

Message from Eric Hanna, President and CEO



Through the COVID-19 experience, we have collaborated closely with our regional partners to better protect the health and safety of our communities, relieve health human resources pressures in the system, and ensure continued access to life-saving care.

As we navigate out of the pandemic, we are identifying additional opportunities for collaboration that improve healthcare access beyond our local geographical boundaries and enhance health outcomes for residents. These opportunities coupled with our ongoing internal focus upon quality improvement and enhancing the resident/patient/client experience will ensure we strive to create a healthy community. Our Report to the Community spotlights the impact of our enhanced regional partnerships and how they have enabled key wins and accomplishments for our organization and local communities.

On a personal note, this is my last Report to the Community after 13 wonderful years leading ARH. My retirement begins in fall 2021 and I am looking forward to celebrating many significant milestones before my departure – most notably, the opening of our new Grove!

Kind regards,

Eric Hanna

2020-21 at a glance

- **Maximizing capacity in the healthcare system.** Our Day Surgery Program strengthened regional collaboration and increased timely access to care by providing additional operating room time for Queensway Carleton Hospital and The Ottawa Hospital surgeries and procedures.
- **Leveraging virtual care.** Patients can now easily access their health information online and participate in secure virtual appointments via the new Patient Portal – launched in collaboration with Ottawa area hospitals.
- **Responding to the third wave crisis.** With the surge of COVID-19 hospitalizations in Ontario this spring, the Inpatient Unit accommodated approximately 20 interfacility transfers from larger Ottawa hospitals to help alleviate system pressures.
- **Receiving generous community donations.** When COVID-19 struck, our community members and local businesses jumped into action finding different ways to support ARH. This has included donations of thousands of personal protective equipment items, more than 5,700 individual staff and physician meals, and over \$3,200 in assistive technology devices.
- **Discovering new ways to support local seniors.** Our Community Programs adapted to COVID-19 restrictions by making health and safety adjustments to in-person programming and during lockdown periods the Seniors Active Living Centre offered members virtual programming and the Adult Day Program delivered one-on-one home sessions for clients with safety precautions in place.



The Grove expansion more than doubles long-term care capacity for the community

The construction of the new Grove Nursing Home has continued safely with a minor delay, and the doors will open in early September 2021.

The brand-new, 96-bed home will allow the Grove to care and support 60 per cent more residents. In March 2021, the Ministry of Long-Term Care announced a new commitment to fund 32 additional long-term care beds at The Grove that will increase the capacity to 128 residents.

“We’re proud that this new investment will help meet the growing local demand by more than doubling the Grove’s capacity,” said Eric Hanna, President and CEO, ARH.

The current Grove site will be developed to accommodate the newly funded 32 beds and the additional space designated for the Seniors’ Village.

Ontario Health Team: Improving health outcomes for our community

ARH became a member of the new and expanded Four Rivers Ontario Health Team (OHT) that brings together 40 member organizations from the Arnprior area, McNab/Braeside, North Grenville, and Western Ottawa representing a full range of health and social services.

The Four Rivers OHT (an interim name) submitted its full application to the Ministry of Health— a major step towards establishing the OHT.

“ARH has evolved from a focus on local healthcare to joining a rural health hub of five partners to now collaborating with 40 partners that positions our community to effectively address the range of healthcare needs for the area’s growth and aging population,” said Eric, President and CEO, ARH.

In the first year of operation, the OHT will focus on the shared priority of transforming mental health and addictions services and improving outcomes for those with chronic disease across our rural and urban communities.

“By working together as an OHT, we are forming new partnerships and strengthening existing ones that will continue to have significant impact for the health of our Arnprior and area residents,” said Karen Simpson, Executive Director, Arnprior & District Family Health team, a member of the OHT.



Community comes together to get shots in arms

When the COVID-19 vaccine arrived in Renfrew County, the Arnprior vaccination team was ready to get shots in arms as quickly as possible.

With early adoption of the drive-thru model, the clinics have administered more than 10,000 doses (and counting) since early March thanks to a team effort between Arnprior & District Family Health Team, Arnprior Regional Health, The County of Renfrew Paramedic Service, The Town of Arnprior, and local volunteers with the support and leadership from Renfrew County and District Health Unit.

“It’s been absolutely amazing to volunteer at the vaccination clinics,” said Maggie Harbert, ARH Auxiliary member. “COVID has had us trapped and we’ve felt helpless in this situation. But now we have the chance to fight back against the virus.”

The vaccination team has appreciated donated meals and other generous donations from local businesses.

VTAC: A regional pandemic response



After the pandemic was declared, ARH, Arnprior & District Family Health Team and other Renfrew County partners, came together to create a solution to provide all residents with access to COVID-19 testing and assessment, while reducing demand on emergency departments and the 9-1-1 service and ensuring that nobody had to suffer at home without access to a physician.

“There was a great deal of uncertainty about the longer-term impact of the pandemic and where it would lead us, but our team knew we had to focus on ensuring residents had immediate access to care for urgent health concerns.” said Dr. Jonathan Fitzsimon, Medical Lead, VTAC and Chief of Medicine, ARH.

Since it launched in March 2020, VTAC has:

- Administered almost 49,000 COVID-19 tests.
- Completed more than 28,000 virtual family physician assessments for patients without a family physician or for those who couldn’t reach their family physicians.
- Provided approximately 4,900 in-home assessments by community paramedics.

Our Care Partners

The ARH Foundation adapted and accommodated fundraising in the new environment this past year. Most notably, the ARH Foundation was honored to award \$203,156.00 to the winner of Catch the Ace Arnprior – Presented by McEwan Homes, after 50 long weeks! Catch the Ace Arnprior was successful in raising \$317,920 to fund life-saving equipment for the Hospital and The Grove.

The ARH Foundation has also reached 90% completion of the *Come Home to Great Care Campaign*— staying on track to close out the fundraising campaign in time for The Grove residents to move in early September 2021.

The past year, Auxiliary members had to adjust their volunteer time due to COVID-19 restrictions and donated 9,044 hours of service to Arnprior Regional Health and in addition, members continue to volunteer at the Arnprior vaccine clinics. The Auxiliary also made a generous gift of \$60,000 to ARH for capital equipment needs and contributed \$120,000 towards their \$600,000 multi-year pledge for the new Grove Nursing Home.

