



Notre-Dame Hospital 2013/2014 Annual Report

THE RECOGNITION OF AN EXCEPTIONAL TEAM



The **Long Term Care Department** was awarded the **Department/Service** award for its approach toward clients, innovation, teamwork, superior performance, quality results, contribution and achievement of objectives.



The **Customer Service** award was given to **Lisette Després**, our physiotherapy aide, for the extraordinary service rendered to one or more clients.



The **Leadership** award was given to **Sylvie Camiré**, our Medical Records Coordinator, for having inspired, directed, guided and motivated and at the same time reached the team's goals.



It was **Ginette Lacroix-Gosselin**, a volunteer of our hospital Auxiliary, who was awarded the title of **Volunteer of the Year** for her cooperation and quality of services to clients.



The **Teamwork** award was given to **Lise B. Provençal**, our Administrative Assistant at the General Administration Office, for obtaining outstanding performance through client services and team spirit.

The success of Notre-Dame Hospital relies on the ability of its staff and its team to consistently provide care of the utmost quality with compassion and in a humanistic manner. The Notre-Dame Hospital staff always rises to the occasion and it is important to take the time to let them know how much it is appreciated. It is precisely for this reason that the Board of Directors organized the Staff and Volunteer Appreciation Night of Hôpital Notre-Dame Hospital on November 30, 2013. During this memorable evening, the Board of Directors took the opportunity to highlight the work of employees who have been

working within the organization for 5, 10, 15, 20, 25, 30, 35, 40 and 45 years. A total of 28 employees were honoured as well as seven volunteers of the organization. The career of seven employees who retired during the year was also celebrated.

Hôpital Notre-Dame Hospital, through its recognition program "Putting Heart at Work", also paid tribute to the staff, the medical staff and volunteers in four distinct categories.

We would like to offer our congratulations and most sincere thanks to all those people who always give so much of themselves to treat our patients with compassion and dignity.



Mission Statement

Our Mission

Contribute to improving the health of our communities through leadership rooted in partnerships.
A Francophone establishment in which all populations are treated with respect for their culture and language.

Our Vision

To focus on the person...for healthy communities.

Our Values/Principles

Listen to appreciate diversity.
Learn through dialogue and reflection.
Guide with courage and transparency.
Support our patients through empathy and kindness.

REPORT OF THE BOARD CHAIR

It is with great pleasure that I share with you a summary of the various activities that took place in our organization during this past year.

MEDICAL TEAM

We have a great team of doctors. We thank you for your commitment to providing excellent services to our communities from Constance Lake First Nation to Mattice. A new doctor will join our team at the end of the summer. We will be pleased to welcome Dr. Marjolaine Talbot-Lemaire among us. We thank all physician and surgeon locums, and specialists who support our local team. Much of the trav-

elling has been eliminated for patients thanks to these health professionals. Again this year, we welcomed many health students and we want to thank the staff involved in their professional development.

BUILDING

Even during times of budgetary restraints, we are of the opinion that it is important to continue to work on our infrastructure. During this past year, \$1,133,338.83 was spent towards the purchase of equipment and \$412,114.00 towards the building, for a total of \$1,545,452.84.

PARTNERSHIPS

The recruitment partnership with the municipalities of Hearst and Mattice-Val Côté has proven to be a tremendous success in terms of recruitment efforts. Through the implementation of this initiative, some years ago, we were able to recruit three new family physicians, twenty nurses and many other health professionals such as physiotherapists and laboratory and diagnostic imaging technicians. Another success story that must be acknowledged is the recruitment of a pool of physician and surgeon locums in order to continue to provide services without interruption. A few other examples of key activi-

ties related to our recruitment strategy include welcoming a number of students for short rotations, welcoming students from the Northern School of Medicine for a period of eight months, the development of links with many government institutions and education establishments, the appreciation and promotion of healthcare careers. We anticipate that by September, the nurse practitioner position at the Missinaibi Medical Clinic will be filled. Cooperation with the Jane Mattinas Health Centre in Constance Lake First Nation continues to be a priority for our organization.

FINANCES

With the help of staff and the restructuring committee, we were able to implement a plan to reduce the projected deficit. Thank you to all associations, organizations and individuals for their financial support that allows us to continue to improve the environment for patients and the medical equipment.

INTEGRATION

We continue to work to ensure harmonization of services between the three hospitals in our region, that is, Smooth Rock Falls, Kapuskasing and Hearst, as required by the North East LHIN.

ACKNOWLEDGEMENTS

To all the volunteers who work at the hospital, know that every single thing you do is greatly appreciated. I would like to extend our appreciation to the Hôpital Notre-Dame Hospital Foundation for its excellent work. Thank you to staff, management, the Medical Chief of Staff, Dr. Martin Papineau, the President of the Medical Staff, Dr. Michèle Jomphe, and members of the Board of Directors for your dedication and commitment to the goals and mission of our Hospital.

BOARD MEMBERS



Maurice Tanguay
Board Chair



Suzanne Rheault
1st Vice-Chair



Gilles Samson
2nd Vice-Chair



François Lafrance
Treasurer



France Dallaire
Secretary & Hospital CEO



Johanne Aubin
Administrator



Michel Brière
Administrator



Marielle Carboneau
Administrator



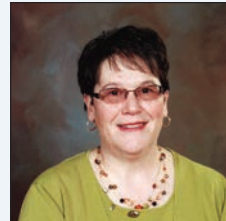
Dr. Michèle Jomphe
Administrator



Dr. Martin Papineau
Administrator



André Rhéaume
Administrator



Nicole Rivest
Administrator



Hélène Vachon
Administrator

REPORT OF THE CHIEF OF STAFF

We have just completed another year of operations at our hospital and have been successful in maintaining a full complement of high quality care to our patients. Our eight local physicians, with the help of locum physicians, have been able to provide full emergency room coverage, in-patient care, surgical care, obstetrics and chronic care in addition to providing services in our busy family medicine practices.

