

# 2024 REPORT TO OUR COMMUNITY

## NEW BEGINNINGS

My leadership career has taken me to many settings. However, my roots are in rural health care, and I'm thrilled to once again work and live in a smaller, tight-knit, supportive community.

Mississippi River Health Alliance (MRHA) is amid **incredible momentum** with redevelopment plans to modernize facilities and services, upgrade technologies, introduce innovative care delivery approaches, and build on strategic partnerships that will support our communities' health.

The 2023-24 Report to Our Community only spotlights a few of the Team's many exceptional accomplishments. It is because of the dedication of our staff, physicians, and volunteers that MRHA delivers **excellent care and services to our community**.

We have a significant year ahead as we prepare to open the doors of our redeveloped **Emergency Department** in Carleton Place, complete the installation of the new **CT scanner** in Almonte, continue to advance our new **electronic medical records system**, and much more.

It is a privilege to help lead MRHA as we move forward to build on the tradition of excellence, compassion, and innovation.

*Brad Harrington*  
**PRESIDENT & CEO**



## YOUR CARE EXPERIENCE

# Integrated Surgery Program and Community Paramedicine

### Integrated Surgery Program

Patients coming to Almonte or Carleton Place for general surgeries can now be seen sooner, thanks to MRHA's new integrated surgery program. The program brings together five general surgeons who complete a rotation between the two hospital sites. This means that patients can see the next available surgeon at either site – wherever they can be booked sooner. Each week, surgeons provide outpatient clinics, operating room time, and consultations.

*"This is a great example of how the Alliance can work together to the benefit of patients and families,"* says Brad Harrington, President and CEO. *"Collaborating between the two hospital sites means patients who need surgeries are not waiting as long. Everything is seamless."* Kudos to all involved for making the vision a reality.

### LCPS Community Paramedicine

In July 2023, Lanark County Paramedic Services; (LCPS) Community Paramedicine launched a new medical directive that allows for in-home treatment of Urinary Tract Infection with an oral antibiotic.

This proactive use of Community Paramedics to diagnose a UTI based on symptoms and confirmatory urinalysis provides the right care, to the right patient, at the right time, in the right place.

To date, 5 elderly patients have benefited from same day antibiotic treatment. In one case, the patient's physician was unable to see her for 6 days, and a referral was made to Community Paramedicine. This translated into a true diversion from the Emergency Room.

## OUR GREAT PEOPLE

# Fairview Manor Life Enrichment Team

The Fairview Manor Life Enrichment Team is committed to providing exceptional, personalized, and innovative care to residents. The team, led by Sheila Lefebvre, senior recreation therapist with nearly 35 years of experience, is dynamic and dedicated. They engage residents through a mix of traditional and creative activities tailored to the interests of our population.

*"There is a difference between rural homes and city homes, and our team really takes that into consideration,"* explains Amanda Becking, Director of Care at Fairview Manor.

For example, a post-Christmas deer-hunting activity saw residents using Nerf guns to "hunt" staff dressed as deer among the Christmas trees before they were removed. *"People from the city wouldn't necessarily get such pleasure out of going deer hunting, but our rural folks absolutely loved it,"* says Amanda. *"It was a huge hit, and it was something the team came up with because they know so many of our residents were dedicated hunters. That level of personalization and creativity is what makes our team so great."*

*"Our residents are all unique, and we strive to develop activities that speak to their individuality,"* says Sheila, Recreation Therapist at Fairview Manor. *"We want this phase of their lives to be filled with joy, and that's what motivates our recreation plans."*



## OUR PLACES AND SPACES

# Carleton Place Emergency Department and Almonte CT Scan Projects

Two major projects are slated for completion in July 2024. Both the redevelopment of the Carleton Place emergency department (ED) and the new CT Scan project in Almonte are in the homestretch.

### Carleton Place Emergency Department

In Carleton Place, the contractor is finalizing the installation of all major mechanical equipment, fire safety systems, furniture and finishes for the new ED. Once the contractor has completed the project, training will begin. Dynamic Simulation, a firm based in Toronto, will run through two days of intensive training with staff and physicians involving a variety of scenarios, so staff can become acclimatized to the space and the placement of equipment.

*“The new department will offer more treatment rooms, enhanced infection control standards and an improved experience for both walk-in patients and those arriving by ambulance,”* explains Dr. Rob Suttie, Chief of Emergency at CPDMH.

*“We are so excited to share your NEW Emergency Department with you. This would not have been made possible without the dedication and commitment of our donors, our community, the hospital staff and our hardworking Campaign Cabinet,”* says Linda McGreevy, CDPMH Foundation Board Chair.

### Almonte CT Scanner

In Almonte, the CT Scanner project is progressing well. Demolition is completed, and the CT Scan room and support spaces are being built. The CT scanner and required equipment is scheduled to be delivered on July 15th. After testing and training, MRHA anticipates the first patients will be seen by the end of July, 2024.

