

Together, we create a healthy community

Arnprior Regional Health (ARH) has had a year of significant milestones that are creating better care today and will for many years to come!

As a community, we also continue to navigate the unprecedented COVID-19 pandemic that has shifted our course as we adapt and focus on protecting our patients, residents and clients against the virus. Our community's kind gestures of support continue to remind us that **we are all in this together**.

Our Report to the Community spotlights a few of our accomplishments and key updates from the Hospital, Grove Nursing Home and community programs.

2019-20 at a glance

- **Quality care is our priority.** We continue to deliver the best possible care for our community by exceeding provincial quality standards. For example, our Mammography Unit and Echocardiography Program were re-accredited this year for providing patients with the highest-quality technology and care.
- **Strong patient and family voice.** We welcomed Laura Young as the new Chair of the Patient and Family Advisory Council – a team focused on providing insight, counsel and actionable ideas about how to improve the overall patient and family experience.
- **Breaking ground for future home of Grove residents.** The new Grove Nursing Home was one of the first construction projects to begin as part of the provincial government's commitment to fund 15,000 new long-term care beds. The new home will open in summer 2021, providing residents a home-like environment to help enrich their lives.
- **An integrated, regional approach to health care.** We co-lead the creation of the Three Rivers Ontario Health Team (OHT) that through strategic regional partnerships will improve patient transitions and experience. The Three Rivers OHT was in development over the past year and is set for full application.
- **Investing in technology for safer patient care.** Through a regional collaboration, we successfully met numerous major milestones in the implementation of our electronic health records system that is being phased in across the organization to enhance safety and quality of care.
- **Cultivating connection and good health for seniors.** After a remarkable first year, the Seniors Active Living Centre (SALC) has more than 500 members and expanded programming that runs six days a week. Most importantly, the SALC and its Men's Shed help seniors live more active, independent, purposeful, and healthy lives.



NEW MEDICAL LEADERSHIP

This year, we expanded our medical leadership team with the appointment of five new physician leads.

We are pleased to welcome:

Dr. Jennifer Becker, Medical Director, Grove Nursing Home

Dr. Jonathan Fitzsimon, Chief of Medicine

Dr. Andrea Gutasukas, Chief of Surgery

Dr. Talal Mahdi,
Chief of Laboratory
Medicine

Dr. Terence Woods, Chief of the
Emergency Department

"Our medical team has been further strengthened with the addition of new leaders who offer different perspectives of clinical care to help us enhance regional coordination and the patient experience," said Dr. Christine Schriver, Chief of Staff, ARH.

New programming strengthens Adult Day Program



The Adult Day Program (ADP) provides clients a break from their typical routine with a chance to socialize and enjoy fun activities – while also offering family caregivers respite.

"I think the ADP has been great for my husband, Paul – I'm very happy with this program," said Lynn Wyatt.

This year, the ADP added new special events including a Petting Zoo and Cruise Night in an effort to better integrate the program with the community.

When the COVID-19 restrictions ease, the ADP will resume safely with a focus on how to further expand the number of local seniors who can benefit from the services.



The Grove launches new care approach to enrich residents' lives

The Grove Nursing Home has begun a transformative, person-centred journey shifting away from the institutional care approach. The new resident experience that is being phased in will empower each person to make day-to-day decisions based on their preferences.

“The new training is about giving residents choice to meet their activity or schedule preferences,” explained Chelsey Daze, PSW, who is co-leading staff training on person-centred. “I really like the way we’re working together now and the culture shift that is happening. It’s better for the residents.”

One change initiative, for example, is each new resident will have a welcome assessment when they move in so that so the team can best tailor their care and support.

“The new social model will help give each resident the ability to enjoy their day doing what they want to do without judgement or pressure to be part of planned activities,” said Marilyn Colton, Chair, Grove Family Council. “It will have a major impact on making the residents feel that it is truly their home and that they have a sense of independence, to the degree possible, in activities of daily living and the pursuit of hobbies and recreational activities .”

Our incredible team

ARH’s staff, physicians and volunteers have been instrumental planning and implementing the impressive milestones and accomplishments from this past year.

Through the pandemic, our ARH team continues to illustrate their commitment to teamwork, professionalism, and compassionate, quality care for our patients, residents, clients and the broader community.

The team has consistently adapted to the day-to-day changes in their roles and the new safety measures. When needed, our team has innovated and pivoted to use virtual care to better support patients and has also leveraged technology to keep residents and patients connected with their loved ones.



The innovative Virtual Triage and Assessment Centre



When COVID-19 struck, it took ARH working with the Arnprior & District Family Health Team and other regional partners a mere 12 days to launch the Renfrew County Virtual Triage and Assessment Centre - a new pandemic health-care service strengthening residents’ access to much-needed primary care and COVID-

19 assessment and testing.

“The RC VTAC provides residents who don’t have a family physician or can’t reach their family physician with an effective alternative to visiting the Emergency Department for non-urgent health issues,” said Dr. Jonathan Fitzsimon, Clinical Coordinator, RC VTAC and Chief of Medicine, ARH.

Through the 24/7 health-care service, clinicians have assessed thousands of residents virtually. When necessary, a RC VTAC community paramedic will visit a patient in home for a physical assessment and/or COVID-19 swab.

The RC VTAC also leads the drive-thru testing clinics that pop up across Renfrew County.

OUR CARE PARTNERS

Our Foundation is committed to inspiring our community to make an impact for excellent care – close to home. This has been evident throughout the pandemic. The Foundation Team has led the community donation efforts – including thousands of personal protective equipment items and hand sanitizer to keep staff, patients, residents and community safe.

It has also been evident in the impressive progress with achieving 80% completion of the *Come Home to Great Care* Campaign in support of the new Grove Nursing Home and life-saving equipment for the whole organization.

The past year, 130 Auxiliary members donated 15,355 hours of service at the Hospital and The Grove. Additionally, the dedicated and generous volunteers made a gift of \$130,000 to ARH for capital equipment needs and they contributed \$120,000 this year (towards their \$600,00 multi-year pledge) for the new Grove Nursing Home.



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.