In the last year, we have been very fortunate to welcome some new visiting specialists and some new locum family physicians. Dr. Daniel Boucher is now offering specialty clinics in internal medicine, Dr. David Butters and Dr. Emmanuel Abara provide urological care and Dr. Sharon

Levine is specialized in geronto-psychiatry. We are also delighted by the addition of the following locum family physicians to our team: Dr. Marie-Rose Shoucri, Dr. Sarah Dello-Sbarba, Dr. Roderick Cheung and Dr. Susanna Yanivker.

We also now have some new technology to help us improve care. We are very grateful to the Knights of Columbus for their generous donation towards the purchase of a portable ultrasound machine for the Emergency Department. This ultrasound machine will help us with certain diagnosis at the bedside and will also be helpful in cases of trauma with the FAST scan. Dr. Raad Favez, one of our locum general surgeon, and I have recently

started placing PICC lines with the help of the portable ultrasound. Transfers of patients to other centres have therefore been avoided for this procedure. Other new pieces of equipment purchased with generous donations are the carboxyhemoglobin monitor that measures the amount of carbon monoxide in the blood of patients who have been exposed to the deadly gas and the King Vision device used for more challenging and complex intubations.

Last year was a difficult year financially for our hospital. We always strive to balance the budgets without affecting patient care and personnel morale. However, last year, both were affected. In order to balance the books,

the registered nurse (RN) on the chronic care floor was replaced by a registered practical nurse (RPN). Also, the chemotherapy RN position was changed to a part-time one. This has an impact on access to the services, especially for cancer patients.

These cuts obviously had an impact on several nursing positions. Even though they went through a challenging year, our nurses continue to be dedicated to providing



excellent care to all of our patients.

On a positive note, Dr. Jomphe and I attended the first regional "Physician Leaders Conference". This conference was held in Sudbury and brought together the Chiefs of Staff and Presidents of Medical Staff from all of the LHIN 13 hospitals. This gave us the oppor-

tunity to discuss several issues that affect most hospitals in the region. It is planned that this conference will be held on a biannual basis. It is my hope that this will be the beginning of greater regional cooperation and that it will help to identify and resolve some common regional issues.

I would like to take this opportunity to thank the nursing, paramedical, auxiliary and the administrative staff, the members of the Auxiliary, the medical staff, the volunteers and Board members for helping achieve our objective of delivering the best quality care for all our patients.

REPORT FROM THE HOSPITAL AUXILIARY

For the year 2013-2014, a total of 498 members of the Auxiliary, of which 45 are active members, have contributed 3,170 hours to the Gift Shop and to cart activities.

This year, our contribution to the Hospital totaled just over \$15,000.

The money given to the Hospital in recent years has been mostly for the purchase of patient care equipment. Some of the most recent contributions include com-modes, a surgical arm table in the operating room, modern physiotherapy equipment, AtmosAir® mattresses and saturation machines. We also donated slippers to Palliative Care and covered the cost of the Gift Shop renovations.

The open house held November 3, 2013 has again attracted a large number of people. Faithful volunteers provided pastries to be sold. Great items were for sale at the Gift Shop. Draw tickets for the Christmas stocking filled with lottery tickets were also available. Thanks to the overwhelming participation of the community, this fundraiser was once again very successful this year.

The Gift Shop continues to offer a variety of products thanks to acquisitions made by Ginette Cloutier-

Larose and Jeanne-Mance Lacroix. Dedicated volunteers ensure that the Gift Shop is able to maintain regular business hours. There are many people that shop there.

Our other sources of funding are the sale of \$3 membership cards in the fall and the sale of the HELLIP tickets (Nevada-type) at Le Caprice convenience store.

In 2013, at the Hospital's Appreciation Night, the following volunteers were recognized: 5 years

– Violette Cloutier and Gaétane Vaillancourt; 10 years – Monique Lecours. One of ours, Ginette Lacroix-Gosselin, received the *Putting Heart at Work Award*. She was recognized for her volunteer work in providing quality services to those receiving them.

In May, during National Health Week, Grade 1 students from the area went to the Hospital for a tour coordinated by volunteers.

Our Annual General Meeting was held May 3, 2013. We took the opportunity to honor the volunteers who dedicate themselves to our association and who make sure that we can provide quality services. We highlighted the involvement of the

following volunteers:

5 years – Marielle Carbonneau, Olive Côté, Ginette Cloutier-Larose, Jeanne-Mance Lacroix and Clémence Lacroix;
20 years – Candide Duguay and Yollande Dionne;
25 years – Angéline Lacroix;
30 years – Ginette Lacroix-Gosselin.

In June 2013, Valérie Habel was the recipient of the \$350 bursary awarded to a student from *École secondaire catholique de Hearst* who is pursuing post-secondary education in the field of health.

As the tradition goes, we gave patients treats or flowers on special days and offered them gifts on Christmas morning. We also offered gifts to resident patients at their Christmas party.

