



Royal Victoria
Regional Health Centre

A year in review

April 1, 2013 - March 31, 2014

201 Georgian Drive | Barrie ON | L4M 6M2 |

www.rvh.on.ca



Contents



4 **MY CARE** strategic plan

5 Focus on **MY CARE**

10 Drive Clinical Excellence

16 Value People

19 Accelerate Teaching & Research

21 Awards & Recognition

24 Performance, Quality and Media

A message from Janice

CEO's Message



Janice Skot

By the numbers 2013-2014

Annual budget - \$290 million
 Patient visits - 416,000
 Cancer centre visits - 100,000
 Laboratory tests - 4 million
 Patient meals - 354,000
 Babies born - 2,000
 Emergency visits - 80,000
 Imaging tests - 170,000
 RVH Foundation supporters - 4,200

Team RVH

Staff - 2,600
 Physicians - 365
 Volunteers - 900

At the end of each year we take some time to recount and celebrate the many accomplishments of Royal Victoria Regional Health Centre, its staff, physicians and volunteers. There were so many positive accolades and recognition garnered in fiscal year 2013 – 2014 that we could fill a novel. We balanced our budget (for the fourth consecutive year) and received more than \$47 million in redevelopment funding from the Ministry of Health and Long-Term Care. Many of our initiatives have driven clinical excellence and improved the patient experience while others have celebrated our staff, physicians and volunteers. In short, we have had a remarkable year.

Amidst it all, we further instilled our new **MY CARE** strategic plan which says every patient has a right to expect the best possible experience in our health centre. Always. Every day. And without exception. We spent much of the year embedding this philosophy throughout the health centre and our efforts are paying off in spades. Our patient experience scores and quality indicators are on the rise and our wait times are on the way down - very positive trends.

But, our work is not done. We continue to invest in upgrading and developing the services that are most needed now and those that will be needed in the very near future. We are focused on those clinical priorities, including advanced cardiac care and inpatient child and youth mental health. The reality is, these are services not currently available in the region and thousands of our residents must travel for this specialized care. And we continue to look for new and improved ways to bring safe, high quality care to our patients so that next year, we can once again be as proud of those accomplishments as we are of this year's.

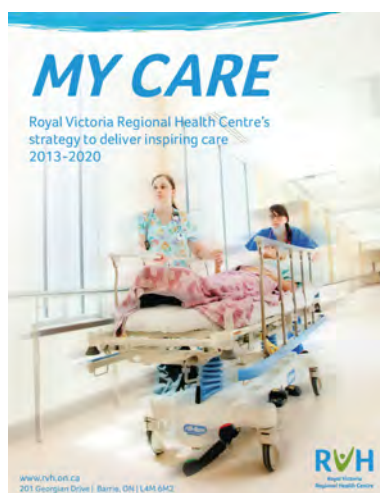
Sincerely,

Janice M. Skot, MHSc, CHE
RVH president and CEO

MY CARE Strategic Plan

Royal Victoria Regional Health Centre will ensure your **CARE** is the best, safest and centred on you. Our **MY CARE** philosophy means we will **THINK BIG** and exceed your expectations. We will treat you and your loved ones with courtesy, dignity and **RESPECT**, while being responsive to your unique circumstances and cultural needs. We want you to be a partner in your care. We will listen carefully to you and keep you informed about your condition and treatment so, together, we can make the best decisions. We will **WORK TOGETHER** to coordinate your care – inside and outside our facility – and we will **OWN** our decisions and behaviours. Our unwavering focus on you will enable us to **Make each life better. Together.**

In July 2013, RVH introduced a new strategic plan to serve as the roadmap for the next five to seven years. **MY CARE** is a patient-centred philosophy that puts patients and their families at the centre of everything we do. The plan also includes four strategic directions – Focus on **MY CARE**, Drive Clinical Excellence, Value People and Accelerate Research and Academics – that guide everything we do at RVH.



Vision

Make each life better. Together.

Mission

Exceptional care is our passion.

People are our inspiration.

Safety is our promise.

Values

Work Together

Respect All

Think Big

Own It

Care

The development of **MY CARE** included an extensive engagement process with 3,000 stakeholders both internal and external given the opportunity to provide input into the plan. The engagement process included surveys and a telephone town hall. In order to sustain and embed the **MY CARE** philosophy among staff, physicians and volunteers at RVH, several initiatives were executed post-launch, including:

Film Festival

Teams from throughout the health centre developed short films demonstrating how they live the RVH vision – **Make each life better. Together.** The festival received 19 submissions from clinical and non-clinical departments which were posted to YouTube and received more than 10,000 views. Approximately 1,300 votes for films were cast via social media, email and paper ballots, as well as by panels of RVH and celebrity judges. Awards were handed out at The Vickies ceremony in the categories of **MY CARE**, Most Creative and People's Choice.

