

A year in review

2018-2019



RVH
Royal Victoria
Regional Health Centre

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A message from Janice

CEO's Message



Janice Skot, President and CEO

By the numbers 2018-2019

Annual budget - \$366 million
 Patient visits - 567,022
 Laboratory tests - 2.4 million
 Emergency visits - 86,833
 Surgeries - 15,264
 Imaging procedures - 205,905
 Babies born - 1,952

TEAM RVH

Staff - 2,750
 Physicians - 430
 Volunteers - 750

As we look forward to the warm sunny days ahead, it is also a time to reflect on the many accomplishments at RVH over the last year. Every year we compile a list of those accomplishments to share with our Board of Directors, elected officials, our community and, of course, TEAM RVH.

After reviewing this 2018-19 Annual Highlights document, *A Year in Review*, you'll see how RVH is growing and improving to provide North Simcoe Muskoka residents with the best care possible.

It's hard to believe that two of our new regional programs have already celebrated their first year anniversary. The Simcoe Muskoka Regional Heart Program saw its 1,600th procedure completed while the Simcoe Muskoka Regional Child and Youth Mental Health Program has helped more than 1,300 children and youth.

Our dedication and teamwork was recently rewarded as RVH underwent successful accreditation reviews – RVH as an organization, as well as our Laboratory, Pharmacy and Stroke services.

This document doesn't capture all of the successes that occurred in our health centre, but it does give you a sense of just how many great things we have achieved, thanks to the skill, commitment and hard work of TEAM RVH and the strong support of our community.

I continue to feel a deep sense of pride as the President and CEO of this great organization and I'm privileged to work alongside so many dedicated and caring members of TEAM RVH.

Respectfully;

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

Focus on *MY CARE*



RVH will be unwavering in its commitment to put patients and families first through its **MY CARE** philosophy, involving them in all aspects of their care and providing the most positive patient experience. Every encounter. No exceptions.

- Patients and families are informed and engaged in planning and decision-making, recognizing their diversity and unique needs
- Smooth transitions for quality, timely care in the right setting

Highlights

Patient Family Advisory Council

RVH continues to expand the number of patient family advisors, now reaching almost 60. The advisors are integrated in all clinical programs, many departments and committees throughout the health centre where they provide invaluable insight and advice towards improving patient care and experience. The RVH Patient and Family Advisory Council members have been involved in many initiatives such as the Accreditation Canada survey, process improvements in the Emergency department, future planning for RVH's North and South campus, equipment selection, leader interviews, policies and much more.

Cardiac Rehab education

A Patient as Teacher Video for cardiac patients was developed as an important educational tool for patients and their families on the cardiac rehabilitation process.

Planning for our Future

RVH continues to plan for the future healthcare needs of our rapidly growing community by developing a plan to significantly expand our current facility and build a campus in south Simcoe County. Extensive analysis and consultation has occurred to select a site for the proposed south campus in Innisfil or south Barrie as well as development of priorities for our north campus, all through a very clear, transparent process with over 16,000 community engagement interactions to-date.

Plan
our
future. Together.

Focus on *MY CARE*

Improving the patient experience

RVH has created new maps and wayfinding, including video instructions, to help patients and visitors find their way to and through the health centre. These descriptive maps and videos are on the RVH website. A select number of website pages most frequently visited by patients, as well as our regional programs, are now available in French.

MY CARE liaison in RVH's Emergency department

The *MY CARE* liaison officer greets patients and circulates throughout the waiting areas in RVH's Emergency department during peak hours. The role focuses on proactively de-escalating potential issues, while promoting positivity in what can be an anxiety-producing environment.

P.A.R.T.Y. Program

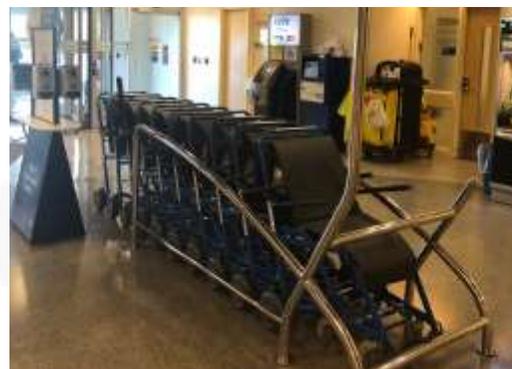
In partnership with Barrie Police Service and County of Simcoe Paramedic Service, RVH launched the Prevent Alcohol and Risk-Related Trauma in Youth or "P.A.R.T.Y." program, designed for 16 to 17 year-olds. Through the program, students learn how to make wise choices and decisions; decisions about speed, distracted driving, alcohol and drugs. The P.A.R.T.Y. program focuses on prevention and identifies risks youth may face during their high school years.

