



CAMPBELLFORD MEMORIAL HOSPITAL

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2021-22 ANNUAL REPORT



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CELEBRATING OUR PEOPLE WHO MAKE EXCELLENT CARE POSSIBLE



Eric Hanna



Kevin Huestis



Dr. Bruce Bain

Healthcare organizations across the province are in a recovery mode after enduring an extraordinarily challenging two years of the pandemic. Despite the unprecedented situation, what is so striking is the feedback we receive from patients, community members and fellow team members about how our people make the Campbellford Memorial Hospital experience exceptional. We are taking the opportunity in this year's Annual Report to celebrate the contributions of our excellent team members.

The pandemic has also underscored needs and opportunities in the system. For CMH, this brought into greater focus the limitations of our aging building and what this meant for patient care. That's why it is our priority to work with our partners to move forward with a new CMH as part of a campus of care that will provide our team with the infrastructure and facilities they need to deliver great care and services.

Amidst the difficulties, 2022 was marked with some impressive wins as our team adjusted to the COVID-19 restrictions, found new ways to best support our clients and patients, embraced change to improve patient safety and supported each other in their professional goals. In this Annual Report, we share only a few examples of those stories of the many people in various roles who make CMH a special place to work, learn, develop, and receive care.

Eric Hanna
Interim President and CEO
CMH

Kevin Huestis
Board Chair
CMH

Dr. Bruce Bain
Chief of Staff
CMH

OUR VISION

To be a recognized leader in rural health care, creating a healthy community through service excellence, effective partnerships and the development of innovative hospital services.

OUR MISSION

Campbellford Memorial Hospital is dedicated to relief of illness, pain and suffering, and the promotion of health for the communities we serve.

OUR VALUES

- Compassion
- Learning & Innovation
- Excellence
- Accountability
- Respect

ZOE NEILLY: GUIDING HER TEAM THROUGH THE TRANSITION TO A NEW, COMPREHENSIVE CLINICAL INFORMATION SYSTEM

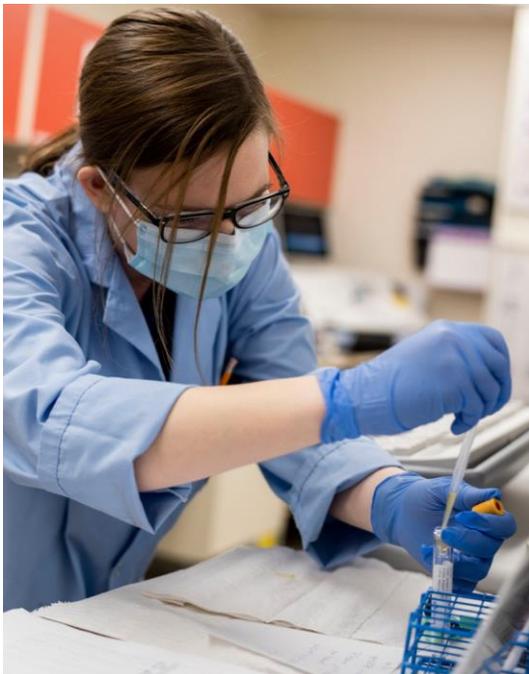
Zoe Neilly is a self-described techy person who enjoys learning new technology and training others on it. That's why she jumped at the opportunity to take on the Beaker Credentialed Trainer role as part of Campbellford Memorial Hospital's (CMH) transition to the new clinical information system, Epic.

"I had some experience training people in previous roles, and I thought it would be cool to learn the system first, figure out the finicky parts, determine an easy way to do things and then train my co-workers," shared Zoe, a Medical Lab Technologist who has been with CMH for two years and was seconded to the Beaker Credentialed Trainer role.

CMH went live with Epic in December 2021 to use a single integrated clinical information system in the region that centralizes patient information, enhances patient safety and optimizes workflows.

Helping her team move through change

Before the move to Epic, CMH used a different system so working electronically wasn't new for Zoe's team, but there was still a significant difference to the workflows and application screens. Zoe's role was focused on the validation of the new system and the preparation and execution of training her colleagues.



"The reception to the change was mixed," reflected Zoe. "Something like this can be considered a really big change for some people and change can be difficult. But looking back now, the feedback from staff has been really good. As soon as you get used to the new screens, it's really an easier workflow and you can do things a lot easier than the previous system."

It has also offered the Laboratory Team and other departments extra safety checks built into the system.

"When we go and collect samples from patients who are admitted either in the Emergency Department or on the floor, we have to scan their wrist band that has a barcode on it to confirm the patient's identification. When we scan that armband, it links to their Epic chart, and it creates their stickers for their lab test. It's a way to make sure you're collecting the right test on the right person."

