



Perth and
Smiths Falls
District Hospital



Patients and Families
THE Heart of Care



Annual Report: 2020-21

Dedicated—Accountable—Respectful—Collaborative—Committed

www.psfhdh.on.ca

Board of Directors 2020/21

as of March 31st, 2021

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Chief of Staff – Dr. Kate Stolee

Message from the Chair

"Our greatest strength comes from our people...our people gave so many others hope in their heart. And that is really what this hospital is all about to patients and their families: the Heart of Care."



As my 9-year tenure on the Board comes to a close, I reflect on the pride I have always felt being associated with an extraordinary organization—one where individuals consistently rise to new challenges together to provide high quality and compassionate care to our community.

Looking back on 2020-21 that pride in PSFDH continued. Despite the persistent hurdles and the associated uncertainties that COVID presented, there was significant progress made on a number of fronts: the joint health information system initiative, the development of an Ontario Health Team to uniquely address the needs of our region through collaboration with our health care partners and further headway in our ability to meet growing funding needs. This progress was the result of efforts that often exceeded expectations and were rooted in the desire to care for our community.

And that is what I will take away—reflections on the strength. I continue to reflect on the strength and compassion of the people and groups who shape and have shaped this hospital—our leaders, our physicians, our people, our volunteers, our foundations and auxiliaries, our patients, our partners and our community—so it can continue to advance through changing times to provide exceptional care.

Respectfully,
"Donna Howard"
Chair, Board of Directors

Message from the President & CEO

The past year, 2020/21, was a full year of the COVID-19 pandemic and it was another test of the mettle and dedication of the Perth and Smiths Falls District Hospital (PSFDH) team. Despite the many challenges, our organization had another successful year in advancing our organization's vision of providing high quality patient and family-centered care.

PSFDH is proud to report that it achieved a surplus in an indisputable challenging environment. The hard work and focus of the staff, physicians and management team pulled together to have PSFDH recognized as being one of the most efficient hospitals in Ontario.

In addition, priority areas were identified for improvement. The hospital was able to either fully achieve, surpass or make major progress in over 85% of our goals. This is yet another success to be attributed to our hospital family.

2020/21 was also a year marked in coming together to support each other and to realize that we can do many great things if we have common goals. The amalgamation of the Great War Memorial Hospital Foundation and Smiths Falls Community Hospital Foundation is a shining example of these efforts. Our hospital will be even better with the stronger fundraising team in place all pulling in the same direction to reach the same destination. This is another important milestone for not only our hospital but our community.

The recent year settled our hospital and community into new routines and processes as it grew with the changes of the pandemic: business shifted to a "new normal" and efforts were made to reduce the backlogs and wait lists. The pandemic changed many things but it did not change our focus: every change and decision made regarding patient care was made with the patient at the centre.

We were sincerely touched by the outpouring of support and generosity of our community and partners. Your donations and thoughtfulness bolstered the team and for this we thank you.

While we will not go back to "business as usual", we will move forward and continue with our legacy of providing high quality care focused on the patient.

Respectfully,

"Dr. Barry Guppy"

President & CEO

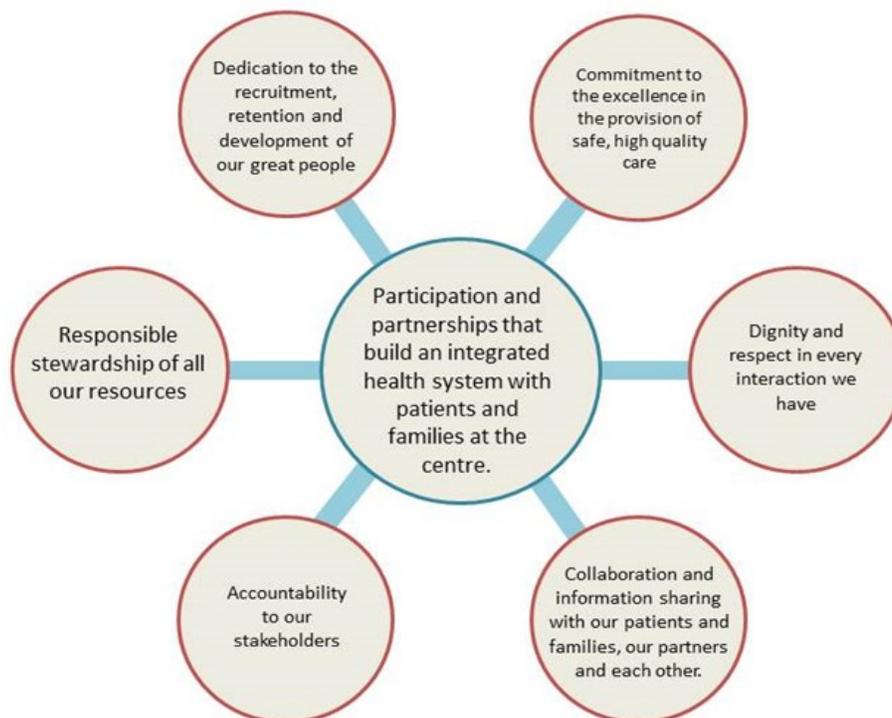
What guides us?