The Notre-Dame Hospital Auxiliary is doing well. We thank all our volunteers, men and women, who are so dedicated and so generous with their time. A special thanks goes out to Lina Gosselin for her valuable and much needed assistance. Thank you to all the staff for their work so vital to our job as volunteers. To the Hôpital Notre-Dame Hospital (Hearst) Board members, know that your interest and support are sources of motivation for us. Many thanks to those who give freely and generously.

Ginette Lacroix-Gosselin –
President

Marielle Carbonneau – Auxiliary
Representative



Executive Committee of the Auxiliary for the Hôpital Notre-Dame Hospital (Hearst) 2013-2014

President:	Ginette Lacroix-Gosselin
Vice-president:	Marielle Carbonneau
Secretary:	Stella Roy
Treasurer:	Ginette Cloutier-Larose
Board of Directors Representative:	Marielle Carbonneau
Gift Shop and Volunteer Services:	Angéline Lacroix
Young Volunteers:	Olive Côté
Member recruitment and library:	Denise Séguin
Public relations and photographs:	Marielle Carbonneau
First Graders' Tours and various parties:	Nicole Blier



Executive Committee

DIFFICULT FINANCIAL TIMES FOR HÔPITAL NOTRE-DAME HOSPITAL AND ONTARIO HOSPITALS

At the time of publication of last year’s annual report, it was forecasted that Hôpital Notre-Dame Hospital (Hearst) would be faced with a \$500,000 operational deficit. It was obvious that the hospital would be faced with a very difficult year. The Fiscal Advisory Committee (FAC), composed of senior management staff, physicians, union and non-union representatives and board representatives, was convened in order to undertake the laborious task of reviewing the overall hos-

pital operations as well as weighing every single suggestion that was received through personnel consultations. The committee’s task was to achieve a balanced budget while aiming to maintain all existing services and minimizing the impact on direct patient care. With a focus on the reduction of administrative and support services, the committee managed to propose a restructuring plan which was to be fully implemented over a two-year period. The following is a list of some of

the major recommendations which were implemented:

- 1. Restructuring of the Food and Laundry Services departments further to the termination of the contract with the Foyer Hearst-Mattice Soins de santé.
- 2. Reductions from a full-time to part-time positions for the Central Reception Area Clerk and for the General Administration Administrative Assistant.
- 3. Increase in net revenues

related to the sale of services of administrative personnel:

- sale of accounting, payroll and benefit management services to the Smooth Rock Falls Hospital;
 - sale of Operating Room management services to Sensenbrenner Hospital; and
 - sale of building management services to the Université de Hearst.
4. Restructuring of the Physiotherapy Department (sale of service for all outpatient services with no excep-

tions).

- 5. Reduction of staffing change from full-time to a part-time position for the Registered Nurse in the Oncology Department to adjust for patient volumes and to match funding allocation.
- 6. Replacement of the Registered Nurse on the Long-Term Care Department by a Registered Practical Nurse.
- 7. Replacement of

Registered Practical Nurse on evening shift on the Long-Term Care Department by a Personal Support Worker.

In summary, the total implemented recommendations resulted in savings of approximately \$1,000,000 over a two-year period in administrative and support services, while 38% were related to direct patient care services reductions. It is important to note that approximately 62% of savings were a result of

HÔPITAL NOTRE DAME HOSPITAL (HEARST)		
SUMMARY STATEMENT OF FINANCIAL POSITION		
MARCH 31, 2014		
	2014	2013
ASSETS		
CURRENT ASSETS		
Cash	\$ 3,637,937	\$ 4,524,817
Accounts receivable	763,853	774,076
Inventories	201,523	210,260
Prepaid expenses	113,675	78,095
	4,716,988	5,587,248
NOTES RECEIVABLE	74,583	69,583
CAPITAL ASSETS	11,126,770	10,630,293
PROJECTS IN PROGRESS	144,592	97,344
	\$ 16,062,933	\$ 16,384,468
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 2,446,651	\$ 2,396,416
Deferred grants	373,013	369,072
Current portion of obligation under capital lease	-	14,336
Current portion of long-term debt	29,843	28,405
	2,849,507	2,808,229
DEFERRED CONTRIBUTIONS AND CAPITAL GRANTS	76,139	484,609
DEFERRED CAPITAL CONTRIBUTIONS	8,048,539	8,072,324
LONG-TERM DEBT	442,793	472,365
POST-EMPLOYMENT BENEFITS	1,701,825	1,591,085
	13,118,803	13,428,612
NET ASSETS		
INVESTMENT IN CAPITAL ASSETS	2,605,595	2,057,199
UNRESTRICTED SURPLUS	338,535	898,657
	2,944,130	2,955,856
	\$ 16,062,933	\$ 16,384,468

