



Ross Memorial Hospital  
"Exceptional People Committed to Providing Exceptional Care"

## Ross Memorial Hospital Services:

Clinical Programs and services include: Continuing Care, Critical Care, Medicine, Mental Health, Surgery, Woman & Child Health, Dialysis, Diagnostic Imaging and Laboratory. Other therapeutic services include: Pharmacy, Physiotherapy, Occupational, Speech and Recreation Therapy. Diabetes Education, Cardiac & Pulmonary Rehabilitation are clustered in the "Healthfirst" Chronic Disease Management service.

### Continuing Care

- Complex Care*** 36 beds in bright and spacious units with extensive gardens and welcoming common spaces. Complex continuing care offers extensive, special and clinically complex levels of care provided by a multidisciplinary team. Patients require regular medical, nursing and allied health interventions with an average stay of 30 days. The functional enhancement stream provides low to medium intensity therapy to increase strength and stamina for participation in the high intensity rehabilitation program.
- Palliative*** The Palliative unit offers 6 single rooms with excellent privacy and comfort with garden views. The interdisciplinary care team is patient and family focused and is recognized for the exceptional care and expertise in acute pain and symptom management. The space includes sleep room, pantry and shower facilities for family. The average length of stay is 2 weeks. The Palliative Pain & Symptom Management Outpatient Clinic provides expert collaborative assessment and recommendations. The Clinic operates twice per month.
- Rehabilitation*** The Rehabilitation unit has 16 designated beds, a large gym for physiotherapy, an occupational therapy room, recreation room, relaxing roof terraces and dining space to support program activities. The patient population is typically recovering from stroke, orthopedic surgery or musculoskeletal injury. The daily regimen is strenuous with a typical stay of 14-21 days.

### Critical Care

- Intensive Care*** The 8-bed ICU provides critical care medicine, intensive monitoring, and treatment with vasoactive drugs, ventilator and respiratory support and post-surgical care. Illnesses treated are primarily medical with emphasis on cardiac care. Trauma is generally referred to tertiary care centers. The ICU team acts as a resource to other areas through: monitoring telemetry, critical care nursing assessments, difficult IV starts, leading the cardiac arrest team, and critical care transport escort.

***Emergency*** The ED sees approximately 45,000 patients per year in a newly constructed space. It has large trauma/resuscitation rooms and multiple treatment/exam rooms including specialty rooms for negative pressure (2), casting, eye exams, and secure holding. There are 12 observation/holding bays and a separate minor acute area. A Mental Health crisis/triage worker is available to assist. Fully digital diagnostic imaging assists in emergency care. The Access Centre provides a case manager to divert some care back to the community. The Geriatric Emergency Management nurse identifies high risk seniors in the ED. By providing accurate assessment of these patients and utilizing both hospital and community resources, the GEM nurse facilitates a safer discharge home.

## Medicine

***Inpatient*** This newly constructed unit accommodates 40 general medical patients that require such services as: cardiac monitoring, acute stroke management, fluid, and or metabolic management. The unit includes a therapy gym and negative pressure isolation rooms.

***Outpatient*** The “Healthfirst” Outpatient Chronic Disease Management service integrates previously separate programs including Cardiac Rehabilitation, “Retreads” Exercise Maintenance Group, Medication Assessment & Review, Diabetes Education & Management, Heart Failure Education & Management, Nutrition Counseling and Pulmonary Rehabilitation.

***Dialysis Unit*** The Ross Memorial Hospital operates a newly constructed 15-station Satellite Dialysis Unit as part of the Haliburton-Kawartha-Pine Ridge Regional Renal Program. The Unit can accommodate 90 patients at full capacity.

## Mental Health

***Inpatient*** Mandated as a Schedule 1 facility for adults (16 years of age and over), the 15-bed inpatient unit includes 3 psychiatric intensive care beds. A dedicated interdisciplinary team provides daily group and individualized programming.

***Day Program*** The Day Program provides treatment services in a coordinated 6-8 week outpatient format with 5 days per week programming, focusing on client skill development and communication. Specialized services include a Medication Clinic, new trauma group and a Seniors Program, as well as a Psychiatry outpatient clinic. Consultation is also provided hospital-wide.

***Community Counseling Programs*** *Adult Counseling:* offers short-term solution-focused therapy; services are a combination of educational session and one-to-one for individuals with serious mental health problems. Length of treatment: 10-15 sessions.  
*Crisis/Mental Health Emergency Triage and Support:* comprehensive assessments, including mental status are provided both in the ED as well as consultation to other programs in the hospital. Short-term Crisis Support is available for up to 6 sessions to assist individuals with specific goals. Crisis group support is also available.  
*Case Management Team:* promotes independence and quality of life through the coordination of appropriate services and the provision of constant and on-going

support as needed by the clients.

*Children's Sexual Abuse Response Program:* provides crisis support as quickly as possible at the point of disclosure. Assessment, case management, individual and family, groups, advocacy, health teaching and support are available.

*Early Psychosis Intervention:* clinical case management for individuals experiencing first episode psychosis, and their families. Psychiatrist consultation and ongoing monitoring is also part of their program.

*Psychiatric Clinics:* provide consultation and follow-up for outpatients.

## Surgery

### ***Inpatient***

This acute care unit has 36 beds. The surgical service requires only a portion of these beds resulting in a mixed medical/surgical utilization pattern. Telemetry is available.

### ***Operating Rooms***

There are 8 operating rooms including rooms used for Endoscopy and a recently redesigned "eye suite" for Ophthalmology. General surgery, Orthopedic and Gynecology surgery are also very active. Approximately 85% of surgery is performed on an outpatient basis. Cataracts are done in the OR as well as laser procedures.

### ***Ambulatory Care***

Clinics include a Fracture Clinic, Wound Clinic, Blood Transfusion Clinic, Pre-op Clinic, Pain Clinic, Lumps and Bumps Clinic, and a Women's Health Clinic. The Hospital also operates an After Hours Clinic onsite.

## Woman & Child Health

### ***Obstetrics***

There are 11 Obstetrical beds, 8 of which are welcoming Labour, Delivery, Recovery and Postpartum rooms (LDRP). The remaining 3 beds are used for ante/post-partum care. There are approximately 450 births annually. Several midwives have privileges at RMH.

## Diagnostic Services

### ***Diagnostic Imaging***

Our Diagnostic Services include: onsite Computed Tomography (CT), Ultrasound (serving OBS, abdomen, musculoskeletal, 2D echo, and small parts), Nuclear Medicine (provided by Parkway Nuclear), Bone Densitometry and General Radiology services and Mammography (including Ontario Breast Screening Program and Breast Assessment Clinic). RMH utilizes a Picture Archiving and Communication System. Integration with the provincial data image repository (HDIRS) and the emergency neurosurgery image transfer system (ENITS).

### ***Laboratory***

Laboratory services include Hematology, Transfusion Medicine, Clinical Chemistry, Tissue Pathology, Microbiology, Electrocardiograms and Autopsy.