Our [Strategic Plan](#), (2018-2022), provides a vision of the critical achievements we will strive towards through *engagement, motivation and inspiration*. The attainment of our strategic goals will position the organization to further center care with patients and families, partner and engage with all of our stakeholders effectively and will also build upon an organizational foundation of stability and sustainability.

Mission: *Providing high quality patient- and family-centered care built on collaboration and partnerships*

Vision: *Exceptional care and patient experience
Every Patient - Every Time*

Values: *Enabling an environment where there is:*



A look ahead...

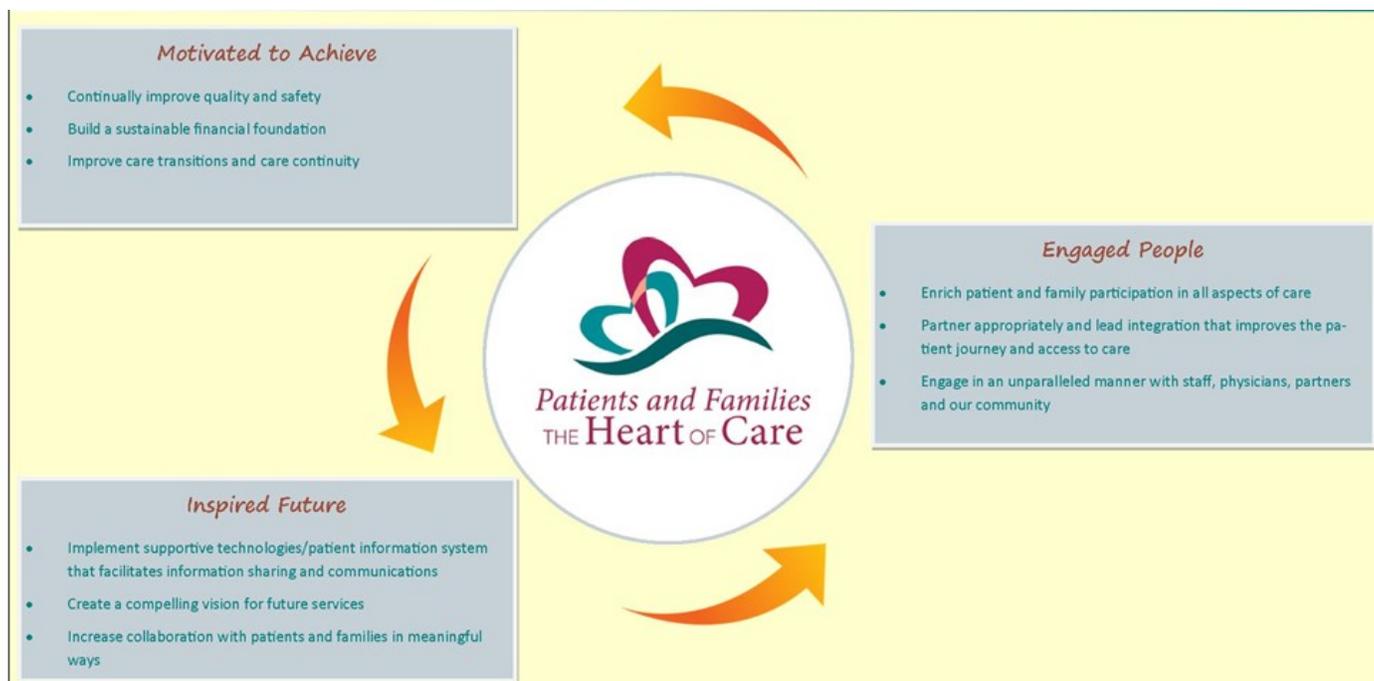
In March 2020, the hospital extended the existing plan until 2022 so that the important stepping stones in the development of a strategic plan including the appropriate stakeholder engagement, analysis and involvement of PSFDH's leadership, management, staff and physicians, towards a fulsome plan could be undertaken. This deferral was helpful so as to allow management, physicians and staff to focus on the COVID-19 pandemic impacts.