HÔPITAL NOTRE DAME HOSPITAL (HEARST)			
SUMMARY STATEMENT OF OPERATIONS AND NET ASSETS			
YEARS ENDED MARCH 31, 2014			
	Budget (Unaudited)	2014 Actual	2013 Actual
REVENUES			
North East LHIN			
- Base allocation	\$ 12,692,900	\$ 12,819,842	\$ 12,692,902
- Base allocation - CLFN Aging at home	19,900	20,101	19,909
	12,712,800	12,839,943	12,712,811
One-time funding	596,500	612,831	619,788
Cancer Care Ontario	172,500	212,517	189,533
Recoveries and miscellaneous	1,668,300	1,615,262	1,610,792
Amortization of deferred capital contributions			
- equipment	128,600	156,893	152,022
Patient related	547,000	483,307	467,084
Differential and co-payment	401,000	427,601	413,482
Special projects - Paymaster	-	202,131	-
	16,226,700	16,550,485	16,165,512
EXPENSES			
Salaries and wages	8,829,900	8,761,739	8,768,058
Medical staff remuneration	711,600	740,961	744,606
Pension benefit - HOOPP	653,000	644,971	644,903
Other employee benefits	2,038,200	2,008,307	1,818,030
Supplies and other expenses	2,793,200	2,777,006	2,907,537
Drugs, medical and surgical supplies	743,700	821,738	789,180
Interest on long-term debt	24,400	24,414	27,697
Amortization of equipment	519,500	535,521	487,637
Special projects - Paymaster	-	202,131	-
CLFN - Aging at home	19,900	20,101	19,909
	16,333,400	16,536,889	16,207,557
EXCESS OF REVENUES OVER EXPENSES (EXPENSES OVER REVENUES)	(106,700)	13,596	(42,045)
BUILDING AMORTIZATION			
Funding for garage project from DCSSAB	-	26,500	26,500
Amortization of deferred capital contributions			
- building	467,300	461,417	440,810
Amortization of building	(492,600)	(513,239)	(492,647)
	(25,300)	(25,322)	(25,337)
EXCESS OF EXPENSES OVER REVENUES BEFORE OTHER PROGRAMS	(132,000)	(11,726)	(67,382)
OTHER PROGRAMS			
Revenues	1,869,361	1,910,742	1,913,980
Expenses	(1,869,361)	1,910,742	1,914,186
	-	-	(206)
EXCESS OF EXPENSES OVER REVENUES	\$ (132,000)	\$ (11,726)	\$ (67,588)

HÔPITAL NOTRE-DAME HOSPITAL: PATIENT-FOCUSED CARE

YOU HAVE COMPLAINTS OR CONCERNS ABOUT YOUR SERVICES...

The hospital ombudsmen, Ginette Dallaire-Longval and Ginette Cloutier-Larose, are designated neutral persons who provide confidential and informal assistance in resolving hospital conflicts. They are the defender or representatives of our patients. The hospital ombudsmen investigate complaints, report findings and help mediate fair settlements, especially between an individual or a group of individual and the hospital.

- receive patients' comments during the round;
- answer questions;
- explain policies and procedures and recommend changes if needed;
- explore solutions; and
- inform administration of significant trends.

To reach Notre-Dame Hospital's ombudsmen, please call 705 362-7153 or 705 362-8625.

The hospital ombudsmen will:

- listen to complaints;



Ginette Cloutier-Larose and Ginette Dallaire-Longval

A VERY DYNAMIC PALLIATIVE CARE TEAM



The palliative and end-of-life care team aims at providing comfort and dignity to those that are dying, all the while maximizing the quality of life for the patients, families and loved-ones.

Palliative care refers to the different aspects of the care provided at the end-of-life stage, that is:

- to provide pain management and management of other symptoms;
- to provide social, psychological, cultural, emotional, spiritual and practical supports;
- to provide assistance to caregivers;
- to offer bereavement support.

Our community's palliative care team now has 18 volunteers who are ready to offer their time in these difficult times. They are there to support the patients and their families in their end-of-life journey. These services fill a very important need for our patients and their families. This presence allows the family to get some rest and this support is greatly appreciated. This care also includes education and training to caregivers, research, surveillance and advocacy services.

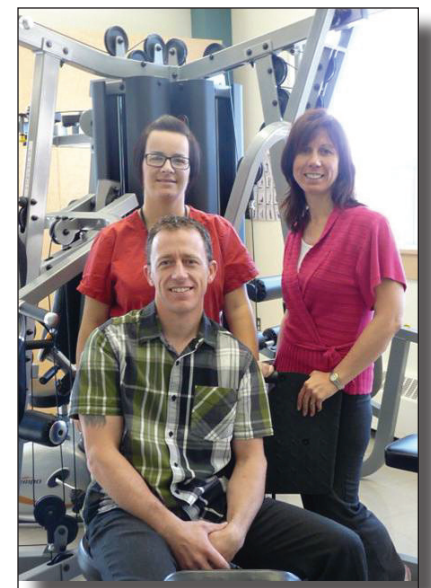
NEW PHYSIOTHERAPY SERVICES

On April 18, 2013, the Ministry of Health and Long-Term Care announced that it would expand access to publicly funded, clinic-based physiotherapy services in more communities across Ontario.

A key objective of the program is to expand access to publicly funded physiotherapy services to communities that currently are underserved, to ensure that seniors and eligible patients receive physiotherapy assessment, diagnosis and treatment.

Patient may be eligible for publicly funded clinic-based physiotherapy if they have a physician or nurse practitioner referral and are:

- seniors aged 65 and older
- 19 years of age and under
- of any age, and discharged from a hospital after an overnight stay for a condition requiring physiotherapy
- recipients of Ontario Works or the Ontario Disability Support Program



The North East Local Health Integration Network has confirmed that Hôpital Notre-Dame Hospital (Hearst) will be receiving funding for a predetermined number of episodes of care for a period of two years. An episode of care is described as being one occurrence (patient) that may receive up to eight sessions of physiotherapy.

We are presently trying to recruit another physiotherapist in order to be able to provide these services.