Value of the Month

Team RVH members were asked to nominate their colleagues for a particular value September through January. Eighty-four individuals and teams were recognized for living the RVH values. Recipients were recognized with certificates from president and CEO Janice Skot and Board chair, Rick Horst.

Focus on *MY CARE*



RVH will be unwavering in its commitment to put patients and families first through our **MY CARE** philosophy, ensuring they are partners in their care and providing the most positive patient experience. Every encounter. No exceptions.

We will:

- With patients and families as partners, develop and implement our **MY CARE** philosophy where patients are at the centre of all we do and are informed and engaged in planning and decision-making.
- Smooth transitions for quality, timely care in the right setting.
- Support early planning for appropriate and compassionate end-of-life care.
- Ensure integrated, continuity of care for patients with chronic disease.
- Improve access, education and engagement of patients and families through technology.

MY CARE Clinical Tactics

In 2013–2014, RVH continued to implement clinical tactics aimed at ensuring safe, high quality care is standard for all patients.

These included:

Leader rounding

Leaders round daily with patients to hear concerns, offer an opportunity for feedback and ask the patient if there is staff they would like to recognize. In 2013–14, 45,027 rounding sessions took place with RVH patients by unit leaders.

Senior leader rounding with patients & families

Senior leaders round with up to 20 patients per month. In 2013–14, 1,185 rounding sessions took place with patients by senior leaders.

Patient bedside survey

A patient experience survey was developed for patients to complete using their bedside entertainment system. The survey captures real-time data and feedback, as well as provides opportunities to resolve concerns and share recognition opportunities promptly. For both the Medicine and Surgery programs 963 surveys were completed as of March 31.

Shift to shift bedside transfer

Clinical staff performs the shift to shift patient transfer right at the patient's bedside enhancing patient and family communication and engagement.

Post care phone calls

Post care calls are made to patients following care in our inpatient units and day surgery department. In 2013–14, more than 10,000 post care calls were completed with patients.

Purposeful rounding

Purposeful rounding ensures that our patients see a nurse every hour to support pain management, toileting, positioning, and patient comfort. Nursing staff purposefully round on all inpatient units.

AIDET® / standardized introduction

Training on how to perform the standardized introduction is now a required learning for all RVH staff and is being performed with each patient interaction.

Focus on *MY CARE*

Highlights

Home First

RVH relaunched the Home First philosophy in partnership with the North Simcoe Muskoka Community Care Access Centre (NSM CCAC) to proactively plan and work toward achieving a patient's estimated date of discharge and safely, with the appropriate supports, discharge them home. In the spring of 2013, RVH had more than 80 Alternate Level of Care (ALC) patients, 50 of whom were waiting to go to long-term care. At the end of 2013-2014, RVH has approximately 50 ALC patients with 20 waiting to go to long-term care.

Flu policy change and flu shot campaign

RVH revised its influenza vaccination policy to protect its patients during the 2013-2014 flu season. The policy required unimmunized staff to wear a mask/take antiviral medication in the event of a community outbreak. There was an overall increase in influenza immunization for all workers (staff, volunteers, students and health care professionals) from 45% to 60%, resulting in RVH being recognized by the Simcoe Muskoka District Health Unit.

Art @ RVH

RVH created the Art@RVH program to provide an enhanced environment for patients, staff, and the public through the addition of contemporary art throughout RVH's interior and exterior.

NPs perform full scope of practice

RVH's Nurse Practitioners now have the authority to diagnose, treat, order and interpret diagnostic tests, prescribe pharmaceuticals and perform procedures, as well as admit and discharge hospital inpatients.

Call Bell project

An enhanced call bell system, which enables a direct and immediate response by a patient's caregiver, has been piloted on the Cardiac and Renal Unit. It is rolling out throughout RVH in 2014.

Life or Limb policy

The Intensive Care Unit, in collaboration with Patient Flow and the Surgery program has implemented the provincial Life or Limb policy to ensure that patients with life or limb threatening conditions are received by the closest, most appropriate hospital within four hours of the critical request.

Birthing Unit virtual tour

Expectant mothers can take a virtual tour on the RVH website of the Birthing Unit. This tour is ideal for mothers-to-be who cannot attend the tour in person.

Focus on *MY CARE*

Highlights

Gilda's Club partnership

The launch of a partnership with Gilda's Club ensures cancer patients and their families have consistent access to high quality psychosocial supports, no matter where they live in Simcoe Muskoka.

Security highlights

- Development of new 'deskside' references for all emergency plans to reflect the expansion and changes due to operational readiness.
- Risk assessments were created for all departments as a requirement under Bill 168 to further protect staff from violence and harassment in the workplace.

