Connecting for Better Care

What a team! Arnrior Regional Health is all about partnerships and finding ways to work together. We were an early adopter of the ‘rural health hub’ concept, bringing health care providers together to plan and deliver the very best care for our patients, residents and clients.

This Report to the Community shares updates from Arnrior & District Memorial Hospital, The Grove Nursing Home, the Primary Health Care Centre and our many community programs.

Together, we are your partner in health!

• Quality is our #1 focus. We have a detailed quality improvement plan to keep us on track. For example, we initiated new bedside shift reporting to ensure better team communication and give patients and families the opportunity to be directly involved in their care. We were honoured to be recognized by Cancer Care Ontario for meeting targets to reduce the time between screening and cancer diagnosis.

• High Tech, High Touch. This past year, we continued to expand the patient electronic health record which will result in safer care. And we have better links to clinicians across the province and digital health records through ConnectingOntario. We also added electronic records for our team working in Assisted Living. All these improvements will ultimately give patients full access to their own medical record.

• Improving Safety. A $2 million renovation to our Medical Devices Reprocessing Department ensures we uphold the highest standards of patient safety and infection control for our surgical patients. We also received MoHLTC infrastructure funding for ongoing improvements.

• Helping Hands! At The Grove, some staff have received additional training to provide extra, more individualized resident support when needed.

• Expanded Care. Speaking of The Grove, we continue to move forward with redevelopment, including 36 new beds, bringing the total to 96. Construction is scheduled to begin in this fall.

• We’re listening. The Patient & Family Advisory Council and The Grove’s Family and Resident Councils provide valuable insights and advice. They are involved from the beginning at the decision-making table.
What a Team

We want to be a workplace of choice by listening to our staff and celebrating the great work being done each day. Specialized training programs in areas such as dementia and safe patient and resident lifts are making a difference.

And did we mention that our amazing team raised $1500 for the Calabogie Strong Tornado Relief Fund? They also provided support to this spring’s flood victims. It is important to help our neighbours and friends.

We strive for excellence and are rewarded in our jobs when our patients, residents, clients and families tell us we are doing an excellent job. At The Grove, 95% of residents and families said they would recommend the nursing home to others.

Our most recent data shows that 78.6% of patients would definitely recommend our Emergency Department to others. Over the last year, 88% of patients stated that they were definitely treated with courtesy and respect.

Beyond Our Walls

We are listening to the needs of the community and working with them to plan new and innovative approaches to care. On October 1st, the Seniors Active Living Centre opened, thanks to a great collaboration with community leaders and partners including the Town of Arnprior and the Township of McNab/Braeside. It provides support and programming that allow seniors to live independently.

This was followed by the opening of the Men’s Shed in February, providing a unique space for local senior men to remain active and engaged.

The Adult Day Program now runs five days a week and we have added 12 additional spots for community members with dementia. A recent survey showed that 95% of clients and families were very satisfied with the friendliness and helpfulness of staff.

Caring Partners

People are always surprised to learn that the government does not pay for new medical equipment. That’s where the ARH Foundation and the ARH Auxiliary come in – along with our generous community.

This past year, 152 Auxiliary members donated 15,672 hours of service at the hospital and The Grove. In March, these incredible volunteers presented a cheque for $150,000 to ARH for capital equipment needs. The HELPP Committee also donated $30,000 for hospital equipment. And the Auxiliary has pledged $600,000 over the next five years toward the new and expanded Grove Nursing Home.

In January, the ARH Foundation launched the Come Home to Great Care Campaign, with over $3 million raised to date. The Foundation also contributed $660,000 to ARH this past year - $450,000 for The Grove redevelopment; $200,000 for capital equipment needs; and $10,000 to support staff education. Thank you to our local communities for your incredible support.

To learn more about Arnprior Regional Health, visit www.arnpriorregionalhealth.ca, like us on Facebook and follow us on Twitter @ArnpriorARH. ARH audited financial statements are posted on our website.