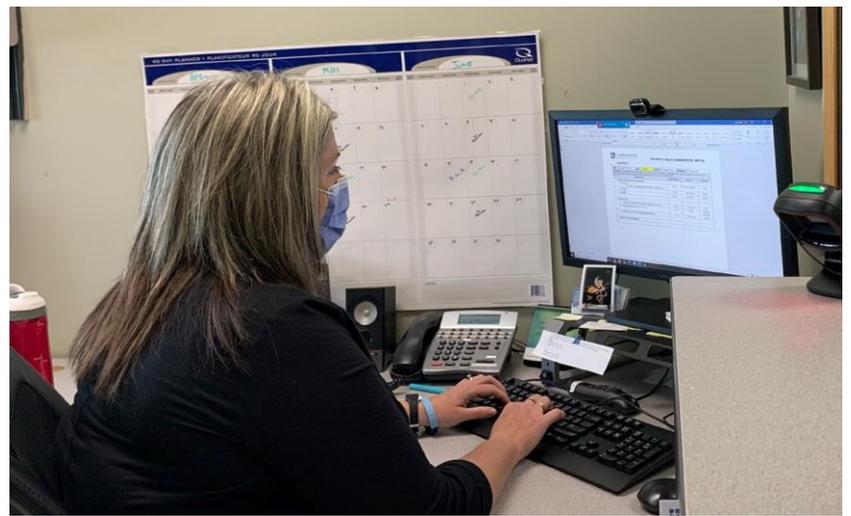
Growth and development in the smaller hospital environment

Zoe went into laboratory medicine because she knew she was interested in health care but was more introverted and wanted to focus on the science rather than direct patient care. Working in a small hospital gives Zoe a nice mix – a tiny bit of patient care, but also a variety of lab work. It has also meant opportunities to grow her leadership skills.

"I think it was a really good experience to learn how to take on more of a leadership role, and I was given the trust and accountability to try to figure out what works best for the department."

Zoe added: "It was a really good opportunity, too, for different departments in the hospital to work together. All the credentialed trainers would meet up and we would discuss different workflows. It was neat to get the big picture and figure out what works best for the whole hospital."





EMILY GRILLS: HOW A TIME OF UNCERTAINTY STRENGTHENED COMMUNITY MENTAL HEALTH SERVICES

Emily Grills decided to work in mental health because of her passion to help people find joy in their lives. This is what still drives her current work as Program Coordinator for the Campbellford and District Community Mental Health Centre.

As with every aspect of life (especially health care), the outbreak of the COVID-19 pandemic redefined how Emily and her team provided clients with mental health services. But what didn't change is their commitment to do everything possible to best support their clients and their overall well-being.

Finding new ways to continue supporting clients

When the pandemic struck, Emily and her colleagues were directed to move from the office to home and virtual care became the new way of delivering care and services.

"There was a worry among the team about our clients and what technology they had in the home," shared Emily. "Some of our clients use pre-paid cell phones so when you're talking about having an hour-long counselling or psychiatry appointment, the cell phones with the pre-paid time would be eaten up quickly. We made arrangements for those clients to have extra time put on their phones so they could participate in their appointments."

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The team adapted well and gained new skills to incorporate technology into their clinical work that continues today like the use of mental health apps and digital work sheets. The team is back in the office; however, clients still have the option for virtual appointments if they would prefer.

"Virtual care has become a standard practice and about half our clients still choose to do virtual appointments," said Emily. "It has allowed us to meet the needs of some of our clients by making it more accessible for those who face transportation barriers, which we often see in a rural community."

Proudest contribution

Looking back at the past two years, Emily recollects how concerned she and her team were for their clients' well-being.

"With so many places shutting down and not offering services due to COVID, the worry was that some of our clients may be without access to groceries or things to protect themselves from COVID-19."

The team pulled together and contacted clients to get a sense of what the needs were. They made care packages for each person and delivered it to their doorstep to ensure they had the necessary supplies such as fresh produce, perishable and non-perishable foods, toiletries, hand sanitizer, crossword puzzles and snacks and games if there were kids in the home.

"It made us feel really proud as a team and I felt good knowing we had helped relieve the stress of some of those individuals during a real time of uncertainty."

JEN WOODS: FACING COVID-19 ADVERSITY TOGETHER TO DELIVER EXCELLENT PATIENT CARE

Since graduating from university, Jen Woods has been drawn to practicing as a RN in rural hospitals. After working a few years in northern Ontario, she found her way south and joined Campbellford Memorial Hospital (CMH) on the Inpatient Unit (IPU) in 2013.

“With a rural hospital, the teams are smaller and you have a different level of resources, which means you have the opportunity to take on greater responsibilities,” said Jen, who has been the Team Leader on the IPU for several years. “The other bonus of working at a small hospital is that everybody gets to know each other on a personal level.”

Those personal connections have proven to be a great strength as Jen and her team navigate and endure the impacts of the pandemic.

The toll of COVID-19 on the Inpatient Unit

This past year, COVID-19 wreaked havoc on staffing levels provincially. CMH felt this crunch with the Inpatient Unit contending with a high number of team members and their

families getting sick and needing to test and isolate. They also continue to experience more frequent admissions and the need to isolate and care for patients who test positive for COVID-19.