Food preparation improvements

Patient Food Services completed the replacement of a new central ware washing system that will handle increased patient meal capacity, as well as make use of annual energy savings and new organic waste management technology.

Volunteer highlights

- More than 200 new volunteers were recruited last year.
- Addition of patient ambassadors on Geriatrics and Rehabilitation inpatient units to visit with patients, assist during mealtime and assist with activities for the patients.
- Addition of a Patient Liaison in the Emergency department to liaise with patients and visitors in the waiting room, help patients navigate the sub-acute area, and pick up and deliver mail to doctors' boxes.
- Nuclear Medicine added a volunteer to direct patients to waiting and change rooms, answer phones and relay messages, make appointment confirmation phone calls, look after waiting patients, keep waiting rooms tidy and perform light clerical duties.
- The Hospital Elder Life Program (HELP) on Surgery, Geriatrics and Respiratory Inpatient units now has a volunteer to visit with patients identified by the Elder Life Specialist as needing assistance such as providing help with mealtimes.
- Greeters added at the Atrium entrance to assist with directing patients and visitors to appropriate areas.

ED patient experience

Patient satisfaction in RVH's ED continues to improve to 60 per cent from 43 per cent the previous year. Scores rating the courtesy of staff are over 95 per cent.

MHAP expands services

The Mental Health and Addictions program (MHAP) expanded several services last year. The Addiction program went from offering only short-term Withdrawal Management to a 21-day residential treatment program. Mental Health developed and implemented a Partial Hospitalization Program to assist individuals that no longer require inpatient treatment, but still would benefit from supervised five day-a-week outpatient treatment, and expanded Mental Health Crisis Intervention Team coverage to be 24/7.

Focus on *MY CARE*

Highlights

Philips Lifeline

RVH began a new affiliation program with Philips called RVH LifeLine – which provides an in-home medical alert service to seniors and patients.

Patient bedside education

RVH implemented a number of educational videos related to post surgery recovery that can be viewed from the patient bedside entertainment system.

Aboriginal cancer plan

The Simcoe Muskoka Regional Cancer Program (SMRCP) developed a North Simcoe Muskoka Aboriginal Cancer Plan with the assistance of the Provincial Cancer Care Ontario (CCO) Aboriginal Cancer Lead. The plan is designed to improve cancer services for First Nations, Inuit and Metis (FNIM) peoples in the region. It is being collaboratively designed with FNIM communities, as well as core health boards and advisory committees in the region. To support implementation of the Aboriginal plan, a Regional Aboriginal Cancer Lead and an Aboriginal Patient Navigator have been hired.

MAHC signs memo of understanding

Muskoka Algonquin Health Centre signed a formal agreement with RVH to become part of the formal Community Oncology Network as a partner of the Simcoe Muskoka Regional Cancer Program.



Home First



Art @ RVH



Call Bell Project

Focus on *MY CARE*

Highlights

Expansion updates

- In October 2013, the ninth operating room and eight additional acute surgical beds opened. In January 2014, the tenth operating room opened for outpatient procedures, completing the Surgery renovations. Two existing operating rooms were also renovated during the summer of 2013.
- The third Endoscopy suite expanded by adding operating hours in October 2013.
- Enhancements in supportive areas within the surgical program, including pre- and post-surgery spaces and Medical Device Reprocessing also underwent renovations in 2013.
- The Robotic Intravenous Arm, or RIVA -- the robotic system that prepares intravenous chemotherapy doses -- is now operable in the Simcoe Muskoka Regional Cancer Centre.
- Significant renovations to the inpatient and outpatient mental health areas were completed.
- Occupational Health & Safety relocated closer to the first floor staff entrance, making it more accessible for staff.
- Nuclear Medicine moved into the newly expanded Imaging Services area and has added state-of-the-art hybrid (SPECT/CT) cameras which improve image quality and ultimately, diagnosis.
- Ultrasound moved to its newly renovated space which improves patient privacy and safety with state-of-the-art technology.
- Victoria's Gift Shop relocated to the second floor by the atrium entrance.
- The Health Library re-located to the second floor of the atrium with enhancements including a dedicated staff/physician/volunteer workspace, an updated consumer and professional collection, and 24/7 library access for staff, physicians and volunteers.
- A dedicated Code Blue Physician on-call room was created.
- The renovation to the level 1 staff entrance was completed.



Victoria's Gift Shop



A surgical team in one of the newly renovated ORs

Drive Clinical Excellence



RVH will provide the safest, highest quality care, developing specialized clinical services that take advantage of RVH's expertise and technology so people throughout Simcoe Muskoka can receive the best care close to home.

