



CAMPBELLFORD MEMORIAL HOSPITAL

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2022-23 ANNUAL REPORT



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SHAPING THE FUTURE OF HEALTHCARE: TOGETHER



Jeff Hohenkerk



Kevin Huestis

Through our roles at Campbellford Memorial Hospital (CMH), we share the distinct privilege of partnering with our communities to help shape the future of health care locally. While the healthcare sector faces a pivotal time with health human resources challenges and exciting opportunities for enhanced system partnerships, it is also a crucial moment in Campbellford Memorial Hospital's more than 70-year history as we progress towards redevelopment.

Despite the system-wide challenges of this past year, our exemplary CMH Team made significant accomplishments to enhance local health care, including: achieving exemplary standing from Accreditation Canada, establishing new successful system partnerships that support quality care, securing provincial funding for critical, time-sensitive infrastructure upgrades for our aging facility, and making substantial progress towards approval for our new CMH as part of a Campus of Care

We have an ambitious year ahead as we direct our efforts to achieving seven strategic goals based on the four pillars that guide us: Quality, Experience, People, and Resources. Recognizing the ever-changing healthcare landscape, our leadership team will lay the groundwork this year in preparation to co-design a new Strategic Plan with our stakeholders (patients, families, community members, and partners) so that we can focus on the priorities that matter most for the health and well-being of our growing communities.

Jeff Hohenkerk
President and CEO
CMH

Kevin Huestis
Board Chair
CMH

OUR VISION

To be a recognized leader in rural health care, creating a healthy community through service excellence, effective partnerships and the development of innovative hospital services.

OUR MISSION

Campbellford Memorial Hospital is dedicated to relief of illness, pain and suffering, and the promotion of health for the communities we serve.

OUR VALUES

Compassion
Learning & Innovation
Excellence
Accountability
Respect

CMH EARNS ACCREDITATION WITH EXEMPLARY STANDING FROM ACCREDITATION CANADA

Accreditation Canada's confirmation of Campbellford Memorial Hospital's (CMH) commitment to quality care and safety through its accreditation with Exemplary Standing is a testament to the hospital's dedication to excellence.

The rigorous process

Accreditation Canada is an independent, not-for-profit organization that conducts reviews of health organizations and sets standards for safety and quality in health care. It awards Exemplary Standing to an organization for attaining the highest level of performance and achieving excellence by meeting (or exceeding) the Program's requirements. Accreditation is voluntary, and for participating organizations, Accreditation Canada surveyors visit each organization and conduct an on-site survey every four years. After the survey, Accreditation Canada issues their accreditation decision, and the ongoing cycle of assessment and improvement continues.

Dedication to patient care and quality improvement every day

The Accreditation Canada surveyors assessed CMH for more than 1,600 standards, and CMH met or exceeded nearly 99% of them while meeting all the required organizational practices (ROPs).



"Accreditation is one of our more impactful and informative tools for quality improvement at CMH that ensures accountability to our patients, clients, families, colleagues, and community," said Jeff Hohenkerk, President/CEO CMH.

"Meeting, or exceeding, nearly 99% of more than 1,600 measurable standards is a testament to the CMH Team's hard work and dedication to patient care and quality improvement every day."

In the Accreditation Report, the surveyors noted: "CMH has established an effective Patient Advisory Committee (PAC) that provides good input into planning and policy issues. Patients and families are directly involved in their care. There are care plans established with feedback from the patients. Patients speak highly of the care they receive and of their love for their community hospital."

CMH's accreditation with Exemplary Standing serves as an acknowledgment of the hospital's unwavering commitment to delivering exceptional healthcare services while continuously seeking ways to improve. It is a testament to the collaborative efforts of the entire CMH Team, whose dedication ensures that patients receive the highest quality of care and support.



MAKING STRIDES TOWARD APPROVAL FOR OUR CAMPUS OF CARE PROJECT

The Campbellford Memorial Hospital (CMH) Team has worked with the provincial government to make impressive progress toward capital planning grant approval to redevelop The Hospital as part of a Campus of Care.

“Our community has always depended on the CMH Team for quality care – and this will not change,” said Jeff Hohenkerk, President and CEO, CMH. “But what has become apparent is that with age, the 70-year-old hospital building has infrastructure challenges that make it not viable to renovate or expand at our current site.”

