



Exceptional **CARING**

The RMHF Gratitude Report

Our Mission:

"Inspire donor support for Ross Memorial Hospital and ensure gifts are used effectively and responsibly to improve local healthcare."

Our Vision:

Exceptional support for exceptional care.

Spring 2014

What's Inside:

- **New chemistry analyzer arrives**
- **Christmas Appeal for new ultrasound exceeds goal**
- **From the donor to the unit — how your gifts get to the bedside**
- **Remembering Dr. Ron Sears**
- **Upcoming Events**



It would be impossible to celebrate the RMH Foundation's **25th anniversary** without highlighting the profound impact **donors** have had on the hospital's ability to provide exceptional patient care.

You've heard the phrase "every cloud has a silver lining". When you're in the hospital, sick or injured, you may feel like you're under a cloud.

Fortunately, donors in our community have ensured that the Ross Memorial is equipped with state-of-the art medical tools and facilities. Your generosity keeps the best equipment at the patients' bedside. That's why we say **you're the silver lining!**

Without your support, our patients would still be travelling to other areas for MRI tests, cardiac CT angiography and dialysis treatments. You're the reason the Ross is designated as a High Risk Breast Screening program and has a new fleet of "Smart" IV pumps.

Every day, the gifts you make touch a patient at RMH. **Thank you** for your exceptional support.

Donors play a role in recruiting

Thanks to our donors' generosity to the Imagine campaign that upgraded the Diagnostic Imaging department at RMH, the region successfully recruited a new Radiologist, **Dr. Thomas Enright.**



From one generation to the next ... you continue to help RMH meet patients' needs



RMH Sonographers, April Gourlie, Lori Cooke, Robyn Vandenberg and Gwen Naylor, thank the organizers of the RMH Bowling Tournament, Paul Morasse (left) and Debbie Archer (right). The tournament raised \$540 to help the hospital purchase a new ultrasound machine. Missing from the photo are event organizers Theresa Duhamel and Joanne Head.

Every day, as many as 40 people have an ultrasound at the Ross.

Thanks to donors' exceptional support, the 2013 Holiday Appeal exceeded the Foundation's fundraising goal, raising \$155,000 to help the hospital to buy a new ultrasound, and keep the most trusted tools at the ready.



Donors' enthusiastic support over the holidays was an inspiration for the entire Ross Family.

Even after 30 years, ultrasound continues to be one of the most important tools for diagnosing injuries and illness in patients both young and old.

Physicians rely on the precision images provided by ultrasound equipment to diagnose medical conditions from gall stones and appendicitis to breast cancer and vascular disease.

The new Chemistry Analyzer has arrived

... you did that, too!

The hospital's new chemistry analyzer is being assembled in the laboratory, thanks to donors who made it possible to replace the 12 year old model.

The chemistry analyzer is one of the most important tools in the hospital, producing results for 35 different tests, such as blood tests, pinpointing kidney and liver function, cardiac health and drug levels.

It processes samples and generates a report, showing the patients' levels (of cholesterol, glucose, calcium, electrolytes, etc.) that allow physicians to make diagnoses and begin their treatments. We count on it 24 hours a day, 7 days a week.

Together with our donors, we have great chemistry.



RMH Chemistry Charge Technologist Sheran Lucas gives donors a thumbs up!

Thrift Shop purchases benefit patient care

Since 1969, the Queen Street United Church Thrift Shop has offered help to those in need and provided a simple way for others to give back. Clothing, bedding and shoes that are donated to the Thrift Shop are sorted and sold to others at a minimal cost, helping those with limited means to get by.

The benefits don't end there. After covering overhead costs, proceeds are donated to a local charity, thereby helping even more people. In December, volunteers contributed \$1500 to the Foundation's Holiday Appeal, to help the hospital purchase a new ultrasound machine.

At left are Eileen Cockburn, Erin Coons, Freda Watson and Virginia Wilson.



Follow us on Twitter

You can follow the latest hospital news on Twitter. On January 20th, RMH officially joined the Twitter-verse. Find us **@RossMemorial**.



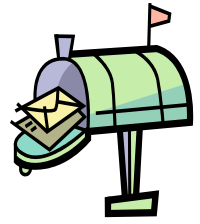
Thank you, Volunteers!

RMH celebrated National Volunteer Week with a Volunteer Appreciation Tea on April 9th. Kim Coulter, the Master of Ceremonies, explained why the cafeteria was decorated as a 1950s diner.

“The best diners have a warm, welcoming feel. Where the people are friendly, the service is good and the food is fantastic. It seems an appropriate setting for our volunteers. After all, you're like family. You always greet people with a smile. Your service would put big business to shame. And your food ... fantastic doesn't touch it. Our volunteers make everyone feel more at home. And that's not easy in a hospital. Like the cook in the diner's kitchen, you can juggle an impossible amount of tasks and make it look simple. You know that it's the little things that can make someone's day.”

The Foundation wishes to thank all of the people who donate their time and talent to the hospital and its patients.





“... the best care possible ...”

RMH Foundation,

In appreciation for the excellent care I received recently in the ER, medical unit and especially the surgical unit, I wish to donate to the Foundation.

