

South Muskoka Hospital Foundation

New program helps area seniors



Muskoka Algonquin Healthcare's Senior's Assessment Support and Outreach Team (SASOT) includes (from left) Administrative Assistant Lynn Robinson, Project Lead Michael O'Driscoll, Medical Advisor Dr. Vicki Dechert, Occupational Therapist Sandy Daughen, Social Worker Cherie Waldoek, Registered Nurse Heather Aben, and Senior Director of Clinical Services and System Transformation Vivian Demian.

A new interdisciplinary team has recently started implementing a program whose goal is to help South Muskoka seniors stay healthy and stay in their homes longer. The team, called Senior's Assessment and Support Outreach Team (SASOT), has been accepting referrals since April 1st.

The purpose of SASOT is to facilitate successful discharges, reduce emergency department and repeat visits, and avoid unnecessary hospital admissions for local residents age 65 and over. In order to achieve this, the team will assess a senior's needs and then refer them to the appropriate community resources as needed. The team will make a house call to wherever the situation warrants – in the patient's home, their retirement residence or at the hospital. In addition, the team will also assess patients currently in the hospital who are not acutely ill, but may require additional support services once discharged.

"We're trying to keep seniors in the community and in their homes, enjoying a good quality of life," says Vivian Demian, Senior Director of Clinical Services and System Transformation. "Sometimes a patient's condition may

become worse but they do not seek appropriate care or want to leave their home. As a result, SASOT will conduct an assessment and recommend or implement measures that will assist the individual to remain in their home for as long as they safely can. SASOT will also plan accordingly for next steps with the client and their family."

The SASOT team responds to referrals from doctors or nurse practitioners, sometimes triggered by concerned family members. Team members include a social worker, occupational therapist, registered nurse, medical advisor and project lead.

The SASOT program is funded by the province through the North Simcoe Muskoka Local Health Integration Network (LHIN). The funding is \$600,000 annually. Demian started early January and was tasked with recruiting the appropriate personnel. The team is now all on board.

"The program is an impressive initiative from the Ministry of Health and Long-Term Care," says Demian. "It addresses gaps in the system and yet doesn't duplicate other services."

Kudos from patients and peers

The South Muskoka Memorial Hospital (SMMH) Site has received kudos from patients and peers alike in two recent reports. One report was issued by Accreditation Canada, an independent organization that evaluates quality and safety in health care facilities in Canada and around the world. In that report, the surveyor team made observations at SMMH on more than 1,600 criteria that contribute to high quality, safe and effectively managed care in a hospital setting. SMMH and Huntsville hospital sites overall achieved a 91 percent rating. Additional anecdotal comments from the team included remarks such as: "Staff encountered during the survey were cheerful, competent and committed to patient care" and community partners were, "also very positive in their comments about Muskoka Algonquin Healthcare (MAHC)."

The surveyor team also noted that, "In the course of the survey, many clients were interviewed about their experiences at MAHC. They were uniformly positive and complimentary about their care and the care given to their family members."

That positive feedback from patients has also been reflected in the Ontario Hospital Association (OHA) patient surveys for emergency and acute inpatient care. The most recent report, covering the period between October and December 2011, shows that patient satisfaction for Acute Care and Emergency Care services at MAHC hospital sites continues to rank well above provincial averages for Ontario community hospitals on all dimensions of care.

Natalie Bubela, Chief Executive Officer for MAHC, says the results are indicative of the people-focused care MAHC strives to achieve on a daily basis. "I am very pleased with the results," she says. "The patient is the most important part of the health care equation and we are committed not only to providing outstanding care, but also doing so in a thoughtful and respectful manner."

Hospital Foundations and Auxiliaries team up

Interesting info tidbits about Muskoka Algonquin Healthcare:

Did you know...?

343 babies are delivered each year...

That's a baby every two days at each hospital!

The South Muskoka Hospital Foundation (SMHF) is partnering with the hospital Auxiliary and the Huntsville District Memorial Hospital Foundation and its Auxiliary to purchase new patient monitoring systems. The current systems at both hospital sites are in urgent need of replacement.

“It is exciting to have all four charitable organizations working together for the first time,” says Colin Miller of SMHF. “In this case, we needed to. It’s a significant expense for these bedside monitors. The need is truly urgent and one for which patients will see an immediate benefit.”

The patient monitoring systems will be replaced at a cost just over \$1.2 million and go into the emergency departments and intensive care units of both hospitals. Each funding

organization will contribute to the cost of the new equipment at their respective site.