Once complete, the Campus of Care will offer the community one location for a continuum of health services by bringing together the Hospital, a new Long-Term Care Home, a Community Mental Health Clinic, our Geriatric Assessment and Intervention Network, and a future plan to build Supportive Senior Housing.

2022-23 progress

- The CMH Board of Directors led a land review process guided by set criteria. This resulted in the formal agreement with local landowner Jim Curle who donated 48 acres on County Road 30 just outside the current Campbellford boundary for the future Campus of Care.

- CMH's ten municipal partners extended formal support for the redevelopment of The Hospital as part of a Campus of Care to better serve the healthcare needs of their communities.
- The CMH Leadership has participated in multiple meetings with Health Minister Sylvia Jones and local MPPs, including David Piccini, to determine the plan to move towards capital planning grant approval.
- Community members, service clubs, and local businesses continue to show their support by participating in our “We Can’t Wait” sign campaign.

Making it a reality

CMH has applied for a capital planning grant to build a campus of care pending approval from the Ministry of Health. The Board of Directors and Senior Leadership Team continue working closely with the local MPPs and Health Minister Sylvia Jones to progress toward making the new CMH a reality.



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HOSPITAL BREAKS GROUND ON SIGNIFICANT INFRASTRUCTURE IMPROVEMENTS

Quality care and safety are always the priority. That's why Campbellford Memorial Hospital (CMH) began critical infrastructure improvements to the current building this year while continuing to progress toward building a new CMH as part of a Campus of Care.

Provincial support for quality care delivery

In February 2023, the Ontario government announced more than \$13M in infrastructure improvements and supports to CMH. This investment helps The Hospital upgrade the HVAC system, replace the aging generator, and continue with facility improvements designed to mitigate infectious disease (i.e., COVID-19) transmission.

Jeff Hohenkerk, President and CEO, CMH, explained: "Our ultimate goal is to get shovels in the ground to build a new CMH as part of Campus of Care. But, in the meantime, we must ensure we have the suitable infrastructure in our current facility to keep pace with the needs of our community and deliver quality care in a safe environment."



The infrastructure upgrades are underway

The HVAC work includes replacing air handling units, improving ductwork, air filtration, and ventilation systems, upgrading the air distribution system, and installing an automated building control system. These upgrades will reduce CMH's yearly natural gas consumption by 10,000 cubic metres and lower greenhouse gas emissions by more than 19 tons annually. In addition to the HVAC improvements, CMH will replace the backup generator (which is unreliable and near the end of life) and upgrade the emergency power distribution to ensure no disruptions to patient care when the power goes out.

These investments are part of a series of improvements that CMH has undertaken over the past 12 months, including the installation of a new nurse call system, the purchase of new state-of-the-art equipment (e.g., bladder scanner), renovations in the Kitchen, Cafeteria, and the Inpatient Unit refresh that comprised of renaming the wings to better reflect the local geography, new patient communications boards, repainting, and replacing outdated signage and worn ceiling tiles.



THE HOSPITAL ESTABLISHES FIVE STRATEGIC COMMUNITY PARTNERSHIPS TO IMPROVE ACCESS AND ENHANCE CARE

One important pandemic legacy is the increase in community partnerships in delivering quality care. In 2022-23, CMH built on its partnership success by forming five new community partnerships that improve access and enhance the care experience.

Five partnerships that will better local health care:

1) The Community Paramedicine and Diabetes

Education Program (DEP) Partnership: CMH's DEP and the Northumberland Community Paramedicine Program formally established a mutual referral partnership that, with the oversight of community paramedics, allows individuals with diabetes to have ongoing blood glucose monitoring at home. Additionally, the partnership gives the community paramedics access to DEP's expertise and resources to support their patient care in the community. For example, suppose a community paramedic determines that's an issue with a patient's blood glucose control or they need help with medication management. In those types of scenarios, they can consult DEP or refer them to the Program for education and diabetes management support.

2) Trent Hills Field House and Diabetes Education

Program (DEP) Partnership: The partnership with the Trent Hills Field House allows Diabetes Education Program (DEP) patients access to the indoor walking track to increase their physical activity, an important component of their blood glucose management. The pilot program gives DEP patients complimentary access to the Fieldhouse, a safe, climate-controlled environment with level surfaces and staff on site if they need assistance. If proven successful, CMH will explore opportunities with the Township of Trent Hills to extend discounted memberships to DEP patients.

