

### Message from Leah Levesque, President and CEO



Arnprior is a special place for me, and it has been wonderful to return and reconnect with colleagues, volunteers and community members—and to collaborate with our partners on innovative ways to provide the best care possible to our community.

The impact of COVID-19 has been extraordinary for the healthcare system – particularly, the provincial health human resources shortage and increased patient volumes. I am proud that as we work through these ongoing challenges, the ARH Team has maintained a high level of care, and together, we’ve had great success in advancing and strengthening local health care.

For ARH, 2022 is about recovery and committing to new ways to support our team members’ well-being, professional development, and overall work experience. This year’s Report to the Community celebrates our ARH Team for their dedication, growth, and excellence. Our people are the foundation for great care in the

community and this is why we will continue to support, cultivate and invest in our staff and leaders.

Warm Regards,

Leah Levesque

### 2021-22 at a glance

- **The Ottawa West Four Rivers Ontario Health Team was approved by the Ministry of Health** bringing together more than 60 health system partners (including ARH) from the Arnprior, North Grenville, Carleton Place, Almonte and West Ottawa regions to help people more easily connect to the right care in a timely way.
- **The Emerging Leaders Program launched to support leadership development** for 12 team members who are in a team lead position or an informal leadership role. This is an opportunity for employees to develop and grow from within the organization.
- **The Canadian Healthcare Engineering Society awarded ARH with the 2021 Wayne McLellan Award of Excellence in Healthcare Facilities Management** – national recognition for the Hospital’s energy management transformation that upgraded the HVAC systems and provided ongoing annual energy savings.
- **The Arnprior-McNab-Braeside Men’s Shed, part of the ARH Community Programs, took home the 2022 Not-For-Profit Excellence Award** presented by the Greater Arnprior Chamber of Commerce. Through the past couple of years, the Men’s Shed has continued to find meaningful ways to give back to the community including building and designing a memory box for each resident who moved into the new Grove Nursing Home.
- **The Hospital’s Ontario Breast Screening Program has successfully played catch up** since the pause of non-urgent services during COVID-19. ARH now has one of the lowest wait times in the region and has targeted an annual volume increase from 2,600 to 2,900 patients to help decrease the regional wait time.



### The new Grove opens its doors

On October 14, 2021, The Grove Nursing Home residents enjoyed their first dinner together in their new and expanded home following a successful move day.

After months of planning, organizing, purging, packing, and labelling, the residents moved from the old 60-bed Grove to the brand-new, 96-bed home. The move was led and supported by Grove staff, volunteers, families, and external movers with the goal of providing residents with a smooth and safe transition to their new home. Grove resident, Violet Lavigne, remembers vividly the brief bus ride that brought her across the parking lot to her new home.

“Moving into the new Grove was a big change but it has gotten better each day,” shared Violet. “I have a room on the first floor looking at the forest and the deer will sometimes come right to my window. I love the people here and it’s become my home again.”

The new Grove includes special features that enhance dementia care, better facilitate infection prevention and control precautions, and accommodate the person-centred model of care. The home has been laid out into three Resident Home Areas, each with a dedicated living room, dining room, activity room, home kitchen, bedrooms, and access to a secure courtyard.

# Hospital’s new electronic health records system reduces medication errors



On October 13, the Hospital successfully implemented the key phases of the Connected Care electronic health record system that have improved medication administration safety, timeliness of care and the overall quality of the patient experience.

The ARH staff and physicians dedicated time for training and learning to transition and adapt to this new system.

“It was quite impressive how open and engaged staff were with this massive change in practice,” shared Matthew Sharpe, Education Coordinator and Clinical Informaticist. “Through the support and expertise of our team of trainers and superusers from all disciplines, staff came together to learn, train, and help each other prepare for our successful go-live—and that work has continued to ensure safer care for our patients.”

Since the Hospital went fully live with Connected Care, there has been a significant reduction in medication errors due to the lack of transcription involved in the new process.

# Total Knee Surgery Program adds capacity to health system

ARH and Queensway Carleton Hospital (QCH) launched a collaborative Total Knee Surgery Program that is helping to build necessary surgical capacity in the system through the introduction of two outpatient knee surgery days each week at ARH. The surgeries are performed by QCH surgeons and supported by the ARH surgical team.



Gail Rumbelow was the first knee surgery patient at ARH and was pleased her QCH orthopaedic surgeon gave her the option to have surgery approximately four months sooner.

“At the time I called to check in on my surgery, I was in so much pain and had difficulty walking long distances,” shared Gail, who is from Marathon Village about 20 minutes away from Arnprior. “When I was given the option to come to ARH for an earlier surgery date, it was a yes. The team was so coordinated and worked so well together. I am 100 per cent grateful they have created this collaborative program.”

ARH has expanded its surgical team to support the launch of the Total Knee Surgery Program by recruiting two new anaesthetists and RNs with experience in orthopaedic surgery. The Program launched on May 2, 2022, and it is targeted to facilitate 300 knee replacement surgeries annually.

# The new Bridging Bursary supports employees’ career progression

ARH launched its Employee Bridging Program this spring to support staff who wish to upgrade their skills and education. This is being offered in addition to the existing Employee Bursary Fund that provides support for courses and professional development.

“We created this new Bursary Program based on feedback from our staff that there is a need for greater financial support to progress their education and career,” shared Leah Levesque, President and CEO. “This investment is an important way we’re making it possible for employees to stay at ARH while they advance their career. We know this will be a long-term win for quality health care in our community.”

Thanks to funding support from the ARH Foundation, the Bridging Program will be made available annually for staff to apply for up to \$5,000 in funds if they choose to bridge their education from PSW to RPN, RPN to RN, or to complete their Food Service Worker Certificate, OR Certification, ED Certification, or a similar upgrade.

# Our Care Partners

## The Foundation

Thanks to the support of local businesses, partners and generous community members, the ARH Foundation announced the completion of the *Come Home to Great Care Campaign* in September 2021 – two years early and ahead of the grand opening of the new Grove Nursing Home. The Foundation has continued to support life-saving equipment for the Hospital and Grove through its second annual Catch the Ace Arnprior Lottery that raised \$57,060 and its current Jeep Adventure Lottery that will award the grand prize of a 2022 Jeep Wrangler Unlimited Sport on June 29.

## The Auxiliary

Amidst the COVID-19 closures and reduced volunteer availability, The Auxiliary members volunteered approximately 18,000 hours to meet their annual commitment of \$120,000 to the Grove, and \$45,000 for life-saving equipment at the Hospital. Additionally, The Auxiliary offered \$1,000 scholarships to two high school graduates who are studying in the healthcare field. The Auxiliary continues to focus on the recruitment of new volunteers, and they have been thrilled to welcome new members to its Opportunity Shop, Sewing Team and Hospital Team.