The first steps were taken to begin the strategic planning development process and in 2021/22 the next blocks in the strategic planning foundation will be built.

Until the new plan has been created, the Hospital will continue to focus on:

- ✓ Patient and Family Experience
- ✓ Quality and Safety
- ✓ Sustainability
- ✓ Engagement

Our Hospital continues to stay engaged, motivated and inspired.



A look back on COVID-19

How did we keep our Hospital Team and community safe?

- ✓ Continued enhanced cleaning practices in all areas in hospital
- ✓ Restricted entry points at each hospital site
- ✓ Thorough screening process at entry points
- ✓ Limited visitor access to support the safety and well-being of everyone
- ✓ Universal use of masks for visitors, patients, staff and physicians
- ✓ Regular Incident Command Team Meetings to review and implement Ministry and Public Health guidance and recommendations
- ✓ Regular information updates to all staff and physicians to ensure that all Ministry directives and measures were communicated



COVID-19 Assessment Centre

- ✓ Assessment Centre opened on March 24th, 2020
- ✓ Staffed by 1-2 nurses and a Physician or Nurse Practitioner
- ✓ By March 31, 2021:
 - ✓ Number of Assessments: 21356 (Average 1642 Assessments/Month)
 - ✓ Number of Nasopharyngeal Tests: 19034 (Average 1464 Tests/Month)
 - ✓ Total hours: Range of 16hrs- 62 hours per week, depending on the need of the community.

Hospital Team Vaccination Rates

- ✓ Our hospital team and community's safety and well-being is always our top priority.
- ✓ PSFDH hosted two (2) of in-house vaccination clinics
- ✓ Number of doses administered: 338

Our Gratitude and Thanks

As the COVID-19 pandemic unfolded during 2020/21, we were gratified with the response of the community, stepping up to help in so many ways. Each offer and donation was sincerely appreciated and the support coming from our community for staff and patients meant more than we can ever express. Our organization was overwhelmed with the acts of kindness and amazing gifts throughout the pandemic.

Staff were given the gift of safety with donations of cleaners, cloth masks, respirator masks, sanitizers...to name just a few items. Staff were also supported with meals, treats, self-care items and community support.

Thank you to each and every person who gave and who kept our hospital family in their thoughts throughout this very difficult year. Your thoughtfulness gave motivation to our Hospital team each and every day.

We live and work in the best community!

**THANK
YOU!**



Quality & Safety Measures

The COVID-19 pandemic has presented unique challenges to quality improvement within health care institutions. Beyond maintaining established standards and ensuring compliance with best practice models, staff and physicians were tasked to innovate, adapt, and develop new guidelines to guide the care of patients with suspected or confirmed COVID-19 infection as well as protect caregivers. Notwithstanding, the past year and a half, our staff have and continue to put forward incredible efforts and remain dedicated to providing the best quality of care to our patients and their families.

During 2020/21, the Quality Improvement Plan process was paused to allow hospitals to focus on the impacts of the pandemic. However, this pause did not stop PSFDH's continued drive for higher quality and safety. Internal goals, targets and measures were set for each department along with regular reporting to our Patient and Family Advisory Council, Board Quality Committee and Board of Directors.

The themes of the quality improvement measures were carried over from the previous year: timely and efficient transitions, service excellence, and safe and effective care.