We will:

- Exceed all safety measures.
- Implement previously-approved regional plans for: advanced cardiac, child and youth inpatient mental health and gynecologic cancer services.
- In partnership, establish a new regional clinical strategic plan.
- Collaborate in developing an ambulatory care strategy to contribute to a quality and sustainable health system.
- Optimize technology to enhance coordinated, safe care and timely, accurate clinical information.

Highlights

Quality Improvement Plan

RVH submitted its plan for 2014-2015 to Health Quality Ontario which includes seven indicators – reduce ED wait times, improve organizational financial health, reduce alternate level of care (ALC) days, reduce unnecessary hospital re-admissions, improve patient satisfaction, reduce C. difficile infections and increase medication reconciliation.

Safety Learning System

RVH implemented the Safety Learning System to improve safety at the health centre for patients, staff, physicians, volunteers and the public. Safety incidents are now entered into a computer program and the system provides real-time relevant data which enables management to implement improvements to safety immediately.

Additional safety measures

Additional safety measures initiated in 2013-2014 include a falls strategy debriefing process for use after each fall on a unit. It is done as a team and includes a discussion of ways to decrease future falls. New pharmaceutical sharps containers were installed in order to divert pharmaceutical waste and improve safety. New cardiac monitors were purchased which include a safety feature enabling nurses to check the status of other patients from the bedside that she/he is at with the click of a button. Health & Safety Certification training was provided to 20 staff members in 2013.

Drive Clinical Excellence

Highlights

Infection Prevention and Control

IPAC developed a scorecard to ensure RVH is doing all it can to improve infection prevention and control in the pre-outbreak management of *Clostridium difficile*. The 'Trigger Tool', has been used twice successfully and assisted in avoiding an outbreak.

Hand hygiene compliance rates

More than 12,000 hand hygiene audits were conducted in 2013-2014 and six high volume outpatient clinical areas were introduced to the reporting of hand hygiene compliance. Hand hygiene compliance rates for 11 inpatient units and six outpatient clinical areas are now posted publicly within the department.

Hand hygiene entrance signage and voice recordings

To further reinforce RVH's commitment to safety, comparative departmental hand hygiene rates are now posted at entrances, common areas and Kronos machine. This is in addition to departmental rates posted on all units, increased signage at entrances, as well as voice recorded reminders at entrances.

Bug Busters

The unique and engaging Bug Busters campaign highlighted the infection prevention and control measures in place to help keep our patients safe. The campaign featured a video and series of comic strips. Each month hand hygiene champions and departments are recognized as Bug Busters for their high compliance rates. This campaign won a first place award for Multi-media Production from the national Healthcare Public Relations Association.

Medication reconciliation

Medication reconciliation (Med Rec) is a safety initiative through which patient medications are assessed for accuracy. It now includes all surgery patients and will be rolled out to all areas of the health centre within two years.

Unit dose medication dispensing

Every patient admitted to RVH now has their prescribed medications provided in unit-dose packaging that is delivered daily, seven days a week ensuring safety and accuracy.

Surgical procedure improvements

RVH now offers prostate surgery using lasers, reducing potential complications and hospital length of stay, as well as paranasal sinus and basal skull procedures by way of Image Guidance, reducing surgical time and improving post-operative results.

Drive Clinical Excellence

Highlights

Polymerase Chain Reaction testing

The Microbiology Laboratory has begun Polymerase Chain Reaction (PCR) testing which allows the lab to diagnose infectious bacteria by looking at the genetic material rather than by traditional culture-based methods. This dramatically increases the sensitivity of the test and reduces turnaround time for results reporting. This technology is used to diagnose *Clostridium difficile* infectious diarrhea and to assist the IPAC team in preventing and managing outbreaks.

Cataract LEAN project

The surgical program has revised its cataract flow process, decreasing patient transit times before and after a procedure, which results in an increase of patients on a daily basis.

Electronic charting on surgical units

RVH's two surgical inpatient units implemented a system-wide charting change from paper to electronic charting. Electronic charting improves data storage and retrieval, reduces redundancies, and mostly importantly, reduces errors.

Laboratory Information System

RVH is working with the Ministry of Health and Long-Term Care to link RVH laboratory records with those of the provincial laboratory information database. This allows practitioners to remotely access patient diagnostic laboratory information in one consolidated database regardless of where the lab testing is performed.

Blood shortage exercise

RVH participated in a Mock Contingency Blood Shortage Exercise by Canadian Blood Services for platelets, the purpose being to test the RVH Emergency Blood Management Plan. RVH has been identified as the hub for product distribution in the event of a regional product shortage.