HÔPITAL NOTRE-DAME HOSPITAL: PATIENT-FOCUSED CARE

Hôpital Notre-Dame Hospital believes in : Improving the health and wellbeing of seniors in hospital



Seniors (age 65+) are three times more likely to be hospitalized than younger people and receive care in nearly every area of the hospital. A hospital stay can have a major influence on the health and well-being of seniors. However, evidence shows that seniors' health declines the longer they stay in hospital as a result of complications, lack of activity

and infections. This can lead to longer hospital stays and reduce their chances of returning home and regaining their health and independence. Ontario's Local Health Integration Networks

(LHINs) are leading a Senior Friendly Hospital strategy – an initiative to improve seniors' health and prevent their physical and mental decline in hospital. By acting together, hospitals can improve the experience and outcomes of older adults in Ontario hospitals. The Senior Friendly Hospital strategy aims to:

- Improve the health, wellbeing and experience of seniors in Ontario hospitals, helping them get back home sooner and healthier.
- Improve seniors' ability to live independently and stay out of hospital.
- Enhance the value of health care dollars.
- Help reduce ALC's (Alternate Level of Care) through support-



ing people to transition to the right place of care after a hospital stay.

- Promote quality improvement initiatives that can be included in hospital Quality Improvement Plans as part of the *Excellent Care for All Act*.

What is a Senior Friendly Hospital?
A senior friendly hospital responds to seniors' physical and mental health needs, promotes good health, is safe, and supports seniors, their families and caregivers to be fully involved in

the person's care.

- Examples of senior friendly practices and initiatives include protocols for preventing falls, pressure ulcers, and for pain management, as well as helping seniors stay active and avoid physical deterioration. They also include practices that actively involve seniors and their families and caregivers and respond to the diverse language and cultural needs of today's seniors. Modifications to the physical design and environment of hospitals such as adjustable beds and handrails in hallways go a long way in enhancing the safety and comfort of seniors.

DR. MICHÈLE JOMPHE'S LEAVE OF ABSENCE

We are pleased to announce that Dr. Michèle Jomphe has decided to pursue an additional year of training in anaesthesia. In order to do so, she will be leaving Hearst at the end of June 2014 and plans to return to the community in July 2015. Please join us in wishing her success in this new endeavour.



Note: We are presently trying to find a way to ensure that Dr. Jomphe's patients continue to receive appropriate care during her absence. Her patients will be receiving further information over the next few weeks regarding the services available to them.

Annual Stats	2013/14	2012/13	2011/12
Patients admitted	684	640	692
Number of patient days – acute care	6,198	5,488	4,730
Number of patient days – long-term care	7,540	7,600	6,828
Births	77	59	59
Surgical procedures - inpatients	78	59	43
Surgical procedures - outpatients	858	950	977
Number of visits - ambulatory services :			
- Clinical Nutrition	301	440	405
- Electrocardiogram	1,969	2,133	2,303
- Emergency	13,474	13,984	13,797
- Laboratory	11,228	11,069	11,380
- Medical Imaging	5,853	5,849	6,023
- Physiotherapy	4,290	4,749	6,136
- Respiratory Therapy	468	495	565
Number of visits - specialty clinics	4,595	4,740	4,576
Number of ambulance calls	1,001	976	1,057

HÔPITAL NOTRE-DAME HOSPITAL: UNIFIER OF PARTNERS IN HEALTH

Aging at Home Vieillir chez soi

In our community since May 2010, and still under the coordination of France Ayotte, the Aging at Home project continues to provide a wide range of services. With the goal of strengthening community supports for seniors, to

enable them to remain safely in their own homes, Aging at Home is a provincial initiative managed by the North East LHIN.

Maintaining, improving and developing services are constant priorities of this project. It is the reason we continue to work hard at achieving these goals. Consequently, all the services that were implemented in previous years are still active and are growing in popularity, and we will continue to develop other services, which we hope will be equally beneficial to the citizens of our community.

The following list offers a quick look at accomplishments of previous years.

Transportation Service

The minivan used to transport patients who need dialysis treatments in Kapuskasing, as well as to transport clients who need to be accompanied back home from the grocery store, is still operational. In addition, citizens who need to get to Kapuskasing for a medical appointment can use the transport service at a competitive price. Close collaboration between Aging at Home and the Red Cross contributes greatly to the success of this project.

In addition, a pilot project will be launched shortly for approximately twenty residents of Mattice-Val Côté, in order to provide them with a means of transportation that enables them to get to their medical appointments or other appointments.



Seniors' Day at the grocery store

The Seniors' Day at the grocery store is undoubtedly our best known and most used service. We serve an average of thirty customers every week.

Every Tuesday from 9 a.m. to 4 p.m., volunteers provide assistance to customers and accompany them while they are shopping; furthermore, as mentioned above, the Red Cross volunteer driver accompanies the person home free of charge and helps them bring their purchases inside the home.

Support group for those taking care of someone with Alzheimer's disease

In cooperation with the Timmins-Porcupine District Alzheimer Society, monthly gatherings for those taking care of someone with Alzheimer's disease are held under the supervision of the Aging at Home Coordinator.

Coffee Connections "Let's Talk About It"

Once a month, people from the community can attend an informal gathering on a subject relevant to seniors. A professional from the community is in attendance to talk to participants and share his or her knowledge in a round table format, as one would do during a coffee break.

Mobile Library

With the participation of the Hearst Public Library, a home delivery service is now available to people aged 65 and over and to those with reduced mobility, regardless of their age. Volunteers go to the person's home on a regular basis with a selection of books, so that this person can choose new books and return those borrowed the previous time.

Patient Discharge Planning

The coordinator for Aging at Home takes part in the discharge planning for seniors at the Hospital. She ensures all community services are in place for a safe return home.