Here are examples of areas that PSFDH monitored or introduced throughout 2020/21:

- To better understand a patient's journey, patients or their family member(s) were invited to speak at Board of Directors meeting to give invaluable insight to their person and unique experience.
- To monitor patient satisfaction by Surveying patients to determine if they received information upon discharge to support transitions
- To Continually improve process and procedures which are evidence- based to improve patient safety
- Successfully achieved Lab Accreditation status through Institute for Quality Management of Health care
- Participate in the development of the Lanark, Leeds & Grenville Ontario Health Team which received approval
- Expanded our social media presence to enhance ongoing communication with our patients & communities
- Continue to work with our regional partners to support a Health information System to improve transitions of care

PSFDH Fast Facts 2020-21

Admissions = 3358

In-Patient Days = 28,118

Births = 256

Out Patient Visits = 116,800

Laboratory Tests = 276,151

Pharmacy Prescriptions = 53,709

ER Visits = 32,840

Outpatient Physiotherapy = 3811

Operating Room Procedures = 4113

Dialysis Visits = 4682

Patient & Family Experience

The way patients and families view their care may be different from that of the healthcare provider. This perception has been recognized as being key to providing safe, quality patient care. By bringing the perspectives of patients and families directly into the planning, delivery, and the evaluation of their own health care, in partnership with their health care providers, we can improve its quality and safety. The evidence is clear that when health care administrators, providers, and patients and families work in partnership, the quality and safety of health care rises, providers and patients satisfaction increases and costs decrease.

The Patient and Family Advisory Council or otherwise known as PFAC is a group of dedicated community members and staff who work in an advisory capacity. The goal of PFAC is to improve the care experience for our patients, family and caregivers at the clinical, program and policy levels. The group identifies to integrate the patient perspective throughout the patient's journey.

PFAC members actively participate on the majority of hospital committees and has voting members on three Board Committees—Liaison, Finance and Board Quality.

- ✓ Educational opportunities in the past year have included the: Education on Falls and Risks, Trillium Gift of Life, Ethics, Infection Control, Finances, as well as Unconscious Bias.
- ✓ PFAC participated in the visioning workshop for the Strategic Plan and learned about the development of the local Ontario Health Team.
- ✓ The group reviewed media information around COVID-19 and the [Palliative Care booklet](#) which is now on the hospital website.
- ✓ Patient stories were shared with PFAC so members and staff can learn and gain invaluable insight whether the experience was positive or negative. This is done to enhance the patient stays.

“The hospital’s alignment with the Patient and Centered Care Philosophy contributes to the goal of quality and safe health care for our patients. This is an intentional journey of collaboration which has been even more important through the challenges of COVID-19.”

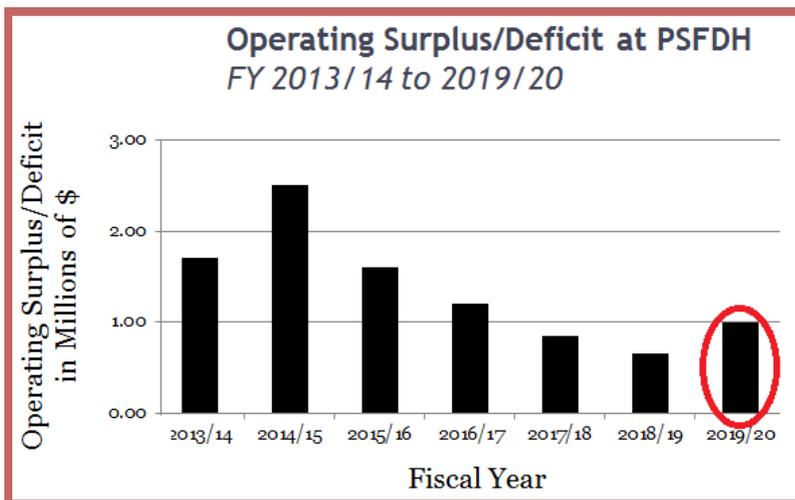
Sustainability—Financial

Fiscal 2020/21 posed many challenges not only for the services provided but for the financial management of the organization and its operations. With a focused management team and engaged Finance Committee, the hospital achieved a surplus budget in the amount of \$6.7 million. The surplus funds will be applied to service and program enhancements and support planning for regional initiatives such as the Regional Health Information System.

A surplus budget is achieved only through dedicated efforts of the whole team—staff, physicians, management, senior leadership, Finance Committee and Board of Directors. Everyone needs to pull in the same direction to reach this goal. Guiding principles set the course and the results allow for the provision of safe high-quality care aligned to the Quality Improvement Plan, human resources growth, sustainability of services, responsible governance of financial resources and alignment with the hospital strategy plan.