During my stay of two weeks, I was treated with kindness, compassion and professionalism by all the staff, from the cleaners, technicians, nurses, lay ministers, allied health professionals and doctors — a big thank you!!

Now I know why I work at RMH and am reassured my patients are getting the best care possible.

~ N. E.

“... the utmost care and respect ...”

I just wanted to express my appreciation and thanks to all the Ross Memorial staff that looked after me on the day I was admitted to have arthroscopic surgery on my knee.

All the staff that I had interaction with were courteous, caring and extremely professional. I have been to Ross in the

emergency dept a few times in the past and like everyone else, I get impatient and frustrated with the waiting, but I think we all know that is the way of all hospitals.

But on the day of my surgery, I was treated with the utmost care and respect. I am going to let everyone know of the great treatment I received

there. Could you please pass on my gratitude and thanks to all of the staff that had a part in my surgery? And of course to the wonderful Dr. Noronha, who is such a professional in his field.

Thank you so very much,

~ P. E.

“... please shower them with praise ...”

My mom had yet another trip to the ER.. Once again all staff was fantastic! Rob the PA even dropped by the trauma room she was in to say hi. He is one of the greatest team members you have in the ER..

No hospital stay this time, but I told her I'd enroll her in the hospital's frequent flyer program if

this keeps up.

When I wrote about her stay before, I neglected to mention the wonderful people who run the recreation program for the rehab floor. My mom really enjoyed all they offered.

On the Monday of her discharge, we had to attend the care conference, so she was very late for the

scarf painting.

I can't thank Melissa and the other gals enough for letting my mom do a scarf. They are another great team at RMH and I'm sorry I forgot to mention them. Please shower them with praise!

Most sincerely,

~ B. L.

The RMH Foundation is grateful for the generous donations made in memory of donors' loved ones.

When we lose someone dear to us, we often want to do something special in their memory. With the kind cooperation of local funeral homes, the RMH Foundation's memorial giving program allows family and friends to commemorate the lives that have touched them. The Foundation hopes that the memorial giving program assists families, knowing that their kindness will help the Ross Memorial Hospital continue to respond to local health care needs.

In memory of ...

| | | |
|-----------------------|-----------------------|---------------------|
| Janice Armstrong | Gerald Grierson | Gary Poole |
| Crawford Bailey | Marie Hall | Freddy Preston |
| Gladys Bingleman | Barbara Hill-Breuls | Evelyn Rehill |
| Jean Brown | Erik Hockley-Larsen | Edward Relf |
| Elise Bueler | Bernice Hooey | Viola Renwick |
| Darlene Card | Richard Howe | Kathryn Robinson |
| Rick Cattell | John Hughes | Major Dale Robinson |
| Yvonne Chambers | Grace Hunt | Glen Scott |
| Gordon Cole | Joan Hurst | Cameron Scott |
| Rihmora Connell | Tammy Jennings | Dr. Ron Sears |
| Mark Cooper | Olive Johnston | Warren Shippell |
| Sharon Cox | Lynda Kay | Marion Simpson |
| Jean Creighton | Jerry Kea | Donald Smith |
| Dr. Hugh Davies | James & Alma Kitchen | Evan Smith Romeril |
| Allan Davies | Ralph Lindsey | Ester Soehner |
| Peter deJong | Elizabeth MacDonald | Allan Stanley |
| Gordon Dickson | Gail McColl | Alta Steadman |
| Archie Douglas-Hecker | Mary Eleanor McDonald | Ross Stone |
| Russell Dudley | Forbes McEwen | George Thorne |
| Rene Evans | Robert Mitchell | Karen Trent |
| Frank Fanning | Harold Murphy | Bob Underwood |
| Viola "Toots" Fanning | Mary Eleanor O'Gorman | Leonard Williams |
| George Finney | Claude Oliver | Marjorie Williams |
| Jackie Francis | Paul O'Neill | Rubyna Wood |
| Arthur French | Kathleen Parker | Terry Worobec |
| Sherri Goodwin | George Pearson | |
| John "Jack" Graham | Norma Pilcher | |



These gifts were donated
between November 2013
and February 2014.



Saturday Evening Post

Emergency Department wait times best in LHIN in 2013

Ross Memorial Hospital ended the year with the best ED wait times in the Central East LHIN. This is the result of incredible effort and profound change in the department.

The ED team has actually completed 25 improvement initiatives since 2008. Some involved reworking staffing schedules so more physicians and nurses were on hand during the busiest times.

The department also added positions that support the patients' care, such as the crisis support nurse, the physician assistant and the patient navigator role, to ensure patients are getting the attention and care they require, while supporting the physician to meet all patients' needs in a timely manner.

Pharmacy Technicians have also been added to the ED team. They learn about the patients' medication history – not only through the patient, but often by talking to family and the local pharmacies – and this helps the physicians provide care, faster.

“We’re thrilled to be recognized with the best waits in our LHIN and a provincial ranking of 9th out of 74 hospitals participating in Pay for Results initiatives,” said Lisa Green, Manager of the ED. “We’re even more pleased that our patients are getting the care they need in less time.”

