



ANNUAL REPORT 2021

Exceptional Care - Together



ROSS MEMORIAL  
HOSPITAL  
Kawartha Lakes

# Annual Report 2020-2021



## Highlights



Kelly Isfan,  
President and CEO

Dr. Bharat Chawla,  
Chief of Staff

Wanda Percival,  
RMH Board Chair

At Ross Memorial, we dedicate ourselves to providing Exceptional Care - Together. In a year that has presented challenges the likes of which we have never seen, it has reinforced what we've always known - we are stronger when we work together.

We are stronger because in the face of adversity and uncertainty, our physicians and staff have displayed a commitment to providing exceptional care under the toughest of circumstances. We are stronger because of the leadership of our administration team who have implemented seemingly daily new directives from the province in a manner to position Ross Memorial for the successful delivery of our high standards of care. We are stronger because of our Hospital Foundation and Auxiliary who have had to adjust how they go about continuing their important role supporting the hospital. And we are stronger because of our community partners and neighbours who have done their part to help stop the spread of COVID-19.

Our services have had to adapt to reflect the reality of a global pandemic, including increased services being offered online. There have been long hours and stressful times, but above all else there has been a unified effort to serve our community. We may never be able to quantify the full impact of our COVID-19 response, but we know that lives have been saved because of it.

In this 2020/2021 Annual Report, we encourage you to join us in reflecting on a year like no other.

**Dr. Bharat Chawla**, Chief of Staff  
**Wanda Percival**, Board Chair  
**Kelly Isfan**, President and CEO

- In July, the **RMH Laboratory was once again Accredited by the Institute for Quality Management in Healthcare**. The RMH Laboratory met 98 per cent of the accreditation requirements for quality, competence, and safety. With broad testing being one of the keys to containing COVID-19, the RMH Laboratory had a busier year than ever. They've worked tirelessly to source swabs and be adaptable in working with regional and provincial partners to get results to individuals quickly.

- In November, the **Kawartha Lakes Ontario Health Team (KL-OHT)** received its official designation from the Ministry of Health. The KL-OHT is a collaborative group of health and service providers, who partner to provide quality, patient-centered care to the residents of the City of Kawartha Lakes and surrounding communities. RMH has been co-leading with Community Care City of Kawartha Lakes to connect local care. The KL-OHT's Virtual Care Pilot Program offered new opportunities for local senior citizens by assisting with the education and delivering of iPads, which broadened the horizon of health care and greatly decreased social isolation experiences. This initiative received provincial funding to enhance the pandemic response through appropriate virtual care options, which are key in ensuring continuity of health services while preventing the spread of COVID-19.

- The RMH surgical team** spent many weekends performing endoscopy and orthopedic surgeries in the operating room, allowing for our wait times to remain the best in our LHIN. They also began performing shoulder replacement procedures, adding to the compliment of surgeries we already offer.

- In January, **RMH received this year's Green Health Care Award for the Waste Category** from the Canadian Coalition for Green Health Care. The award was based on data submitted to the 2019 Green Hospital Scorecard program, which rendered RMH the highest waste score of all participating hospitals within their peer group. RMH measures waste diversion rates monthly and works toward yearly waste reduction and diversion goals. We have now prioritized washable and reusable Personal Protective Equipment where possible, including washable gowns, caps and reprocessing goggles and face shields.

- In March, the year-long **modernization of our kitchen**, which prepares over 450 patient meals a day and nourishes many staff and physicians, was completed. Work included replacing and relocating the vast exhaust hood system with a state-of-the-art system, and a new kitchen layout to improve workflow including a hot food preparation area. The kitchen features Infection Prevention and Control approved modern flooring, ceiling and wall finishes, plus a new area to prepare meals for patients with diet restrictions, allergies or cultural needs. Thank you to the generous support of the RMH Foundation for making this possible!



Green Team from January 2021

## COVID-19 Response

Ross Memorial's response to COVID-19 was the defining story of 2020-2021. With information and situations changing rapidly, the hospital had to be nimble and efficient in the way we delivered care. From expanding our online and virtual services, to operating COVID-19 testing and vaccination clinics, RMH's response has played an integral role navigating our community through the global pandemic.

- RMH started operating our **COVID-19 Assessment Centre** in March and continued it throughout the year. Originally it operated as a drive-thru model, but was moved inside the hospital in October. The Assessment Centre conducted more than 50,000 COVID-19 tests that were essential in identifying the presence of the virus and preventing further spread in our community.

- RMH responded to a provincial call for **expanded critical care bed capacity** by expanding our capacity adjacent to the ICU to increase from eight to 10 ICU beds. We also planned for an additional four critical care beds in the OR Recovery Room to be ready if and when required.

- To assist in Ontario Health's system-wide response to the pandemic, we worked with our local hospital partners and partners in the Ontario Health East region to facilitate patient transfers as directed. To support this, **we accepted 29 patient transfers** from the Scarborough Health Network.

