff (PSW, RN and RPN)
27 Allied Health (Pharmacy, Physiotherapy, Diagnostic Imaging)
48 Service Staff (Housekeeping, Laundry, Dietary, Maintenance, Stores)
18 Management Staff
14 Support Staff (Administration, Finance, HR)
49 Support Staff (Activities, Clerks, CSR)

Medical and Dental Staff

14 Family Physicians
1 Internist
26 Emergency Physicians
9 Surgeons
74 Radiologists
54 Telehealth Consultants
2 Dentists
We have been planning a number of projects to improve our facility and continue providing a safe, comfortable environment to our patients, staff, physicians and community. In 2015–2016 we completed year two of our five-year facility renewal plan.

With a focus on the comfort of patients, several rooms were renovated and refreshed along with the additions of new privacy curtains and blinds. Renovation and relocation projects were completed for both the pharmacy and physiotherapy departments.

An additional $379,000 from the Hospital Infrastructure Renewal Fund was used to replace roofs on the 1960s inpatient unit and the historic McLachlin Building. The roof on the Primary Health Care Centre was replaced earlier in the year.

Much analysis and study of alternatives has taken place for the replacement of our aging boilers prior to the next heating season. Through a competitive bid process, Trane was chosen as our strategic partner for the project.

We focused on the roof at The Grove, as well as interior painting and minor renovations of several resident rooms.

The aging water heater is one of the items slated to be replaced in the five-year renewal plan.
Auxiliary President’s Annual Report:
April 1, 2015–March 31, 2016

This has been a busy and productive year. The level of dedication and cooperation is demonstrated by 18,865 total hours from our 145 volunteers. All volunteers are valuable and busy, but of particular significance are the funds raised by the Opportunity Shop, with the annual total a whopping $185,923.94.

Three members of the ARH Auxiliary were announced by the Hospital Auxiliaries Association of Ontario as Provincial Life Members. In addition, six of our volunteers were the recipients of the Ontario Volunteer Service Awards.

The Auxiliary took part in the annual Remembrance Day Services on November 11, 2015—Lesley Lapierre laid a wreath on our behalf. An Opportunity Shop Team did a spectacular job of decorating the hospital for the holiday season, lifting the spirits of staff, patients, volunteers and visitors. Several volunteers also represented the Auxiliary at the Tree Lighting Ceremony in December 2015.

The Volunteer Appreciation Luncheon in April 2015 hosted by the Arnprior Regional Health at the Nick Smith Centre was most appreciated by the volunteers.

Two bursaries of $500 and one bursary of $1,000 were awarded to Arnprior District High School students at the graduation ceremony in June 2015. These students will be pursuing careers in nursing and allied health in the Province of Ontario.

The Auxiliary approved a request for $265,000 from Arnprior Regional Health. Activity funds were replenished for both the Hospital (CCC) and The Grove Nursing Home. The Grove Nursing Home was allotted two payments of $500 and the Hospital was allotted one payment of $500 for the fiscal year 2015–2016.

Your current executive team, elected to serve from 2015–2017, includes: Bernice O’Connor, President; Linda Fairfield, Vice-President; Cheryl Sunter, Secretary; and Lesley Lapierre, Treasurer.

I would like to thank all the volunteers for the work they do. I would especially like to thank the executive, committee chairs and team leaders. As we look forward to the future we know that change within our organization is inevitable, but our volunteering will continue.

Respectfully submitted, Bernice O’Connor, President

Community Services

The goal of our community services is to help seniors maintain their independence in their own homes. The Assisted Living Services Program is the result of The Aging at Home Strategy developed by the Ministry of Health and Long-Term Care. The services are provided day/evening/night, seven days a week, 52 weeks of the year.

Seniors may also be caregivers. The Adult Day Program enables caregivers to take a break while their loved one attends social and recreational programs in an engaging environment.

Residents of the Grove and clients of the Adult Day Program participate in a fitness session led by recreation staff.

ARH received an honourable mention for the Community Connection award based on client-centred programs. Our variety of community-based programs partner to create positive health outcomes. One example is the adult day program and the Meals on Wheels (MOW) program in partnership with Arnprior Braeside McNab Seniors-at-Home. Day program clients create inspirational messages that are passed on to the MOW clients each day. The MOW clients look forward to receiving these notes and they, in turn, learn more about the program’s offerings.

Equally, day program clients enjoy having an impact on people in the community. These simple messages have led to more clients and volunteers for both programs.

Continued Support from the ARH Auxiliary

The Arnprior Regional Health Auxiliary made a significant donation of $215,000 to Arnprior Regional Health (ARH). The funds were used to help purchase two new pieces of diagnostic imaging equipment: an echocardiography (echo) machine and a portable echo. The regular echo is used for more than 1,000 patients per year. It is an ultrasound machine that creates pictures of the heart while it is beating and shows the heart valves and other structures.

The portable echo is used by the Internist on the inpatient unit, and in the emergency department, especially in a trauma situations, to allow the doctor to see into the chest and abdomen for evidence of injury. These are both life-saving pieces of equipment for Arnprior Regional Health.

“The dedication of the ARH Auxiliary is evident year in and year out. Their successes are truly amazing and their exceptional work contributes significantly on our journey to be recognized for exemplary care. Their donations allow us to purchase much-needed equipment and furniture at the hospital and ‘The Grove,’” said Eric Hanna, President and CEO of Arnprior Regional Health.

Auxiliary members pose with the new echo machine, from left to right: Margaret Fisher, Sally LaBrie, Susan Gillan, Teresa Thom and Bernice O’Connor.