Since the performance improvement plan was first undertaken in 2011 at the PSFDH, the hospital has successfully reduced its debt from a high point of \$15.7 million March 2014 to a debt level of \$7.2 million as noted at the end of the fiscal year (i.e. March 31, 2020.)

Through 2020/21, the hospital continued to work closely with the Ontario Hospital Association and the Medium-Sized Hospital Council to advocate with the Ministry of Health for improvements in the funding formula for medium-sized hospitals.



Revenues	\$ Million
Hospital Operating Revenue	\$56.7
Ministry of Health Funding	45.2
OHIP/Patient Revenue	8.3
Recoveries & Miscellaneous	3.2
Expenses	\$ Million
Hospital Operating Expense	\$55.7
Wages & Benefits	33.7
Supplies & Other Expenses	9.1
Medical Staff Remuneration	6.9
Drugs/Medical/Surgical Supplies	4.1
Amortization of Equipment	1.9
Hospital Operating Surplus	\$1.0

Sustainability— Capital Equipment and Technology

In addition to funds needed for the daily operation of the hospital, funds are also needed to support the purchase of medical equipment and technology. These capital funds are not provided by the province of Ontario but are raised from the community with the support of the hospital Foundations and volunteer auxiliaries.

Where the hospital is able to generate surplus funds from operations, these may be used to help support the purchase of capital equipment and technology. However, the hospital has had a longstanding shortfall of available cash (i.e. working capital) that limits the hospital's ability to more fully support capital needs. In 2019/20, this working capital deficit was over \$7M.

The Perth and Smiths Falls District Hospital recently completed a 10 year projection of its capital needs and associated costs in order to meet the needs of our changing community. In addition to the ongoing annual needs for medical and other equipment used by our team, the capital plan includes a significant investment for an integrated hospital information system (HIS) and the acquisition of an Magnetic Resonance Imaging unit. The projected need for capital funds at the PSFDH indicates that the hospital required approximately \$3 million annually to fund these capital needs.

In response to the need, the PSFDH created a program in 2018 to build public support and increase awareness regarding the core capital needs for the hospital. Recognizing that the hospital's catchment area extends beyond Perth and Smiths Falls, the Core Capital Program initially focussed on general public awareness and education, then to include a municipal focus.

In 2019/20, Lanark County, the Town of Perth, the Town of Smiths Falls, and Tay Valley Township provided contributions to support the capital equipment needs of the hospital. The Township of Rideau Lakes made a multi-year commitment beginning in 2020/21. The PSFDH appreciates the partnership of these municipalities and their recognition of the importance to their citizens of a local well-provisioned hospital.

The PSFDH is very grateful for both the generosity of the community, and the support of our local municipalities in helping us ensure that our health care professionals have the equipment needed to provide high-quality patient and family-centered care.

Infrastructure—Physical Plant

Hospitals are responsible for planning infrastructure renewal activities to ensure that their facilities are in a good state of repair. While hospitals are required to support the costs of infrastructure renewal, the Ministry of Health has also developed the Hospital Infrastructure Renewal Fund (HIRF) to supplement a hospital's existing renewal program and to help address renewal needs on a priority basis.

The COVID-19 pandemic impacted so many services and programs and supply chain was one area that was hugely impacted. The completion of the planned 2020/21 Hospital Infrastructure Renewal Fund (HIRF) program initiatives was influenced and set back by supply chain issues. We were grateful to learn that the Ministry allowed hospitals to carry forward the HIRF dollars to complete the planned projects into the next 2021/22 fiscal year.

In the 2019/20 year, the PSFDH completed two HIRF funded projects. The first project was the replacement of the Main Entrance doors at the GWM Perth site. This project's main objectives were to provide better accessibility to the public, increased energy efficiency and safety of all that use this entrance.

The next major project was the design, and fabrication of a compliant medication room in the Smiths Falls Emergency Department. This project's objectives were to meet the National Association of Pharmacy Regulatory Authorities (NAPRA) standards, increase medication security and safety for staff when dispensing medications.

Each of the above projects were approximately \$100,000 to complete.



Capital Alliance Initiative

In addition to the Core Capital Program, leaders from the Perth and Smiths Falls District Hospital, the Smiths Falls Community Hospital Foundation, and the Great War Memorial Hospital of Perth District Foundation formed the Capital Alliance in 2018.