Wait times in the Emergency department were based on five performance benchmarks:

- Time to Physician Initial Assessment
- Length of stay for non-admitted patients with minor needs
- Length of stay for non-admitted patients with complex needs
- Length of stay for admitted patients
- Time to inpatient bed

BMO invests in the community

In 2011, BMO made a significant investment in local healthcare when it made a \$60,000 pledge to the Imagine the Future capital campaign to support the purchase of an MRI and CT scanner for patients at RMH.

On April 2nd, Cari Tracy, Branch Manager of BMO presented the third installment of \$12,000 to Erin Coons, Executive Director of the RMH Foundation.

“BMO is a steadfast supporter of local healthcare initiatives, such as the purchase of an MRI and CT scanner,” said Coons. “The BMO gift is making a big difference for our patients at the Ross — every day.”



Erin Coons and Cari Tracy at the Donor Wall

The Commonwell continues to C.A.R.E.

The Commonwell Mutual Insurance Group (formerly Farmers Mutual) may have a brand new name, but its tradition of giving is long and distinguished.

Through its C.A.R.E. committee (Create a Ripple Effect), the Commonwell Mutual Insurance Group focuses on efforts that benefit children, healthcare efforts, and safety.

On March 13th, members of the C.A.R.E. committee presented a cheque for \$25,000 to the RMH Foundation. The donation will be used to support the most urgent needs in all areas of the hospital.

"Success is most impactful when it is invested and shared in meaningful ways," said Tim Shauf, CEO of Commonwell Mutual. "We are excited to use the results of our success to create lasting ripple effects for the benefit of our communities both now and in future years."



(left to right) Alicia Hughes, Diane Riemenschneider, Terri Richard, Gena Scott, Scott Crone and Erin Coons

"The team at Commonwell sees the Ross Memorial Hospital as a linchpin of healthcare in the community," said Erin Coons, Executive Director of the RMH Foundation. "The support it provides touches patients throughout the hospital, every day. We're so thankful for their generosity and commitment."

Meet the Foundation's Board of Directors

With input and oversight by the Foundation's volunteer Board of Directors, the Foundation represents the interests of donors and the hospital, encouraging gifts and ensuring they're used effectively, responsibly and in compliance with the wishes of the donor.

From left to right: (back row) Dr. Alex Itschenko, Paul McPherson, Brian Kelsey, Tim Shauf, Erin Coons, Bill Charlton, Brian Payne, Ryan O'Neill (front row) Patricia Angiers, Rev. Michael Locke, Heather Richardson, Gord Ferguson (missing from photo) Dr. David Kazhila, Patricia Clarke



Thanks to all members of the RMH Foundation Board of Directors for your exceptional volunteer service.

The Gratitude Report

We respect your privacy

At the RMH Foundation, we are committed to protecting the privacy of our donors.

We value our donors' trust and recognize that maintaining this trust requires that we be open and accountable in our treatment of the information that you choose to share with us.

We protect your personal information and adhere to all legislative requirements with respect to protecting privacy.

The information you provide will be used to deliver services and to keep you informed and up to date on the activities of RMHF, through periodic contacts.

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Charitable Registration
Number

11912 4121 RR0001

In Memory of Dr. Ron Sears & Dr. David Fiddler

The Ross Family is saddened by the loss of Dr. Ron Sears, (pictured at right) who passed away on Dec. 27th. Dr. Sears was a respected member of the RMH medical staff for more than 35 years. He was also a dedicated volunteer on the RMH Board of Governors from 1996-97 and the Foundation's Board of Directors between 1996 and 2009.



That period saw the largest number of capital campaigns in our history, with the 1996 Make Us Better Campaign, 2001 Caring for Tomorrow Campaign, 2005 Dialysis on the Horizon Campaign, and 2008 Digital Mammography Campaign. He was particularly interested in creating and furnishing a quiet room within the Emergency Department for families facing difficult times, discussions and decisions. He was very passionate about this project that he undertook in memory of his son; Dr. Sears and his wife, Sue, were involved in every detail.

The Ross Family also mourns the loss of Dr. David Fiddler, who passed away on March 18th at the age of 58. Dr. Fiddler was a respected member of the team for more than 20 years, helping patients in the Emergency Department both at the Ross and the Haliburton Highlands Health Services.

In 2009, Dr. Fiddler's work was applauded by staff in a letter:

"He is an exceptional physician who has one standard of care and that is of excellence! No day passes by that Dr. Fiddler does not have the best interest of the hospital in mind and the lives of the patients that he sees.

He is a kind, caring, compassionate physician."



ROSS MEMORIAL
HOSPITAL
Foundation

*"Yes, I would like to help RMH keep
the best tools in the best hands."*

Here is my donation of \$25 \$50 \$100 Other _____

I have enclosed my cheque (payable to RMH Foundation)

I prefer to use my credit card. Please use my VISA Mastercard

Cardholder's name _____ Card # _____

Signature _____ Expiry: ____ / ____

Address _____ City _____

Province _____ Postal Code _____ Phone _____

I would like to direct my gift to: Where it's most needed Current Appeal

Equipment Fund Education Fund Specific Program _____