The system upgrade at the South Muskoka Memorial Hospital Site includes eight monitors that are fixed to the bed and another 12 portable monitors that allow the patient to leave the bed while continuing to have their vital statistics monitored. The monitors will track patient heart rhythms and rates, pulse oximetry, blood pressure, invasive blood pressure and respiratory rates.



“This is a very vital project for Muskoka Algonquin Health-

care and we are so fortunate to have all four organizations working together,” says Natalie Bubela, Chief Executive Officer for MAHC. “It is just one more example of how we are all committed to building a vibrant future for all of our patients.”



New strategic plan guides hospital

The newest strategic plan for Muskoka Algonquin Healthcare (MAHC) was approved and released in January, set to provide guidance to hospital staff and board for the next three years.

It was a truly collaborative effort, involving discussions with over 150 stakeholders both internally and externally. Along with a detailed environmental scan, the plan outlines five strategic areas for the organization to focus on: Quality Care & Safety, Partnerships & Collaboration, Sustainable Future, People, and Education & Innovation.

“The 2012-2014 Strategic Plan is a solid, meaningful and forward-looking plan of action,” said Sven Miglin, Chair, Board of Directors. “Our organization must be prepared to respond to changes and be positioned to thrive in the health care marketplace. I am proud to announce that this plan supports future growth and enhances the services and care we provide to our communities.”

The new mission statement is “Proudly Serving our Communities – Delivering Best Patient Outcomes with High Standards and Compassion” and the new Vision

is “Outstanding Care – People Focused.” Values are Accountability, Respect, Optimism, Leadership and Engagement.

“I see this document as an exciting road map to guide the hospital team,” said Natalie Bubela, Chief Executive Officer. “Together, the efforts of MAHC staff, physicians and volunteers will be crucial in achieving the priorities within each Strategic Area over the next three years. Throughout, we will be closely monitoring and measuring our progress as we continue to provide outstanding, safe care to our communities.”

Did you know...?

Pairs of examination gloves: 600,500 pairs / year...

That's an average of 1 pair every minute!

Patient satisfaction is the key at our hospital

Colin Miller, Executive Director, South Muskoka Hospital Foundation

Our government spends \$46 billion on healthcare and yet so many hospitals have abysmal waiting times for their emergency departments and for diagnostic imaging tests. In these ways, our hospital is much better positioned to serve our community. We hear elsewhere of waiting periods up to 45 days to have a CT scan while we can generally have a scan done within a week, or on the very same day in the case of an emergency.



We recently scored 91 percent on a survey completed through Accreditation Canada. A team of surveyors who evaluate hospitals benchmarked us on more than 1,600 criteria. They looked at established healthcare policies and best practices. We did well in this regard.

On our Patient Satisfaction Survey results, we recently scored over 90 percent in meeting or exceeding patient expectations. Not only

that they're receiving here. This satisfaction is not only revealed in the surveys but also is reflected in our donations on an annual basis.

"We can enjoy a sense of pride when we know that our community is obviously pleased with the level of care that they're receiving here."

Muskoka has been ranked as a top destination and is frequently advocated as a great place to live. Our community hospital is part of that. People know, in regards to their healthcare, that we're here for them when they need us.

Ready for your early arrival

Funds donated to SMH Foundation have provided a new, state-of-the-art infant isolette for the Family Care Unit at South Muskoka Memorial Hospital Site. The \$18,000 isolette, a specialized incubator, is used primarily for premature and/or jaundiced newborns providing regulated temperature, humidity and oxygen supply while monitoring the baby's core temperature. From left, Executive Director Colin Miller of the SMH Foundation, Family Care Unit RNs Dorothea Tait and Shelly McMurray.



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South Muskoka Hospital Foundation

Special Fundraising Events



Service Above Self:
Enno Hoekstra, president of the *Rotary Club of Gravenhurst*, signs the big cheque for the SMH Foundation. Behind the cheque (from left) are: Natalie Bubela, CEO of Muskoka Algonquin Healthcare, Colin Miller, Executive Director of SMH Foundation, and Rotarian Dr. Jim Goodwin. This gift is part of a \$25,000 commitment that the club has made to the hospital over a period of five years.



Dancing to the tunes...