Breast Imaging wait times

The wait time for screening mammograms has been reduced from more than 20 weeks to two weeks. This was accomplished by reducing appointment times from 20 minutes to 15 minutes.

Breast Diagnostic Assessment Clinic

RVH opened a Breast Diagnostic Assessment Clinic in July 2013. All new breast cancer referrals in Barrie will be initiated by radiologists in Imaging to the Breast Diagnostic Assessment Program.

Drive Clinical Excellence

Highlights

Prompt DAP

In partnership with the RVH's Emergency department (ED) and the Family Medicine Teaching Unit, RVH initiated Prompt Diagnostic Assessment Program (DAP). Through this DAP, patients in Emergency with the suspicion of cancer will have access to physician assessment and referrals to appropriate tests to make a prompt diagnosis.

RSVP cancer screening campaign

RVH led a region-wide cancer screening campaign - Routine Screening is Very Possible (RSVP) - to encourage eligible women, particularly those from under/never-screened populations, to receive screening for breast, cervical and colorectal cancers. Within 23 business days, 118 women registered with the RSVP campaign either through phone or online form, were contacted by RVH and then navigated to the appropriate testing centre.

RIVA ramps up production

The Robotic Intravenous Arm (RIVA), used for the preparation for chemotherapy treatments, increased production allowing for almost 40 per cent of medications to be prepared using the technology.

Geriatric care expands

The Hospital Elder Life Program expanded to a third unit. It is now on Surgery, Geriatrics and the Respiratory unit. An exercise program has been implemented on five inpatient units facilitated by the Interprofessional team. Staff caring for Geriatric patients received additional education on dementia and care for patients with responsive behaviours.

Smoking cessation

RVH implemented the Ottawa Model for Smoking Cessation to increase the reach of cessation support offered to all smokers admitted to the health centre, including those with chronic diseases. In 2013-2014 approximately 1,080 inpatients were counseled for smoking cessation.

RVH implemented a comprehensive tobacco cessation strategy to support patients. The strategy includes a brief intervention assessment to all new patients, and provides resources and supports for patients interested in quitting. Ongoing staff education and training has also been provided for the program.

Eating disorders team

Child and Youth Outpatient Services added an Eating Disorders Team to its services which also required the development of two therapy rooms for additional counselling space.

Autism diagnostics

A new paediatrician-led model for autism diagnostics was implemented.

Drive Clinical Excellence

Highlights

Regional cancer plan released

A three-year regional cancer plan to align with Cancer Care Ontario's Provincial Cancer plan was developed and published after months of regional consultation. The plan focuses on prevention and screening, timely diagnosis, effectiveness of treatment, education resources and supports, and access to end of life/palliative care.

Cancer program recruitment

The Simcoe Muskoka Regional Cancer Program successfully recruited Dr. Doug Hemphill as the regional endoscopy lead and Dr. Jason Dodge to facilitate the development of the pan-regional gynecological oncology program. A new haematologist oncologist, two new medical oncologists, as well as a fourth and fifth radiation oncologist have also been recruited.

OSMH satellite chemo suite

RVH continued to work with Orillia Soldiers' Memorial Hospital (OSMH) to facilitate the opening of a satellite chemotherapy suite at OSMH in the fall of 2015, while temporarily providing chemotherapy to Orillia area patients.

Cancer screening roadshow

The SMRCP's Primary Care and Palliative Care regional leads, with the support of the Prevention, Screening and Education team, conducted road shows across the region to share information on best practices, regional performance indicators and provincial Ontario Cancer Plan messaging.



Hand hygiene comparative signage



Bug Busters



Safety Learning System



Regional cancer plan

Drive Clinical Excellence

Highlights

Antimicrobial stewardship

An antimicrobial stewardship program was introduced to the Respiratory, Cardiac & Renal and Cancer & Palliative units. Appropriate use of antibiotics is one of the cornerstones of infection control at RVH.

PMO project prioritization

The Project Management Office developed a corporate project prioritization process to efficiently plan resources, ensure that projects receive the proper level of priority and focus on projects that benefit patient care.

Advanced cardiac care

RVH entered into a partnership with Southlake Regional Health Centre to develop a “one program, two sites” model for advanced cardiac services at RVH. We continue to work closely with the provincial government and Cardiac Care Network to develop the program at RVH.

Cardiac Care Unit

The RVH Auxiliary completed its \$1.5 million pledge to the Cardiac Care Unit with a final installment of \$400,000.