“Because it’s an old building with a limited number of private rooms, it is difficult to manage isolation requirements for patients,” shared Jen. “During the peaks of COVID-19, there was a lot of shuffling patients around and figuring out the best way to keep people safe.”

Isolation requirements and other new COVID protocols that are necessary to keep everyone healthy and safe have meant an increased workload for Jen and her team, and have changed the typical workday on the unit.

“We’ve done a good job of supporting each other – we’re all in the same situation so everybody understands what their colleagues are going through.”

Proudest accomplishment

More than two years since the pandemic was declared, Jen is impressed by how the team has successfully navigated three COVID-19 outbreaks while providing excellent care to their patients.

Through it all Jen has great pride in being part of the CMH Team: “I think it’s the small-town feel— our team really cares about the Hospital, and we’re committed to making it a great place to work.”



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KATY MOUNTAIN: PROVIDING THE COMMUNITY WITH THE HIGHEST STANDARD OF MAMMOGRAPHY CLOSE TO HOME

For Katy Mountain and the Ontario Breast Screening Program Team, the Mammography Accreditation Program (MAP) reinforces their everyday commitment to high quality care and imaging for the community.

“Quality mammography is always important, and our focus is to get good images for patients, so they receive a proper diagnosis,” explained Katy, Mammography Technologist, who helped lead Campbellford Memorial Hospital’s (CMH) successful MAP that was completed in March 2022.

Ensuring the best mammography close to home

For quality assurance purposes, CMH has always participated in the voluntary MAP.

Katy explained: “It’s an effective and transparent way for the community to know they are getting the highest standard mammography possible.”

Every three years, the MAP process assesses the Mammography Team’s equipment performance, staff qualifications, image quality, quality assurance processes and quality control charts to ensure they meet the highest standards. Additionally, staff are required to complete a minimum of 15 hours of continuing education and every year a physicist comes to CMH to test its equipment to ensure it is emitting the proper amount of radiation.

It’s a rigorous process that’s important to Katy, the team, CMH and the community.

“You realize we’re doing good work,” shared Katy. “People are getting the best care that they can locally without needing to travel to a bigger hospital for their mammogram.”

Expanding her career

In 2002, Katy decided to build on her x-ray technology career by training in mammography to further her skills.

“I like meeting new people and the mammogram is an exam that takes a little extra time, so you have the chance to chat and connect with people,” shared Katy.

Adding another diagnostic imaging modality to the mix has been helpful in her role at CMH.

“In a smaller hospital, you can’t just focus on one modality – it’s important to have the flexibility to do a little bit of everything.”



TERRI-LYNN BROWN: ACHIEVING HER EDUCATION GOALS WITH SUPPORT AND ENCOURAGEMENT FROM THE TEAM

Four years ago, Terri-Lynn Brown was the recipient of Campbellford Memorial Hospital's Cathy Archer Nursing Education Award that has provided her with financial support while she completes her Nurse Practitioner Program (Masters in Nursing) as a part-time student.

"It was solidification that I was on the right track and that I had the support of the organization and my colleagues," reflected Terri-Lynn, who is a RN working primarily in CMH's Emergency Department for the past 12 years. "This recognition offered me financial support but also kept me on track."

The Cathy Archer Award is an annual education bursary to support staff member's continuing education. For Terri, receiving this particular award came with a personal connection.

"When the Archer Family presented this award, they shared some kind words, which was so inspiring. I had worked with Cathy Archer before her passing and so the award in her memory was quite personal and motivating."

The supporting role of the CMH Team

Becoming a Primary Care Nurse Practitioner was Terri Lynn's goal since she graduated as a RN, and it was her colleagues (who have become great friends) who reinforced this goal through their encouragement.

"The combination of my physician colleagues sharing their knowledge and encouraging me to expand my thinking and my nursing colleagues pushing me to challenge myself and grow professionally, has given me the extra confidence to pursue my education goal."

Terri-Lynn has learned how important it is to share your goals with colleagues and friends to provide you with the additional support and motivation.

"I could walk the halls on any given day, and someone would ask about my program and how I am doing— everyone I pass in the hall knows my mission and that makes me accountable to my own goals. It is motivational that so many colleagues know what I'm doing, support what I'm doing and think I'm capable of what I'm doing."

Terri-Lynn's colleagues have also helped her move closer to finishing her program in August 2022 by creating two placements at CMH, which have been challenging to land during the pandemic.

The opportunity for professional growth

As Terri-Lynn reflects on her journey to reaching her goal of becoming a Primary Care Nurse Practitioner, she notes how beneficial working in a small hospital has been to her professional development from the financial support, advice, inspiration, and opportunities for practical training. Through the multiple years that she's pursued her studies, she has also been able to give back and apply her new skills and knowledge in her RN role.

"I have gained a more in-depth clinical knowledge and on top of that a greater appreciation for different perspectives and the various roles in health care."

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