*“We are grateful,”* says Rob Scott, Chair of the AGH FVM Foundation Board. *“Many years ago, Hospital leadership identified a CT scanner as the most important piece of diagnostic equipment needed to continue to provide the best quality care here at AGH. This community, through their generous support of our Foundation, made it happen. The health of hundreds of our residents will be impacted by this new CT for many years to come.”*



## SNAPSHOT OF CARING 2023/2024

### CARLETON PLACE & DISTRICT MEMORIAL HOSPITAL

Inpatient days	6,729
Admissions	470
Emergency Visits	17,586
Ambulatory Care Visits	9,273
Surgical Procedures	1,306
Diagnostic Imaging Exams	TBD
Outpatient Physiotherapy Visits	510
Births	0

### ALMONTE GENERAL HOSPITAL

7,114 Acute/7,447 CCC
1,254 Acute/121 CCC
15,437
4,570
809
13,116
539
327

### LANARK COUNTY PARAMEDIC SERVICES

Call Volumes	22,541
Paramedicine	4,672
Client Interactions	

### FAIRVIEW MANOR

Resident Days	40,171
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\*CCC: Complex Continuing Care

## OUR PARTNERS

# Lanark County Mental Health



Genn Hourston, RN (centre)

Lanark County Mental Health (LCMH) has been a powerful community partner for MRHA. As an on-site partner at Almonte General Hospital (AGH), and providing support to Carleton Place District Memorial Hospital (CPDMH), access to LCMH services ensures that emotional support, counselling, and necessary referrals are available to patients in emergency situations at both sites. This was never clearer than during a Code Orange issued last year for a severe car accident.

*“We put out the Code Orange call because we were anticipating five critical patients at CPMDH,”* says Lianne Learmonth, Vice-President of Patient/Resident Care & Chief Nursing Executive. *“Genn Hourston works for MRHA and for LCMH, and she was working for LCMH at the time of the call. She responded to that call and came to CPDMH to provide both mental health crisis intervention and bedside nursing assistance.”*

Nurses in the Emergency Departments (EDs) at both sites frequently rely on the services of LCMH for their patients. *“When coming to the ED a patient may see a mental health crisis nurse during their ER visit or be followed up by an Emergency Room Case Diversion Manager,”* explained Genn Hourston, RN. *“By working collaboratively between the hospital and LCMH we enhance access to mental health services and streamline co-ordination. It can make a huge difference for patients.”*

## GIVING BACK

funding the future.  
ALMONTE GENERAL  
HOSPITAL FAIRVIEW  
MANOR FOUNDATION



The **AGH-FVM Foundation** is delighted by and thankful for the community support and commitment to our Hospital and Manor. **The Foundation received its largest donation ever when residents, Millie and Gene Simpson, donated \$1.2 million.** The Foundation announced the establishment of the Millie and Gene Simpson Endowment Fund. By endowing this incredibly generous gift it establishes a legacy to the Hospital and Manor. Additionally, \$200,000 of the Simpsons' gift will help fund a large portion of the final requirements for the CT scanner.



The **CPDMH Foundation** achieved remarkable milestones this past year. The Team received **Team of the Year at the Carleton Place & District Chamber of Commerce Business Awards Gala.** Additionally, Foundation Board Chair Linda McGreevy was recognized as the top volunteer in philanthropy by Lanark County. A major highlight was completing the first fundraising phase of the redevelopment of the Healthy Futures, Together! NEW Emergency Department Campaign on December 31, 2023.



# BOARD UPDATE

The Mississippi River Health Alliance (MRHA) said a thankful farewell to **outgoing CEO Mary Wilson-Trider**, who has served our hospitals for over 13 years. We wish Mary all the best in her future endeavours.

The MRHA Board of Directors was pleased to welcome our **new CEO Brad Harrington** this May. Brad was chosen from a strong pool of candidates. He brings 25 years of healthcare experience including rural and urban hospital leadership, healthcare planning, information technology and hospital redevelopment.

Our Alliance continues to **strengthen** to the benefit of our communities. A fantastic example of this is Carleton Place & District Memorial Hospital's recent change to a new Electronic Medical Record system - now both CPDMH and Almonte General Hospital utilize the same system, providing a more seamless experience for patients.

We continue to work towards providing **integrated health care** that meets the evolving life-long needs of our communities, with the opening of a new Emergency Department in Carleton Place, and CT Scanner in Almonte. These are exciting times to be part of this incredible Alliance.

MRHA staff across all sites continue to demonstrate their commitment to providing the very **best care close to home**. Thank you to the staff, physicians, and volunteers who make this organization thrive.

*Lyman Gardiner*  
**BOARD CHAIR**



## 2023/2024 Allied Boards of Directors

- Alexandra Bennett
- Carol Anne Esnard
- John Fournier
- Toni Moffa
- Steven Pirie
- Rob Probert
- Greg Smith
- Bonnie Lowry Bagshaw
- Lyman Gardiner
- Randy Larkin
- Dawn Oosterhoff
- Susan Snow
- Michel Vermette
- Bruce Young



**Almonte General Hospital**

75 Spring Street  
Almonte, ON K0A 1A0  
613-256-2500  
[www.almontegeneral.com](http://www.almontegeneral.com)

**Fairview Manor**

75 Spring Street  
Almonte, ON K0A 1A0  
613-256-3113  
[www.almontegeneral.com](http://www.almontegeneral.com)

**Carleton Place & District Memorial Hospital**

211 Lake Avenue East  
Carleton Place, ON K7C 1J4  
613-257-2200  
[www.cpdmh.ca](http://www.cpdmh.ca)

**Lanark County Paramedic Services**

84 Lorne Street  
Smiths Falls, ON, K7A 3K8  
613-205-1021  
[www.lanarkcountyparamedicservice.ca](http://www.lanarkcountyparamedicservice.ca)