- From the onset of the pandemic, we knew that vaccinations were going to be key in the fight against COVID-19. In March, when they have become available, RMH began operating our **drive-thru vaccination clinic at the Lindsay Exhibition (LEX)**. More than 25,000 vaccinations had been administered at the site by the publication of this Annual Report.

## An EPIC Year Ahead

On December 3, 2021 RMH will launch the implementation of the EPIC Clinical Information System (CIS). The launch of this new electronic medical record is the largest transformational project in RMH's history. Along with our six Ontario Central East region partner hospital organizations, the Epic (CIS) will ensure we are positioned to continue providing safe, high-quality care to our community and the 1.5 million patients across the Central East region for years to come. To enable the RMH health care team to be able to discover the patient-centered and health care provider benefits of the system ahead of its implementation, RMH's EPICentre was officially opened in May 2021. The learning experience provides staff and physicians with role-based learning opportunities utilizing EPIC's UserWeb based teaching modules, day in the life posters, and activity sheets. There is a clinical educator scheduled throughout the week to support the learning experience.

## RMH Financial Data For the Year Ending March 31, 2021

<b>Total Revenue:</b>	<b>\$109,413,909</b>
By MOH & LTC	89.4%
Patient & Ancillary Revenue	10.6%
Investment Income	0.0%

<b>Total Expenses:</b>	<b>\$108,156,274</b>
Compensation	75.2%
Other Supplies & Expenses	18.9%
Medical & Surgical Supplies	4.0%
Drugs and Medical Gases	2.0%

Source 2020/21 Audited Statements - BDO  
\*Net Operating Results (before unusual items)

## Patient Care By the Numbers

COVID-19 Assessment Centre Visits	50,047
Emergency Department Visits	31,030
Operating Room Total Cases	5,700
Clinic Visits	34,560
Admissions	
Acute	4,317
Newborn	310
Mental Health	333
Complex Continuing Care	257
General Rehab	301
Palliative	139
Total Patient Days	53,727
Laboratory Interventions	561,758
Diagnostic Imaging Exams	28,590

## Ross Memorial Hospital

Local: 705-324-6111

Toll Free: 1-800-510-7365

Public Relations: [publicrelations@rmh.org](mailto:publicrelations@rmh.org)

Quality/Patient Relations: [quality@rmh.org](mailto:quality@rmh.org)

[@RossMemorialHospital](https://www.facebook.com/RossMemorialHospital)

[@RossMemorial](https://www.twitter.com/RossMemorial)



Erin Coons, RMH Foundation CEO

Heather Richardson, RMH Foundation Board Chair

There are times in our lives when we need the people around us – our communities. Then there are times when we need our hospital. Over the past year, we have experienced both. Our stories are shining a light on our community’s health priorities, and the role of the Ross at the heart of them.

You have helped strengthen the resilience of the Hospital team by providing the tools and technology it needs to provide exceptional care through challenging times.

Donors are **Heroes at Heart**, funding COVID-related needs and ECGs. You are giving patients their best chance for **Brighter Tomorrows** by helping to fund the community’s new CT Scanner.

You have embraced new online fundraising initiatives such as the **Thankful Hearts Walk** and the **Ross Family & Friends 50/50 Raffle**.

Together, your generous donations addressed **\$4,747,111** in Hospital needs this year! The impact of your generosity touches every patient, from new technology that connects patients’ health information at the bedside to the modernized kitchen where more than 450 inpatient meals are prepared every day.

With you, we are building the future of local healthcare and growing services close to home.

**Erin Coons**, RMH Foundation CEO  
**Heather Richardson**, RMH Foundation Board Chair

# Foundation



When the pandemic hit, hospital volunteers were asked to stay home to protect themselves and others from the transmission of COVID-19. It has been difficult not seeing our hospital family and many of us are eager to get back, as soon as it is safe to do so, supporting the Ross Memorial team, patients, and families.

The pandemic has affected everyone in its own way, and for the Auxiliary it has meant curtailing much of our traditional fundraising initiatives while developing new pandemic-proof fundraising streams.

In January, we launched The Ross Family & Friends 50/50 Raffle fundraiser to support our annual pledge for equipment/capital needs at Ross Memorial Hospital. Following a successful launch to employees, physicians and volunteers at the Ross, the draw has grown to now include the general public. More than \$20,000 has been raised through the raffle in the first half of 2021, and we’re thrilled the Auxiliary has been able to continue its mission to enhance patient care and raise funds for the Ross.

We consider so many people to be Ross family and friends. And together, we will continue to make our hospital even better.

**Anne Botond**, Auxiliary President



Auxiliary President Anne Botond was joined by Gift Shop Manager Shari Nash and Café Volunteer Carole Glass to present a cheque for \$150,000 to Erin Coons, RMH Foundation CEO, and Kelly Isfan, RMH President and CEO. These funds (raised between April 1, 2019 and March 31, 2020) were earmarked for medical equipment needs including anaesthetic gas machines and arthroplasty (joint surgery) equipment used in Ross Memorial’s operating suites. December 7, 2020

# Auxiliary

