



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.

Winter 2015/16

What's Inside:

- Medication safety enhanced with Donor Gift
- Remembering Andrew Murray
- RMH shares its plan for the future
- RMH relaxes visiting hours
- Exceptional support for the Spring Appeal
- RMH Hospitalist gets national recognition

Bright Lights — Caring Connections

Holiday Appeal donors help keep patients safe during surgery

Don't let its name fool you: an anesthetic gas machine is more than a drug-delivery system in the operating room. It also monitors the patient's vital signs, registering the smallest changes in a patient's status, with alarms that alert the team to potential danger.

"Anaesthesia machines are the most important piece of patient safety equipment in the OR," says Dr. Ali Al-Beer, Chief of Surgery at Ross Memorial Hospital.

Along with the anaesthetists and the members of the OR team, Dr. Al-Beer counts on the precision readings of the anaesthesia machines to help keep patients safe during surgery. That's why he's spearheading the Foundation's 2015 Holiday Appeal to raise \$170,000 to help with the purchase of new anaesthesia machines.

The new technology allows anaesthetists to customize their workstations to the patient's individual needs. For example, patients with lung disease such as Chronic Obstructive Pulmonary Disease, require special attention to the volume and pressure of air going through their lungs. During surgery, the anaesthetist watches the monitors on the anaesthetic gas machine carefully to report changes to the surgeon.

Every case is different. Having this new technology in the OR helps the surgeon and anaesthetist to give each patient the safest care possible.

The **Bright Lights—Caring Connections** Holiday Appeal letter is being delivered to every household in the City of Kawartha Lakes in the next few weeks to give everyone an opportunity to play a role in exceptional care.

"The Foundation is proud to work with Dr. Al-Beer and to fundraise for equipment that is used 24/7 in the Ross Memorial's operating rooms," said Erin Coons, RMH Foundation Executive Director. "We hope everyone will read our letter and become one of our caring connections in the community. As Dr. Al-Beer says, we can't do it alone."



Chief of Surgery, Dr. Al-Beer relies on OR Team and anaesthesia machines to provide the safest care for patients.

Donor's generous support of technology saves lives

Resilient.

That may be the best way to describe John Lehner.

From his youth in Austria, dodging danger during World War II, to his emigration to Canada in his twenties, John Lehner persevered and prospered.

He laughs as he tells of his desperate efforts to get work when he first arrived in Ontario in the 1950s. Despite never having held a saw, he was willing to try his hand as a lumberjack in order to make a living. When that didn't work, he found work on the railroad.

Now in his senior years, Lehner's tenacity remains. He enjoys retirement in the Kawarthas, especially fishing, and revels in a recent story of a 44 inch Muskie he landed near his home on Pigeon Lake.

He has survived the loss of his wife, Blanche, and several health challenges, pointing to the side of his neck and his heart in illustration.

Lehner follows the news and the stock market with keen interest. He knew when the time was right when his investments would enable him to help the hospitals that have helped him and his wife. One of those hospitals was Ross Memorial Hospital.

He knew by gifting the investment it would eliminate the tax on the capital gain and allow him to support the Foundation. Mr. Lehner asked that his generous gift be used to purchase medical equipment.

On the list of priority purchases at the Ross Memorial, the need for Automated Dispensing Units on patient floors was identified as the most urgent. So, on July 22nd, the Foundation invited John Lehner to the hospital to see a demonstration of the Automated Dispensing Unit (ADU) in the Integrated Stroke Unit.

The ADU is a large cabinet with multiple small drawers. It has a visual display and touch screen at eye level for entering patient and medication selections. It works somewhat like a vending machine that records all transactions. The nurse signs in and enters the drug name. A list of specific dose options is presented for selection. Once the selection is made, the correct drawer opens, which contains the single dose units of the selected medication.

The Automated Dispensing Units are a key component to the hospital's medication safety system as they help to ensure the right patient is receiving the right medication at the right dose. An alert will sound if a drug or dose doesn't match the physician's prescription for the patient. The Pharmacy department receives automated reports of the drawer inventory, which helps keep track of the medications needed on the floor and their expiry dates.