Senior-Friendly Town

Despite having received the "Senior-Friendly Town" designation, the Senior-Friendly Town local action committee is pursuing its efforts and will be taking on a new direction. In order to continue its work in the community, the committee will be managed in a new way and new projects will be brought to the fore-front.

Support to caregivers

Many people living with or near a person losing their independence or with limited independence feel caught off guard. In order to better prepare caregivers to better cope with the various transitions in supporting their loved-ones, Aging at Home, in cooperation with Collège Boréal, has developed a free training workshop. We plan to offer two other sessions during the coming year.

Falls Prevention

The STAND UP! Program is offered through a collaboration effort with several partners, and approximately fifteen seniors participated in the program, twice a week over a period of 12 weeks, starting at the end of February. We are hoping that from now on, we will be able to offer it twice a year.

New staff member

In order to better serve the people of Hearst and of the surrounding areas, and thanks to a financial contribution from the North East LHIN, we were pleased to welcome Stéphanie Larose to the team this past February. Stéphanie's arrival will allow us to expand the program's service area to include the community of Mattice-Val Côté.

Move

Previously located at the Club Action Hearst, we have now moved to the basement of the Medical Clinic, at 1403 Edward Street.



HEALTHY COMMUNITY

Once again this year, the Healthy Community project, under the leadership of Stéphanie Bélanger and Marie-Josée Veilleux, has promoted health and physical activity.

MOVE-2-WORK

In cooperation with the Family Health Team, Health Crossroads offered the Move-2-Work event, from July 22 to 26, 2013. During this period, people from the area were invited to go to work using a non-motorized mode of transportation, either by walking, cycling or in-line skating to work. More than 88 people and 25 businesses took part in this event. Through this type of event, Health Crossroads and the Family Health Team wish to convince people to make physical activity a part of their daily lives.

HEALTH CROSSROADS RACE

Organizers of the Health Crossroads Race are astonished by the number of people who participated in this event.

The event took place on Sunday, September 27, and its goal was to promote health and physical activity. Organizers registered 121 participants and many people accompanied the participants without registering. Participants had the choice of running or walking 2, 5, or 10 kilometers routes.

Organizers and participants were very satisfied with the event. Several partners and volunteers helped the organizers put on this event. It is hoped that it will take place again in 2014.

HÔPITAL NOTRE-DAME HOSPITAL: STATE-OF-THE-ART TECHNOLOGY

ON THE WAY TO ELECTRONIC MEDICAL RECORDS

Hôpital Notre-Dame Hospital is committed on building your secure patient EMR, one record in one area, to allow our clinicians and your health care providers to have faster and complete access to your information, for your better care. It's been a challenging and exciting year with the numerous information technology projects that we have completed, or the ones we have initiated in order to provide a secure patient Electronic Medical Record (EMR) and to enhance our technology.

The following is a list of a few of the 2013-2014 projects that we have been successful in achieving with the great efforts of the many departments within the hospital who all aim to achieving Hôpital Notre-Dame

Hospital's Information Technology goal.

LESS PAPER COPIES IN OUR FOLDERS

Scanning and Archiving has been active since September 2013. Pulmonary Function Test (PFT's), Holters, Life Lab results, and emergency visit details, in paper format, are now scanned into the patient EMR, thus eliminating the paper copy and allowing quick access to information anywhere in the hospital. Stage 2 of this project is to extend and push more paper base results in an electronic format into the patients EMR with the vision of someday having no more paper copies.

HOSPITAL RESULTS TRANSMITTED

ELECTRONICALLY IN PHYSICIAN'S OFFICE

The Physician Office Integration project has been active since October 2013. Your Laboratory results, Diagnostic Imaging reports and Health Records reports are now copied in your electronic file at your physician's office. When looking at your information in their office, these service providers have a much more complete picture with respect to your situation. In Stage 2 of this project, paper copies will be suppressed.

EVIDENCE-BASED STANDARDS AVAILABLE ELECTRONICALLY

The Patient Order Sets is an application that allows use of evidence-based stan-

dard orders and protocols by clinicians to ensure patient safety and quality services. Thanks to the leadership of Dr. Lianne Gauvin, lead physician, and Chantal Plamondon, Registered Nurse, the review /validation of the orders sets and protocols was completed and built accordingly. Go-live was held in April 2014.

ACCESS TO YOUR EMR IN THE EMERGENCY AND SURGICAL SUITES

The emergency exam rooms and surgical suite are being equipped with wall-mounted computers so clinicians can retrieve information or diagnostic images directly from the patients EMR, to allow reviewing of the patient chart in his/her

presence.

CARDIOLOGY INFORMATION IN YOUR EMR

Pyramis, which is our regionalized diagnostic cardiology information system, is being upgraded which will lead to the integration of results into the patients EMR. Stage 1 go-live was held in April 2014 with Stage 2 of EMR integration scheduled for the summer of 2014.

AND MORE...

Meditech Clinical enhancements such as barcoding patient wrist bands and forms, enhancement of our nursing charting system, redesign of our Medical Administration Record for prevention of medication errors, OLIS (Ontario Lab

Information System) validation and interfacing, evaluation of Advanced Clinical System (ACS) modules for the future, and interfacing emergency urinalysis results to the patients EMR are some other projects which are presently underway.

It is extremely important to note that we have been very fortunate to receive funding grants from our North East Local Health Integration Network who believes and supports information technology upgrades to advance the Adoption of an Electronic Medical Records within our organization. Thanks to their support, we continue to enhance information technology services and your electronic medical records.