Foundation highlights

- RVH's Foundation once again received resounding support from the community via signature events, third party events and bequests.
- Hockey Night in Barrie – the 6th annual hockey game raised \$250,000
- Radio for Radiation – raised \$35,000 toward Larche Communications' pledge commitment
- Crystal Classic – the annual golf tournament raised \$100,000
- MASH Bash – the annual ski/snowboard event raised more than \$20,000
- A donor recognition wall was installed outside the cancer centre
- Angel Tree – raised \$4,850
- Third-party events - more than \$570,000 was raised through third party events
- Rotary Fun Run – 340 Team RVH members participated and RVH won the corporate challenge for having the largest team
- Barrie Waterfront Half-Marathon – raised over \$15,000 for RVH with 25 people from Team RVH competing in the 5km, 10km and half-marathon distances
- Centurion at Horseshoe Valley – Team RVH consisted of more than 20 riders and raised more than \$10,000
- Bequests – received almost \$1.3 million, from 15 estates, through planned giving gifts (this the greatest number of donors who have included RVH in their wills in a single year)
 - Education Trust Fund - A particularly generous estate gift from John O. Elliott was added to the John O. and Margaret Elliott endowment fund in support of RVH staff education as part of the Education Trust Fund
- The Foundation also developed and launched its new website.

Value People



RVH will foster and invest in a supportive environment, igniting new levels of passion, pride and performance in our skilled and dedicated Team RVH. We will make RVH the best place to work, practice, volunteer and learn.

We will:

- Recognize and support our staff, physicians, volunteers and students in achieving their best while sustaining a culture of respect and trust.
- Be a healthy workplace to increase engagement and promote work/life balance.
- Be an organization with a strong commitment to learning and personal development that supports innovation and creativity.

Highlights

Employee and Physician/Professional Staff Experience Survey

The 2013 survey resulted in an outstanding 76 per cent participation from employees and 62.3 per cent from physicians/professional staff, with engagement rates increasing in both categories. Staff and physicians continue to develop Action Plans that will improve their day-to-day work lives.

Volunteer survey results

In the 2013 National Volunteer Opinion Survey, 98 per cent of volunteers would recommend RVH as a place to volunteer.

Doctors' Day

RVH hosted Doctors' Day events to thank our exceptional physicians for their inspiring care. Over 200 active and retired physicians joined in the celebration.



RVH volunteer, Richard Ellis

Value People

Highlights

Team RVH Appreciation

Team RVH Appreciation Days occur each June as a way to celebrate RVH's outstanding employees. The three day event includes many activities designed to salute Team RVH. Each year, Team RVH Appreciation takes on a different theme.

Staff Health & Wellness

- A partnership between RVH's Health and Wellness program and the cancer program, New Year–New You encouraged staff to learn about the importance of exercise, cancer screening and mental health during the six-week initiative involving 293 participants.
- Planning and coordination of offerings in the Wellness Centre that address the dimensions of health – mind, body and spirit – continued.
- Health and fitness programs in the Wellness Centre include Weight Watchers at Work, Pilates, yoga and taekfit. There are fitness DVDs, as well as circuit training and exercise equipment available.

Annual Quarter Century Dinner

Thirty-seven staff and four physicians were inducted into RVH's Quarter Century Club. This annual event honours staff and physicians who have dedicated more than 25 years of service to RVH.

Service Awards

This year's annual Service Awards, celebrating the milestones for every five years of service, recognized more than 360 staff and physicians.

Social media / Wi-Fi / Bring Your Own Device (BYOD)

RVH continue to improved communication by launching its social media platforms, unlocking social media sites on computers, improving cell reception throughout the building and introducing free guest wi-fi.

Passport to Prosperity

For a third consecutive year, RVH earned the Ministry of Education's Passport to Prosperity Ontario Employer designation, recognizing the health centre's commitment to developing and delivering career-related learning opportunities for Ontario students. RVH places approximately 20 high school co-op students per semester.

Annual Food Drive

The annual holiday food drive, organized by Environmental Services, collected 1500 pounds of food for the Salvation Army Bayside Mission.

Value People

Highlights

Environmental improvements

RVH introduced a battery recycling program and contracted a new waste company to increase recycling rates and reduce landfill rates.

iQuit campaign

Fifteen RVH staff participated in this smoking cessation campaign during the month of March.

United Way campaign

The United Way RVH Employee Campaign for the United Way of Greater Simcoe County and its agencies raised nearly \$34,000.



Service Awards - 40 year recipients



New Year - New You



Team RVH Appreciation

Accelerate Teaching and Learning



RVH will advance learning and seek out research opportunities that support organizational performance and enhance patient care.

We will:

- Create a comprehensive vision for teaching and research that strengthens our new clinical strategic plan.
- Pursue purposeful partnerships to advance our teaching and research mission.
- Build on our unique strengths and expertise to provide the highest standards in teaching and training for future generations.