Mr. Lehner was happy to see the ADU first hand and ask questions of the hospital team, which included members of the senior administrative and pharmacy teams. "I now see how this technology and the barcoding system are important and will help patients."

With his support, Lehner is helping others to bounce back from their own health challenges.

RMH President and CEO Dr. Bert Lauwers thanked Lehner for his generosity.

"With your gift, we will be able to purchase ADUs for all of the inpatient units within the hospital. This means every patient will benefit from an enhanced medication management system. In the fullness of time, the gift you gave will save people's lives."



CEO Dr. Lauwers (left) and Dispensary Supervisor Sheri Allen thank Mr. Lehner

RMH shares its plan for the future

Each day the Ross Memorial abounds with patients, procedures and programs. As we focus on immediate needs and challenges, it can be difficult to see big picture impacts of our actions. That's why it's important to have a clear plan in place, to keep our team members moving in the same direction.

Ross Memorial has completed a new strategic plan to guide the hospital's decision-making from 2015-2021. It will be an exceptional journey.

Our new **mission** summarizes our purpose.

An Exceptional Community Hospital Valued by our Patients and Partners

We provide quality acute and continuing care, inspired by our patients and families, within a team that is committed to:

- Improving health by anticipating and responding to the health needs of the community;
- Collaborating with our health service partners, both in our community and beyond; and,
- Promoting a progressive and healthy work environment

Our **vision** highlights the future state to which we aspire, focusing our talents and our resources. It emphasizes our intention to champion partnerships to enhance health service delivery. It embraces the work we've done, and the potential that lies ahead. Vision 2021: **Exceptional Care - Together.**

Our **values** guide us in our actions every day, in every encounter.

They set the standard by which we hold ourselves, our peers and our care partners accountable: **compassion, respect, excellence and integrity.**

Our **strategic directions** provide a framework to focus expertise, address priorities, cultivate excellence, champion collaboration, and enhance our service delivery. In order to achieve exceptional care as valued by our patients and partners, RMH will engage in the following strategic directions:

Patient and family-inspired care: achieving patient goals.

Consistent, reliable quality: every patient - every day.

Enhancing teamwork and care models: improving outcomes.

Championing partnerships: working together.

Safeguarding Financial Health: strengthening resilience.

We invite you to read our Strategic Plan 2015-2021 on our website, www.rmh.org/strategicplan.

Thanks to everyone who provided input through surveys, letters and meetings. Your involvement is helping to shape the future of the Ross Memorial Hospital.

The Benefits of Legacy Giving

Legacy giving lets you support the things you care about most, now and in the future. For many donors, legacy giving, or making a charitable bequest, is an important part of their estate planning and represents their beliefs. When you include charitable gifts in your estate planning, you may realize significant tax benefits that would otherwise be payable upon your death. Whatever your reason, creating a legacy at Ross Memorial Hospital provides vital funding towards patient programs, equipment purchases, and educational activities to enhance care for generations to come.

If you have questions about the type of gift you wish to create or anything else related to legacy giving, we can help. Our staff is happy to work with you, your family and your advisors on a confidential basis. If you have already planned a legacy gift or are currently planning one, please let us know, so we may ensure all your goals are met.

Legion's Community Service includes Compassionate Care

Members of the Royal Canadian Legion know that there is strength in numbers. Together, they advocate for the care of veterans and their families, promote remembrance and serve their communities.

The members of Coboconk Branch 519 put all of these principles into play when they chose to donate proceeds of their 2014 poppy campaign to the RMH Palliative Care Unit.



On August 19th, Branch President Ken Ferrill and poppy campaign committee members Jay Kimble, Paul Faulkner and Lynn Drake presented a cheque for \$3,000 to Erin Coons, Executive Director of the Foundation.

“Our members felt strongly about donating to the Palliative Care Unit,” said Ferrill. “A lot of them have had family members in palliative care and they felt the hospital did a good job helping them.”

The Coboconk Branch Royal Canadian Legion and Ladies Auxiliary members have been dedicated supporters of patient care at the Ross Memorial Hospital. Since 1993, Branch 519 has contributed \$13,200 and has earned a ‘Provider’ plaque on the Foundation’s donor recognition wall.