ONE LAST STEP TOWARD HAVING AN ENTIRELY DIGITAL DIAGNOSTIC IMAGING DEPARTMENT

In mid-September, the staff in the Diagnostic Imaging Department was trained in the operation of our new digital X-ray machine. It is the last piece of equipment to be converted to make the department entirely digital. Despite budgetary constraints, the Hôpital Notre-Dame Hospital continues to ensure that it remains at the cutting edge of the medical imaging technology.



LABORATORY DEPARTMENT

The Vitros 5600 is a chemistry and immunoassay analyzer which was purchased in January 2014 at a cost of \$175,000. Once validated, it will replace the two current analyzers. This new instrument is connected via internet to the company Ortho Clinical Diagnostics, allowing service people to investigate problems from their office. We will also add six new assays to our test menu, therefore, improving turn-around time and reducing referral costs.

HÔPITAL NOTRE-DAME HOSPITAL: AN ENGAGING WORKPLACE IN WHICH OUR VALUES ARE EXPRESSED

IN THE NEW TEAM

A WARM WELCOME TO THESE NEW EMPLOYEES

April 1st, 2013 – March 31, 2014



Steven Blier
Accountant



Roland Brisson
Personal Support
Worker



Mathieu Chartrand
Registered
Nurse



**Myriam
Clinchamps-Hoselton**
Registered Nurse



**Mireille Fortin-
Ukrainetz**
Registered Nurse



Renée Gamache
Registered
Nurse



Lyssa Jacques
Aide-
Physiotherapy



Stéphanie Larose
Assistant – Aging at
Home



France Morin
Clerk -
Integration



Karina Redick
Registered
Nurse



Huguette Rodrigue
Personal Support
Worker



Jody Slobodnick
Personal Support
Worker



**Marie-Josée
Veilleux**
Coordinator -
Foundation



Chloé Villeneuve
Scheduling
Officer

OUR RETIREES

BEST WISHES TO THESE EMPLOYEES



Denise Bouvier
Aide -
Laundry



Huguette Caron
Personal Support
Worker



Rosaire Coutu
Cook



**Solange
Dampousse**
Coordinator –
Food Services



Lisette Després
Aide -
Physiotherapy



Lorraine Gagnon
Aide -
Food Services



Lise B. Provençal
Administrative Assistant
–
General Administration

HÔPITAL NOTRE-DAME HOSPITAL: AN ENGAGING WORKPLACE IN WHICH OUR VALUES ARE EXPRESSED

RECRUITMENT

HEARST WELCOMES STUDENTS FROM THE NORTHERN ONTARIO SCHOOL OF MEDICINE (NOSM)

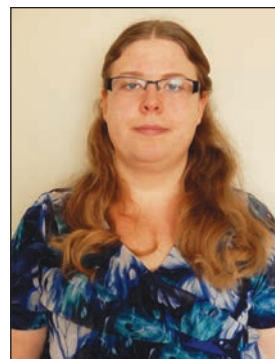
This year, Carolyn Bleach and Éric Bilodeau, two students from NOSM, stayed in our community for eight months. Their experience has been very positive in terms of their learning and their community life in Hearst. We wish to thank to all those who have contributed to their experience.



For a third consecutive year, we will be welcoming two third-year NOSM students in September

2014.

This year, we are pleased to welcome Nicole Ranger and Julie Mongeau among us. Before returning to medical school, Nicole held several positions and worked with several organizations to improve access to quality health services for the people of Northern Ontario. Since the age of 10, Julie Mongeau has been committed to providing health care to Francophones in Northern Ontario. We hope her stay in Hearst will better prepare her to meet this great challenge. It is really nice to be able to say that Hearst is gaining popularity as a training



Julie Mongeau



Nicole Ranger

destination for third-year medical students. Our medical team and our staff offer a breadth of learning experiences and exceptional placement opportunities. It goes without saying that students who spend eight months in our community have the opportunity to live here and to determine whether it's a place that corresponds to their aspirations for a future medical practice.

NURSING: A CAPTIVATING CAREER

There is currently a major global shortage in a number of healthcare fields, particularly in nursing. To encourage young people to choose these fields of study, short videos were produced through a wonderful initiative of the Far Northeast Training Board. These captivating videos feature registered nurses, registered practical nurses as well as nurse practitioners from our neck of the woods. The videos are available for viewing on the Board's website at:

www.fnetb.com



THE IMPENDING ARRIVAL OF DR. MARJOLAINE TALBOT-LEMAIRE

A new physician will join our team of eight doctors in September 2014. Marjolaine Talbot-Lemaire graduated from the medical program at the



Marjolaine Talbot-Lemaire

University of Moncton and chose to return to her roots and establish herself in her community. We are very fortunate that nine doctors are serving our communities, while many rural communities are experiencing a shortage of doctors. More details will be announced shortly regarding the rostering of her patients. Please join us in welcoming Dr. Marjolaine Talbot-Lemaire.



OLYMPICS AT HÔPITAL NOTRE-DAME HOSPITAL

During the Olympics Games held between February 6 and February 23, 2014, Hôpital Notre-Dame Hospital's athletes were also actively involved in their own Olympics competition. Competitions were held between various teams. Every day during the lunch breaks, the teams competed in a variety of activities such as air hockey, wheelchair relay, washer throwing contest, Scattergories, egg in the spoon race, target shooting, Operations, typing contest and curling match. On February 14, 2014, a chocolate fondue was offered to the employees by the leadership team. The Social Committee coordinated the closing ceremonies and held an event at the Hearst Legion for the various teams.