The Capital Alliance was created to develop and align strategies to increase public donations to support the hospital's core capital needs with the goal to double current fundraising. The ultimate goal of the Capital Alliance is to raise a total of \$30 million for PSFDH over the next 10 years for capital projects.

The Capital Alliance achieved a remarkable milestone when efforts to bring together the two foundations was realized in 2020/21.

One Foundation

It was in the spirit of supporting patients and the hospital's core capital program that the Boards of Directors of both hospital Foundations - the Great War Memorial Hospital of Perth District Foundation and the Smiths Falls Community Hospital Foundation - made the decision to amalgamate and join as one legal entity. The new Perth and Smiths Falls District Hospital Foundation became a reality on January 31, 2021 and it is represented by the volunteer passions of both Boards of Directors.

The transition from two foundations to one has been seamless with donors having the continued ability to direct their donations. The new Foundation maintains an office and presence at both hospital sites and communities.

It should be highlighted that during the 2020/21 year, the two foundations continued to provide the much needed dollars for the purchase of a number of capital equipment items that enhanced patient care in the Mammography Department, Operating Rooms, Laboratory Services Department, Emergency Departments, Support Services areas and the Surgical Reprocessing Department.



Our People

The strength of the Perth and Smiths Falls District Hospital is our People. Staff and physicians at PSFDH have embraced our vision of patient and family-centered care and aspire to deliver on our vision of “*Exceptional care and patient experience Every Patient - Every Time*”.

PSFDH is supported by 745 highly skilled and dedicated employees, including the employees at the sponsored agencies, Lanark County Mental Health and Lanark County Support Services.

The PSFDH considers healthy staff to be an integral part of the achievement of a healthy organization. A healthy workplace leads to improved satisfaction and morale which in turn can positively contribute to high quality patient and family experience. During 2020/21, the PSFDH engaged staff through a number of learning and wellness activities, including the *Better Safe Than Sorry* program, *Gentle Persuasive Approach* and crisis prevention training.

Both the Board of Directors and the Senior Leadership Team have continued to express their gratitude to the staff and physicians as the front line of defense during the past year and a half. The management, staff and physicians have dedicated significant and tireless effort to ensure the ongoing care of our community, patients and families during this crisis. Across disciplines, we have all pulled together to contribute the best practices possible, in these extraordinary times while providing exemplary care for our patients.

PSFDH Human Resources Fast Facts 2020/21

- ✓ 745 staff (including Lanark County Support Services and Lanark County Mental Health staff)
 - Full Time staff: 265
 - Part Time staff: 231
 - Casual staff: 229
- ✓ 62 new employees
- ✓ 12 retirements

Recognition & Honours



In September 2019, the PSFDH Board of Directors renamed the Board of Directors Awards of Excellence program the “**Beverley McFarlane Award of Excellence**”. The program is a board-led initiative that considers peer nominations for members of the PSFDH family. This was to honour Bev’s passion for acknowledging the dedication and contributions of individuals throughout the Hospital.

2020 was a year unlike any other and there were many individuals who went above and beyond. The Board received and reviewed each and every peer nomination and selected five (5) Award recipients.

Typically, everyone who is nominated is invited to the Annual General Meeting. Last June, there had been hope that by postponing the awards, we could celebrate in person. Clearly, we were overly optimistic—so we came together in early 2021 to celebrate the 12 nominees of which five winners were selected.

The nominees...



Top Left to Right:

Linda Morris, Housekeeping
Angela Purcell, Housekeeping
Erika Armstrong, Nurse, MS
Terry Smith, Pharmacy

Bottom Left to Right:

Phillipa Thompson, Occ. Health
Susan Bamber, RN ICU
Marenda Wilson, PT. Unit Clerk



Recognition & Honours

And the winners...



Top Left to Right:

Christine Massie, Nurse; Rob Allan, Communications; Dr. Robert Delgrande

Bottom Left to Right:

Laura Anderson, Nurse; Donna Adam, XRay Tech

congratulations

Our Professional Staff

The pandemic has given everyone pause to reflect on the core priorities of patient care and how it is delivered. It has shown us that we simply need to ask our neighbour for help when needed and take comfort that we were learning new ways to do things each and every day. The health care system did not miss a beat since the onset of the pandemic and has weathered the storm of the last year. Our professional staff pivoted and responded to patient needs in creative and accommodating ways while ensuring their needs were met.