“The annual poppy campaign is such a special initiative. It’s so much more than a fundraising initiative,” said Coons. “We’re proud to be entrusted with this donation from the Coboconk Branch and Ladies Auxiliary and to help the Legion serve the community by ensuring those in need receive the best care.”

Voyageur Medical and the RMHF Together, we’re going places



Voyageur Medical is helping to raise awareness of the role donors’ gifts play in patient care. The company has provided a vehicle graphic that encourages the community support patient care by donating to the RMH Foundation.

“It’s heart-warming to have partners like Voyageur to help promote the work of the Hospital and the Foundation,” said Tim Shauf, Chair of the RMHF Board. “As this vehicle travels throughout the community, we hope it will remind people what a giving, caring community we have.”

The new vehicle graphic shows a nurse and patient arm in arm, and the following text: **‘Your gifts help Ross Memorial Hospital provide exceptional patient care. How will you touch a life today?’**

Exceptional Support for Urgent Equipment Needs

Thanks to the involvement of patient Susanne Wiese, and the incredible generosity of local donors, the RMH Foundation has met its goal of \$98,000 for the purchase of two life-support ventilators for patients in the ICU and a portable ultrasound to diagnose life-threatening injuries in the ER.

In the fall of 2014, Susanne was diagnosed with meningitis and spent weeks undergoing treatment at RMH. She shared her story in the RMHF Spring Appeal letter to encourage others to support this important equipment need.

“These medical tools are used every day in the Emergency Department and in the Intensive Care Unit,” said Erin Coons. “Physicians rely on them to be there when patients need them. Thanks to individual donors, organizations and businesses in the community, this life-saving equipment is ready at the bedside.”

The hospital doesn’t receive provincial funding to replace medical equipment, and the list of needs is long. Without the exceptional support of donors, the hospital could not afford to replace all of the equipment that must be upgraded due to age and constant use. With every gift, donors enhance patient care.



ER Physician Dawn Reid shows Past Board Chair Paul McPherson and patient Susanne Wiese how the portable ultrasound is used to diagnose patients’ illnesses and injuries every day.

Bobcaygeon Kinettes breathe life into support

Among the donors who helped make the Spring Appeal a success are the Bobcaygeon Kinettes.

RMHF Development Officer Karen Scott accepted their gift on June 18th.

“This year, your contribution to the Spring Appeal will help the hospital to buy two ventilators to help people in Intensive Care to breathe – and a portable ultrasound to diagnose life-threatening injuries in the Emergency Department,” said Scott. “These tools help patients of all ages. What a testament to your Club’s commitment to serving your communities’ greatest needs — thank you.”



Since 1996, the Bobcaygeon Kinette Club has donated \$28,500 for the purchase of medical equipment and capital projects at the Ross Memorial.

Remembering Andrew Murray



Andrew Murray's family shares a special bond with the Dialysis Family at RMH



The staff and patients in the Dialysis Unit are a special family. They see each other for several hours, three times a week, and form tight bonds. Such is the case with the Murrays.

For many years, Aileen and Dave Murray and many dedicated family, friends and community care staff drove their son, Andrew, from Balsam Lake to Peterborough for his dialysis treatments. It was a 160 km round trip three days a week, so understandably, they were thrilled when Andrew was able to be dialyzed at the Ross Memorial when a temporary dialysis unit was launched in 2007.

Andrew and his family loved the family feeling that extended to the small unit, which was often decorated for theme parties with staff and patients dressing up and celebrating. The Murrays were so happy to be a part of the Ross family, they helped to fundraise for the hospital's new 15-station dialysis unit by sharing their story during the 'On the Horizon' campaign.

Andrew died October 25th, just before Hallowe'en in 2007. When he knew he was in his final days, he told his mother and sister he felt badly that he would miss the Hallowe'en party in the Dialysis Unit. He had wanted to bring in a box of Mars bars, because that was the energy food that Nancy Green advertised as a source of energy for Olympic skiing.

So every year at Hallowe'en, the Murray family comes back to visit their Dialysis Unit family. They give the staff a big hug, and a box of Mars bars.

Andrew Murray's legacy is a sweet one.