Highlights

Family Medicine Teaching Unit

The Family Medicine Teaching Unit (FMTU), a partnership between RVH and The University of Toronto, welcomed nine more residents. Since the program began in 2009, 18 family medicine residents have completed the two-year residency with 13 staying in the region.

Cancer program conferences

The SMRCP organized three key conferences - Cancer Prevention and Screening Pearls, a half-day regional education event targeted at Primary Care Providers to educate them on best practices on cancer prevention and screening, and provide tools to enhance this practice; the annual Updates in Oncology Conference with over 100 healthcare participants attending; and Empowering Youth for Cancer Change, the first Cancer Program Youth Engagement event with over 40 participants from 14-20 years of age.

RVH Research Council

An RVH Research Council was established to accelerate research by advising on research strategy and infrastructure. Comprised of a diverse group of stakeholders, the council provides research leadership through advocacy and mentorship.

Accelerate Teaching and Learning

Highlights

Staff training and education

- More than \$260,000 was awarded from the Education Trust Fund in 2013 based on 188 individual and group applications.
- The Mental Health and Addiction Program provided RVH staff, physicians and volunteers with education and treatment using articular acupuncture, as well as education focused on self-care strategies and reducing the stigma of mental illness.
- The PMO developed a one-day Lean Healthcare workshop and delivered the training to more than 100 leaders. The core idea of Lean is to maximize patient value by minimizing activities in our work processes that do not contribute to patient value.

Physician education

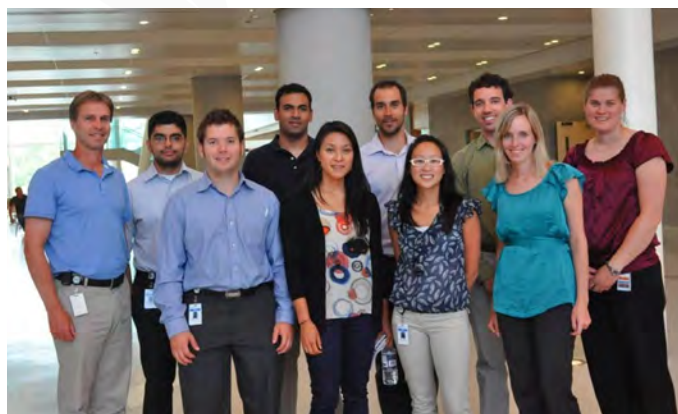
- RVH Physician Leadership Conference - special guest speakers Dr. Stephen Beeson and Dr. Dan Smith of the Studer Group presented to 37 current and future physician leaders.
- Physician Management Institute at RVH - 39 physicians from across the North Simcoe Muskoka LHIN participated in Professionalism and Ethics, the first course in a series of Canadian Medical Association (CMA) Physician Management Institute (PMI) courses which will be hosted by RVH over the next few years.

Resident Academic Project Day

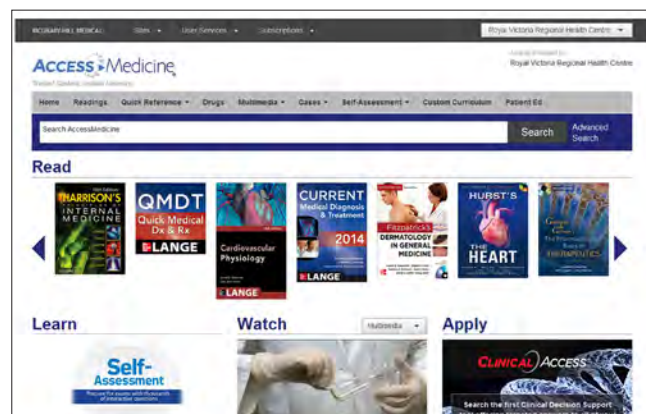
Eight of the FMTU residents graduating presented their academic projects to a group of 40 faculty, physicians and peers. These projects are an integral component of the FMTU program and are completed over the two years they spend learning at RVH.

RVH Online Health Library

The RVH Online Health Library was launched in September on every RVH computer to provide access to online evidence-based clinical decision support resource tools. One of the resources - Up-To-Date - is currently being utilized over 4,000 times a month.



FMTU residents



Online Health Library

Awards and Recognition

2013 - 2014



Quality Healthcare Workplace Award

RVH was awarded a Gold level Quality Healthcare Workplace Award by the Ontario Hospital Association. This award was based on RVH's health and wellness initiatives including our *MY CARE* philosophy, improved and expanded Team RVH appreciation and recognition, the Wellness Centre, and the physician and employee experience surveys.



RVH chief of staff named Regional Family Physician of the Year

Dr. Jim Shaver, RVH chief of staff, was named Regional Family Physician of the Year (Region 6) by the Ontario College of Family Physicians.