A Dinner Dance was held in Port Carling on May 12th with the proceeds of \$3,000 going to the SMH Foundation, topped up with generous donation of \$1,500 from the Port Carling Lion's Club. This event was organized by friends Sue and Jon Gurr, Jo-Anne Baird, Sharon Morten and Lexan Wheaton. Here, Lexan Wheaton (left) presents a cheque to SMH Foundation Chair George Edwards.

We Serve:

Bracebridge Lions President Chris Tonge (right) and Lion Al Beverly (left) give Colin Miller a cheque for \$5,000. During the presentation, Mr. Miller noted that to date, the **Bracebridge Lions** have donated \$122,000 to the hospital. The **Bracebridge Lions** stand firmly behind their belief that the South Muskoka Memorial Hospital Site is an integral part of the community and deserves the financial assistance that they offer.



Ensuring our community's healthcare future

Spring 2012

South Muskoka Hospital Foundation

75 Ann Street, Bracebridge ON P1L 2E4

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A Message from Natalie Bubela

Chief Executive Officer

Muskoka Algonquin Healthcare

“...the spirit of optimism that was evident during the development of the strategic plan will continue to guide us...”

The past year at Muskoka Algonquin Healthcare has been an exciting one marked by the achievement of some major milestones.

Through the summer of 2011, the Board of Directors embarked on an exciting journey to define the organization’s direction for the next three years. Our new strategic plan is forward-thinking and positions MAHC to be prepared to respond to changes and helps us measure whether we achieve our goals and objectives.

Another major milestone was exceeding a balanced operating budget

position and ending the 2011-2012 fiscal year with a slight surplus. As I am sure you are aware, the Ontario health care system is undergoing a transformation and moving forward. I am confident that the spirit of optimism that was evident during the development of the strategic plan will continue to guide us as we confront new opportunities and challenges.

Looking forward, MAHC is in the initial stages of developing a Clinical Services Plan that will help define the scope of services and programs offered across the organization. As well, an important focus on connecting people and care with technology will assist us in creating a seamless and integrated communication network for our patients, their families, the care

team and the health care system.

Muskoka Algonquin Healthcare is proud to be part of your community and because of your ongoing generous support we are able to continue to focus on excellence, quality and safety. The value of the many volunteers and foundation directors cannot be measured in dollars, nor are there enough words to express our thanks and gratitude.



Did you know...?
10,365 surgeries are performed each year at both hospitals...

The 3rd Annual Freed Charity Golf Classic...

...is the place to be on Tuesday, July 10 at the beautiful Muskoka Bay Club in Gravenhurst. Designed by acclaimed course architect Doug Carrick, Muskoka Bay Club has been recognized as one of Canada’s top 10 courses. Set on over 200 acres, the sprawling course layout offers a challenge for seasoned golfers, but is playable by beginners. Located 90 minutes from Toronto, Muskoka Bay Club is the perfect place to host the 3rd Annual Freed Charity Golf Classic.

Proceeds from this event will be split between the South Muskoka Hospital Foundation and Princess Margaret Hospital. Last year, this fundraiser contributed more than \$35,000 to each hospital and this year the goal is set for \$50,000.

For more information,
www.muskokabayclub.com, or
(705) 687-4900 Ext. 301 or
lreynolds@muskokabayclub.com

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That’s one per hour!

South Muskoka Hospital Foundation Mission Statement

To provide charitable financial support to South Muskoka Memorial Hospital Site for capital projects, equipment and new technology as well as staff education to enhance patient care.

To support the improvement of healthcare in South Muskoka for permanent and seasonal residents.

Check out our website at
www.southmuskokahospitalfoundation.ca

Our Privacy Statement

South Muskoka Hospital Foundation appreciates your generous financial support. We recognize your right to privacy and we pledge to protect it. The information you have provided to us will be used to process your donation(s) and to provide you with acknowledgement and an appropriate receipt.

From time to time, we may use your contact information to keep you informed of other activities, events and/or fundraising opportunities in support of the Foundation.

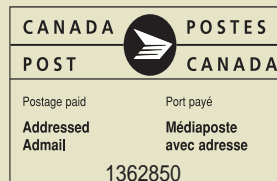
We are also pleased to send you our biannual newsletter.

The South Muskoka Hospital Foundation does not trade or sell donor lists. If at anytime you do not wish to be listed in our recognition programs or to receive our newsletter, please contact us at (705) 645-4404 ext 3193 or smh.foundation@mahc.ca.

For more information about your privacy, please visit our website at www.southmuskokahospitalfoundation.ca and click on 'About Us' then 'Accountable To You.'


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