Visiting Hours Relaxed to enhance Family Presence

If you've ever been hospitalized, you know what it means to have a loved one at the bedside to help you through your ordeal. Their presence makes us feel better. It's also nice to have visitors to provide support in a time of need. Thanks to helpful input from the community, RMH has changed its visiting hours policy. Instead of having a set schedule for all visitors, we're relaxing the rules and providing guidelines for two types of visitors: support people and guests.

Support people are chosen by the patients to be involved in their care. They help the patient and participate as a member of the care team. If the patient wishes, support people may stay at the hospital overnight. These visits are pre-arranged with the nurse and with other patients in the room.

Guests, who are usually extended family or friends, may now visit between the hours of 9am and 9pm.

All visitors are asked to clean their hands before and after visiting a patient, and be respectful of other patients' privacy and need for rest. They are also asked to excuse themselves when asked by the hospital team, in order to provide care for the patient or to clean the room.



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



When we lose someone dear to us, it can be comforting to share stories of happy times, and to remember the things that made our loved ones so special. Often we 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 this program assists families, knowing that their kindness will help RMH continue to respond to local health care needs.

Shirley Algar
Janice Algar
Elizabeth Baker
Betty Batty
Ann Bennett
Leila Black
Dorothy Bragg
Larry Burnell
Matthew Callaghan
Jack Colquhoun
Carole Corbett
Jim Corley
Thomas Crowe
Barry Davidson
Irene Davis
Betty Diepbrink
Peggy Downs
Carl Edwards
Leona Emmerton
Allan Faris
Karleen Ferguson
Bernice Fitzgerald
Mary Flood
Allan Flowers
Gilbert Gaboury
Helen Goslin
Don Hamilton
Frank Harris
Katherine Hope
Alexander Imrie
Rosie Jackson

Rick Jaskula
Dan Johnson
Robert Jones
James Lamb
Pearl Lawton
Rose Leonard
Bessie Lewis
Sheridan Lytle
John MacDonald
Terry Makins
Dorothy Marshall
Eleanor McCrae
Peter McDonald
Marlene McGill
Gail McGill
Garry McGill
Francis McLaughlin
Frances McLean
Muriel McNabb
Robert Mooney
Lois Moore
Kennedy Moylan
Henry Newman
Dennis Newnham
Caren Oldfield
Sidney Penney
William Perkins
Kenneth Peterson
Matthew Peterson
June Plant
Gord Prentice

Rosemary Prosser
Anna Reynolds
Regina Roberge
Ray Rodgers
Audrey Smith
Shirley Sobko
Ruth Sopher
Jacqueline Taylor
Ivan Taylor
Anne Turner
Wilhemina Van Zeyl
Tony Vanderkoff
Dr. Dickson Vinden
Doreen Warrington
Carol Watson
Gladys Webster
James Webster
Orlee Wells-Beaulieu
Kathleen Wemyss
Barbara Widdifield
Tod Willcox
Sandy Windebank
Stanley Wires
Islay Wires
Colleen Wolff
Ruth Wood
Craig Woodcock
Madeline Woodcock
Harold Woodgate
Thomas Wray
Irene Yarmoluk

These gifts were donated between July and October 2015.

The Last Word

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



Congratulations!

Congratulations to RMH Hospitalist Dr. Shirley Clements, recipient of the Rev. L. Perkin Award from the College of Physicians and Surgeons of Canada. This honour recognizes doctors from across the country who provide exceptional patient care, contribute to the well-being of their communities and commit themselves as researchers and educators for future generations of family doctors. Dr. Clements also received the Family Physician of the Year Award from the Restigouche Medical Society in New Brunswick, where she practiced family medicine, emergency and hospitalist medicine for 23 years before joining our team at RMH.



Opportunities to give may
be closer than they appear

Giving appreciated securities is a cost-effective way to make a difference and have your charitable dollars go farther.

By donating appreciated stocks, mutual funds, stock options or flow through shares, donors pay no tax on the capital gains, receive a tax receipt for the fair market value of the securities and reduce their taxes.

Some gifts give back.



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/Technology Education Fund Specific Program _____

I'd like information about how to include RMH Foundation in my Will.

** Making a monthly gift can make it convenient and easy for you to lend your support.*

Your monthly gift supports work done throughout the year and helps us meet a wide variety of patient needs. Contact the Foundation office at 705-328-6146 to find out how.