Nursing Hero

Corinne Nesbitt was awarded a Nursing Hero award by Hospital News for her heroic efforts in saving the life of a boy injured at a hockey game.



HAAO Auxiliary Awards

RVH volunteers Betty Fyshe, Mona Taylor and Reg Bettam were honoured with Provincial Life Memberships from the Hospital Auxiliaries Association of Ontario for their dedicated service to RVH.



2013 United Way Employee Campaign – Ambassador of the Year

Krystal Deschamps of RVH's Laboratory was honoured with the Ambassador of the Year award for her outstanding enthusiasm as the Lab Ambassador, canvassing for pledges and organizing departmental fundraisers.



David Blenkarn Spirit Award

RVH volunteer Jean McGinley won the David Blenkarn Spirit Award for having a significant impact on RVH and the RVH Foundation, and for inspiring others.

Awards and Recognition

RVH Teaching Excellence Awards

Two new RVH Teaching Awards were established at the Family Practice and Specialty levels. FMTU Residents served as the nomination and selection committee. Dr. Nancy Trimble was awarded the “Family Practice Teacher Award of Excellence” and Dr. Christopher Martin (ED/ICU) was honoured with the “Specialty Teacher Award of Excellence”.

FMTU residents' research paper achieves top honours

Drs. Jessie Weaver, Christa Kozanczyn and Anwar Parbtani's research abstract, “Determinants of Urgent Care Clinic Use and Barriers to Accessing Patients' Own Family Physician” was selected as one of the top four oral presentations at the Family Medicine Forum (FMF), Canadian College of Family Physician (CCFP) Conference.

Allied Health recognized

RVH's Allied Health team won the Award of Excellence for Education and Preceptorship from the Humber College Occupational Therapy Assistant/Physiotherapy Assistant program.

Communications excellence

RVH's Corporate Communications team was awarded third place for the Inspiring Care brand launch at the national Healthcare Public Relations Association (HCPRA) conference, it's 5th national HCPRA award.

Studer award

RVH received an Excellence in Patient Care Award from the Studer Group, RVH's partner in implementing service excellence initiatives throughout the health centre.

Diamond Jubilee medals

RVH Board of Directors chair Rick Horst and Scott Elliott, former RVH board chair and former RVH Foundation Board chair, were honoured with Queen Elizabeth II Diamond Jubilee medals.

Cancer program wins symposium award

At the Cancer Care Ontario Systemic Treatment Safety Symposium the SMRCP won an award for the most informative story board presentation.

Cancer program clinical trials team rating

The SMRCP Clinical Trials Team was rated as “Excellent” by the National Cancer Institute. This marks 18 months with the highest ranking from the National Cancer Institute of Canada for performance by a clinical trials team.

Awards and Recognition

Board of Directors' Awards of Excellence

The Board of Directors' Awards of Excellence honour and recognize staff, managers/directors, physicians and volunteers who have made outstanding contributions RVH. The 2013 winners were:



Dr. Doug Hemphill

Physician Category

Dr. Doug Hemphill's drive to serve each of his patients is complemented by his genuine concern for staff. His involvement with the cancer program has resulted in innovative ideas and strategies to improve the patient experience, with a particular focus on the cancer journey.



Mary Riggin Springstead

Manager Category

Mary is a strong role model and a supportive coach whose commitment inspires us to do the best we can every day, which means the families we serve get the best service possible.



Iris Laycock

Staff Category

There is a direct correlation between patient satisfaction and employee engagement; and Iris' work to motivate, engage and inspire Team RVH ultimately improves the patient experience.



Betty Fyshe

Volunteer Category

Caring for others is one of the most obvious character traits Betty presents. No matter the task or situation, she always seems to be thinking of the other person and wanting to make sure they are safe and comfortable.

Performance and Quality

2013 - 2014

Performance RVH balances budget

For a fourth year in a row, RVH ended 2013-2014 in a balanced budget position.

Funding in 2013-2014

RVH received \$47.3M in redevelopment funding from the Ministry of Health and Long-Term Care, as well as portions of funding commitments from the District of Muskoka (\$300,000), the City of Barrie (\$2.5 million) and the County of Simcoe (\$2.5 million). The RVH Foundation provided \$5 million and we received \$8 million in Post Construction Operating Plan (PCOP) funding for 13/14.

Media Highlights

2013 - 2014



News coverage

In 2013, RVH was featured in more than 250 news stories.

Earned media

In 2013, RVH secured almost \$650,000 cost-free media (publications, public service announcements, television features, and advertising).

Vitalsigns

Vitalsigns - RVH's annual report to the community - was distributed in Barrie, Innisfil, Springwater and Oro-Medonte through a partnership with Metroland Media (65,000 copies).