The professional staff of PSFDH worked closely with the senior leadership team and Board of Directors to advance the clinical and medical priorities in support of enhanced quality patient care. It was through the strength of our partnerships that we realized many successes.

Physician Recruitment

Even though we have remained focused on the pandemic, we were able to remain active and productive on some of the more “normal” activities that are essential for continuing to provide high quality care to our patients including recruitment of new physicians.

This has been a very successful year in stabilizing and expanding our physician human resources both in the community and at the hospital with the addition of 9 new family physicians, and 3 specialists to our staff. After more than 30 years in practice our urologist, Dr. Peter Roney is retiring. When he came to our hospital, there was not a urology program, so he built one from the ground up providing exceptional medical and surgical patient care. He will be missed by his colleagues but we know he will be enjoying his retirement. The hospital is very pleased to announce that Dr. Jeremy Setterfield will be replacing Dr. Roney without an interruption in services.

Active	44
Associate	11
Courtesy	155
Locum Tenens	11
Term	7
Temporary	19

Our Volunteers

The PSFDH is also supported by two enthusiastic volunteer auxiliaries, the Smiths Falls Community Hospital Auxiliary and the Great War Memorial Hospital Auxiliary. The two auxiliaries support various projects, programs and services all for the betterment of the patient and family experience at the hospital.

The dedicated group of over 200 volunteers are tireless when it comes to supporting the patients and their families. Fiscal 2020/21 saw a full year of the COVID-19 pandemic which cancelled many onsite services offered by the auxiliaries but it did not slow down the behind the scenes work. Members continued to coordinate go forward strategies and adapted work and meetings to the virtual environment. The strong and enthusiastic group was set back only to pivot and come up with other ways to fundraise and support our hospital. The two auxiliaries came together to purchase needed equipment identified by the impact of COVID-19 such as the laboratory centrifuge and portable room disinfectant system.

The Smiths Falls Community Hospital Auxiliary moved their gift shop to an off-site location and operated when permitted throughout the year in an effort to keep the volunteers engaged and to continue their critical fundraising.

The GWM Auxiliary worked to generate ideas on how to support the hospital creatively and safely. The group continued to keep our GWM Site looking its best by regularly maintaining the amazing flower beds and gardens. Their commitment is steadfast and we are humbled by their desire to help in any way they can.

Volunteers provide a direct impact on the quality of life and high standard of care provided to patients by offering support and assistance on the nursing units, day hospital, and palliative care areas. They are instrumental in the smooth operation of our organization and their presence was missed each and every day throughout the year—by not only our patients, but by our staff and physicians.

Our Volunteer Auxiliaries Membership

- ✓ Great War Memorial Hospital Auxiliary = 111
- ✓ Smiths Falls Community Hospital Auxiliary = 82



Our Sponsored Organizations



**LANARK COUNTY
MENTAL HEALTH**
Listening to Understand

Our organization is proudly sponsored by the Perth and Smiths Falls District Hospital and strives to provide the needed mental health services to the residents of our catchment area.

The focus of the 2020/21 year was on continuing to support our clients and enhance the program services despite the challenges and obstacles of the COVID-19 pandemic.

The pandemic resulted in a steep increase in requests for support as well as clients presenting with more complex needs. There is little doubt that people with pre-existing mental illness are at the greatest risk of negative mental health impacts due to COVID-19.

LCMH efforts continued to focus on providing services, enhancing access, advocating for funding and working collective with our partner organizations. Our presence and commitment at local and regional levels has been ongoing and we continue to concentrate our efforts on securing equitable mental health funding for this region as well as on improving the social determinants of health, and access to resources, including safe and affordable housing.

The team at Lanark County Mental Health (LCMH) worked hard throughout the year to address the client services wait lists, expediting client service, and expanding our capacity to deliver evidenced-informed mental health care in our community.



Lanark County Support Services (LCSS) has been proudly sponsored by the Perth and Smiths Falls District Hospital since 1981 and the 40th anniversary celebrations are underway.

LCSS offers a wide range of supports and services to youth and adults with developmental disabilities. These services require thoughtful planning with an individual and her/his support network with a focus on person directed flexible and individualized supports.