The organizing committee is to be commended for their wonderful efforts to ensure that our workplace is a fun and pleasant work environment.



NEW COORDINATOR

Since last March, Marie-Josée Veilleux holds the position of full-time coordinator. We are very pleased to welcome her to our team.

Thaddée Polnick Maternity Centre

The Maternity Centre is a project valued at more than \$100,000 and consists of two phases:

- a) the purchase of a Panda heated bed valued at approximately \$30,000;
- b) renovations in the maternity area to create a modern and warm environment in which to welcome our newborns, valued at approximately \$70,000.

Phase 1 of the project was completed during this past year. The renovations planned under Phase 2 of the project should happen during 2014-2015.

Thanks to a fundraising activity of La Fondation de l'Hôpital Notre-Dame Hospital, we purchased this new piece of equipment for the Thaddée Polnick Maternity Centre project.

The Panda Warmer will:

- help keep the healthy baby healthy
- keep baby warm and cool
- an innovative recessed heater design lets the medical team access their patients, and it keeps patients content and warm
- make weighing baby quick and easy



- the integrated in-bed scale makes weighing every baby quick and easy.
- Provide everything required for resuscitation therapy
- optional integrated SP02 and resuscitation systems allows access to everything needed to deliver resuscitation therapy to high-risk newborn in case things don't go as planned.

This project was made possible thanks to the following fundraising activities and donations:

- Party in Casselman (May 2012)
- Foundation's party in Embrun (May 2014)
- Christmas stocking draw from Canadian Tire (2012 and 2013)
- Donation from the Two-Ice Tournament
- Birth Wall
- The Tim Hortons Smile Cookie Week

Foundation's Party in Embrun

May 24 is the date for a colourful reunion. The Northern Party is back, but this year, it is held in Embrun. With Rheault Distillery present, along with a fabulous supper and surprises, the evening will undoubtedly be successful. We cannot ignore the team of volunteers in Hearst and in the Ottawa region who are working very hard at making this project a reality.

Smile Cookie Week

Thanks to Tim Hortons' Smile Cookie Week fundraising campaign, we collected \$3,500 for the Thaddée Polnick Maternity Centre.



Canadian Tire's Christmas Stocking Draw

We are lucky to have the support of the Hearst Canadian Tire through the 2013 Christmas Stocking Draw. This fundraising activity brought in \$20,000. The big winner was Mr. Marcel Boissonneault. Many thanks to Mr. Mercier and his team.



Birth Wall

January 20, 2014 was the long-awaited day of the unveiling of the Hôpital Notre-Dame Hospital Birth Wall. Under a theme of coffee and donut day, the people of Hearst gathered to admire the wall where the names of approximately 500 babies born at the Hospital since 1972 are inscribed. The cost for having a name on the wall is \$30. The plaques are printed each year to add new names to the maternity area renovation project.

"Here I am, this is me, there's no where else on earth I'd rather be"

- Bryan Adams

If you were born in 1972 or after at Hôpital Notre-Dame Hospital (Hearst),
you could have your name written on the birth wall...

Or if you are the parent, grand-parent, god-parent, aunt or uncle of a child born in this period
and wish to have his/her name on the birth wall, fill out and send the form below with \$30 to:

La Fondation de l'Hôpital Notre-Dame de Hearst Hospital Foundation
Postal Bag 8000
Hearst ON P0L 1N0

Offered by: _____

Address: _____

Child's name: _____

Date of birth: _____

(year / month / day)



Information : 705.372.0072
Cinette Dallaire-Longval : 705.362.7153

Pour toujours... en santé
In Health... Forever



Pour toujours... en santé
In Health... Forever

Equipment Purchase

The Foundation's goal continues to be to help the Hospital purchase state-of-the-art equipment or improve the healthcare setting, so that it may continue to offer quality services to its population. Last year, the Foundation facilitated the purchase of the following pieces of equipment:

Massimo Monitor

Again this year, we were able to purchase new equipment thanks to a generous donation. We purchased a Massimo monitor to measure CO₂ levels in the blood of patients suspected to have been exposed to this very harmful gas. A tool to assist with difficult intubations was also purchased.



Ultrasound Machine

The Knights of Columbus generously agreed to purchase the new ultrasound machine for ambulatory care. We cannot tell you how much your contribution is appreciated. In addition, we would like to extend a great big thank you to Dr. Bill Fragiskos for having initiated this project.



Phlebotomy Chair

The Relay for Life volunteers organized a fundraiser to purchase a phlebotomy chair for the Hospital's laboratory. This new chair is wider and even allows children to sit next to a parent. In addition to being more comfortable, the seat can be raised or lowered by the hydraulic system for ease of access for the technologist. We are very thankful to Pierrette Côté and her team for this generous donation.

Musicians' Lounge

The 3rd edition of the Cabaret Evening was held last May 9 and 10. The goal of this activity was to raise money for the Residents' Lounge of the Hospital's long-term care unit. Again this year, the event was a tremendous success. Nearly 600 people took in marvellous performances put on by the team of local musicians and singers. The funding goal has now been achieved and the project will therefore move ahead in 2014. Thank you to the outstanding team for their work towards this project.



Stained glass in Emergency

Thanks to a generous donation by Novena Pharmacy, beautiful stained glass panels were added to the windows in the Emergency Room. This masterpiece is the work of local artist Angèle Guindon-Brunet. In addition to beautifying and brightening up the waiting area, it helps with the aspect of confidentiality.

Pour toujours... en santé
In Health... Forever