3) Northumberland Community Paramedicine

Partnership: CMH's partnership with Northumberland Paramedics and its Community Paramedicine Program has provided patients in the Emergency Department and Inpatient Unit with another option to support their safe discharge home – and provide patients and their families with additional ease and confidence during this transition period. Clinical teams in the Emergency Department and Inpatient Unit are increasingly referring patients to the program for services ranging from remote monitoring, glucose monitoring, and vital signs monitoring to wellness checks and bloodwork.

4) Spiritual Care Partnership: CMH established a formal connection with the Campbellford Ministerial Group leading to additional clergy members available for after-hours support at the Hospital. As part of this focus, CMH joined Northumberland Hills Hospital's Equity Diversity and Inclusion Committee, and the hospitals are currently exploring the potential partnership between their Spiritual Care Services to increase spiritual support and clergy availability for patients and families.

5) Microbiology Services Partnership: CMH has partnered with Peterborough Regional Health Centre (PRHC) to ensure continued access to lab services in the community. Patients continue to have their sample collection procedure at CMH, and PRHC manages the sample analysis ensuring patients receive timely results.

"This year, our teams will refine and grow our new community and clinical partnerships with opportunities for stakeholder feedback along the way. These new partnerships are great examples of our innovative, collaborative approach to care delivery in response to the specific health needs of our communities."

- Heather Campbell, VP, Patient Care, Chief Nursing Executive, CMH



CAMPBELLFORD MEMORIAL HOSPITAL FOUNDATION CELEBRATES MOST SUCCESSFUL FUNDRAISING YEAR IN ITS HISTORY

The Campbellford Memorial Hospital Foundation rang in 2023 on a high, raising a record of over \$1.7 million in 2022 to support high-priority medical and diagnostic equipment for the Hospital.

John Russell, Executive Director of the CMH Foundation, credits the community for the 2022 success. "Time and time again, I am reminded how much the community loves its Hospital. Whether it's making an annual donation to the *Angels of Care Campaign*, leaving a gift in their estate plans for The Hospital, purchasing a *Catch the Ace* ticket, or volunteering their time, the community continues to show its unwavering support of CMH and the need to fund the purchase of new life-saving medical equipment. The Hospital would not have the diagnostic tools and technology it does without the support of everyone in our large service area."

The Foundation welcomed the return of many fundraising events in 2022, such as the *Annual Ranney Gorge Run* and *Incredible Doctors' Cook-off*. In addition, the year's success resulted in funding the purchase of several pieces of medical equipment, including a hematology analyzer for the Laboratory, a slit lamp and new stretchers for the Emergency Department, a bladder scanner for the Inpatient Unit, a picture archiving system for Diagnostic Imaging and its significant annual commitment to the EPIC Clinical Information System.

The CMH Auxiliary achieves remarkable milestones

The CMH Auxiliary marks its 80th anniversary this year. Over its long and incredible history of supporting The Hospital, it has raised over \$2 million by fundraising through its Gift Shop and hosting numerous beloved events, including the Fashion Show, Christmas Café, and Bazaar.

In this past fiscal year, the Auxiliary donated \$72,000 to the Hospital: \$25,000 for a new defibrillator and \$47,000 toward a \$150,000 pledge to the new CT Scanner Campaign.



Building on the momentum

In 2023, the CMH Foundation's *Transforming Care Together Campaign* will focus on fundraising for a new CT scanner for The Hospital to raise \$2 million for the new technology and the ongoing commitment to support the Clinical Information System.

"As we look back at an amazing year, we are also looking forward to seeing the Campus of Care Redevelopment Project advance and to work with the community to raise local awareness of this important community project," shared John.

BOARD EXECUTIVES

Kevin Huestis, Board Chair

Paul Nichols, Past Chair

Liz Mathewson, Vice Chair / Chair of Quality Committee

Nancy French, Vice Chair

Michael Bunn, Chair of Governance Committee

Carrie Hayward, Chair of Resource/Audit Committee

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Claire Robertson

STAFF

Peter Mitchell, Executive Assistant

STAFF APPRECIATION 2023