These services are person directed, flexible and individualized. There is a focus on promoting independence, cultivating community inclusion, skill building and supporting connections. Learning opportunities, home options, employment support, system navigation and assistance to youth transitioning out of school are some of the many areas that fall in the realm of LCSS supports.

During 2020/21, the LCSS service delivery model was significantly impacted by a year riddled with non-essential service closures, restrictions and many unknowns. The changing times created a change in needs. In April 2020, LCSS launched LCSS 2.0—this allowed us to provide of a variety of virtual services and to broaden our technological reach. These services continued to grow throughout the year and beyond expectation.

LCSS has a strong, compassionate, creative and committed staff core. Staff have supported individuals by promoting independence, cultivating inclusion and providing quality services. Supported individuals have encountered growth, developed skills and built connections. We measure our successes by the successes of the people we support.

One Patient, One Record

The Perth and Smiths Falls District Hospital along with five other hospital organizations (Brockville General Hospital, Kingston Health Sciences Centre, Lennox and Addington County General Hospital, Providence Care, and Quinte Health Care) are working together to transform the experiences of those providing and receiving health care, with the implementation of a shared health information system (HIS) that includes electronic health records.

Once implemented, the regional system will replace paper-based records, and provide a single source of individuals' health information and clinical tools that will help health-care workers coordinate and deliver safe, high-quality care throughout the region.

Currently, people's health information exists in many different systems that don't connect to each other. When people receive care from multiple health-care providers and settings in the region, they are often expected to track and share their own complex medical information, and frequently have to repeat tests because health-care providers do not have easy access to information about the care people have received elsewhere.

The regional HIS's evolution to include long-term care and community care modules, and a pilot in 2023 for primary care, aligns with the aim of Ontario Health Teams to have health-care providers work as one coordinated team to make it easier for people to navigate the system and transition between providers.

“By continuously emphasizing, together, ‘what is best for individuals receiving care,’ we have envisioned a system that will deliver more connected care for all of us.”

Penny Green, Patient Advisor

The Way Forward for Healthcare

Ontario Health was established in March 2019 which resulted in the transition of several health system organizations including the Local Health Integration Networks. In addition, the Ontario Ministry of Health has launched a health system transformation initiative to further improve local health systems and advance integrated care.

One key component of the health system transformation was the implementation of Ontario Health Teams (OHTs). The OHT initiative was launched in early 2019 and it inspired all health care providers to think outside their normal practices. The OHT goal to create integrated local health systems in order to improve the patient experience and increase the quality of care was successfully achieved in our region through the creation of the Lanark, Leeds & Grenville (LLG) OHT.

The LLG OHT is comprised of hospitals, community partners, allied health professionals, long term care and retirement homes, primary care providers and learned experience advisors. PSFDH is considered an anchor member of the LLG OHT.

Our OHT will inspire a new way of organizing and delivering services in local communities. Going forward, the composition of the each OHT will allow for many lenses to be applied to situations which will only better serve our patient population no matter where they receive care.



Come Join Us!

The Perth and Smiths Falls District Hospital is a progressive team always seeking out new members to work with us and to help to move our vision.

Our Hospital is a fully accredited acute care health care organization located on two state-of-the-art sites. The hospital is situated in the heart of the Rideau Canal region and proudly provides health services to more than 60,000+ people in the surrounding communities .

What do we offer?

- **We are amazing!** Our Hospital is an exemplary accredited acute care health care organization.
- **Location, location, location!** Our sites are located in the heart of the beautiful UNESCO Rideau Canal region—only an hour from the Nation's Capital and the historic community of Kingston—in the Towns of Perth and Smiths Falls.
- **Save the commute!** We offer a safe and collegial work environment where you might just work with your neighbor!
- **Only the best for the Best!** Thanks to the generosity of our donors and fundraising partners, we provide state of the art equipment and technology throughout the two sites.
- **We are an AWESOME group!** We promote wellness through initiatives hosted by the Hospital Wellness Committee. Staff can enjoy a sweet treat one day and attend a well-being/self-care education session, the next.
- **It just makes \$ense!** We offer competitive wages and benefits, including pension plan contributions, education opportunities and workplace related discounts.
- Have a look at our [career opportunities](#).



Smiths Falls Site
60 Cornelia Street West
Smiths Falls, ON
613-283-2330

www.psfhdh.on.ca

GWM Site
33 Drummond Street West
Perth, ON
613-267-1500