Smooth ride for RVH patients

RVH invested in 50 new wheelchairs which are easier to store and provide a comfortable, smooth ride for patients. The stackable, space-saving Staxi Patient Transfer Chair features a fail-safe braking system – the chair will only move when the brake is engaged by the person pushing the chair from behind. With a 600-pound weight capacity the chairs provide safe, secure and quiet patient transportation throughout the facility.

Volunteer Ambassador program

A new volunteer role, the Volunteer Ambassador, has been created to enhance the patient experience through greeting and acquainting new patients to inpatient units and the health centre. This includes reviewing the Patient & Family quick reference guide, food preference sheets, parking, the patient entertainment system and other questions families may have.



The new Staxi Patient Transfer Chairs are located at the Atrium and Main entrance for patients and visitors

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.

- Exceed all safety measures
- Be a top provincial performer in providing timely, high-quality care and a positive patient experience
- With our partners, integrate the regional clinical plan including expansion of new specialized regional programs: Simcoe Muskoka Regional Heart Program, Simcoe Muskoka Regional Child & Youth Mental Health Program and RVH Regional Renal Program
- Develop a long-range plan to utilize space within RVH's current facility and plan for a state-of-the-art south campus to meet the healthcare needs in rapidly growing south Barrie, Innisfil and Bradford West Gwillimbury

Highlights

Accreditation

RVH has once again been awarded the highest possible performance designation from Accreditation Canada – Accreditation with Exemplary Standing. Surveyors from Accreditation Canada visited RVH in February and assessed every aspect of RVH's programs, policies and practices. The health centre was evaluated on 2,700 standards and surveyors determined RVH met 100 per cent of the Required Organizational Practices and 99.8 per cent of the accreditation standards.

RVH opens Benign Hematology Clinic

With the arrival of a new benign hematologist – Dr. Sheilagh Sanders - the cancer program opened a Benign Hematology Clinic. As the demand for hematology services grows, this region has experienced a significant gap in access to care, particularly for patients with benign hematology conditions. The new clinic provides timely access for this patient population.

Another milestone for the Simcoe Muskoka Regional Heart Program

In September the Cardiac Intervention Unit performed its first angioplasty procedure. This procedure is another step forward as RVH gradually ramps-up cardiac services over the next few years. In 2020, the heart program will operate 24/7 and paramedics will begin transporting North Simcoe Muskoka heart attack patients directly to RVH for treatment, by-passing other local emergency departments.

Drive Clinical Excellence

Lab Services accredited by IQMH

Laboratory Services successfully achieved ISO 15189-Plus Accreditation from the Institute for Quality Management in Healthcare (IQMH). The comprehensive accreditation assessment examines laboratory conformation to the explicit requirements regarding quality, safety and competence, both in the lab and at the patient's point-of-care throughout the health centre. Accreditation to ISO 15189-Plus is a mark of excellence recognized around the world.

Pharmacy Program Accreditation

The Ontario College of Pharmacists (OCP) conducted its annual accreditation of RVH's Pharmacy Program. RVH passed with flying colours! Hospital pharmacies in Ontario that compound chemotherapy are required to undergo pharmacy-specific OCP Accreditation annually by the College.

Symptom screening kiosks to support patients

Symptom screening kiosks were installed in the cancer centre's main entrance, chemotherapy suite and Rotary House Lodge. The kiosks assist in capturing all patient symptoms to better support and care for our patients.

Patient-friendly equipment available for Home Dialysis

RVH's Renal program has introduced new home dialysis equipment (the 'Amia') for peritoneal dialysis. This equipment is more patient friendly and transmits vital information directly to the clinic to allow the team to best manage the patient's dialysis.

Wait Time Clock in ED

A patient wait time clock was introduced in the Emergency department (ED). ED wait times are displayed to the public via a link on the RVH website, on monitors in ED waiting rooms, as well as a link for Team RVH via the intranet to inform patients of wait times.



RVH's Lab Services team celebrates their ISO 15189-Plus Accreditation achievement

Drive Clinical Excellence

ED improvements to enhance patient experience

In order to promote a positive patient experience in the Emergency department, a multi-disciplinary team identified bottlenecks, wayfinding challenges and barriers to flow. Improvements to-date include swapping acute and sub-acute spaces which has resulted in increased pay-for-performance funding and a 26 per cent improvement in ambulance off-load times.

New equipment allows for bedside procedures

RVH's Intensive Care Unit now has a bedside ultrasound machine. This allows the care team to perform investigations and make treatment decisions in a timely manner at the patient's bedside.

PAs play an important role in patient care

The first Physician Assistant (PA) joined the Intensive Care Unit (ICU) through the Health Force Ontario PA Career Start Program. The ICU PA has been instrumental in the roll-out of two new patient programs including the Advanced Care Plan (ACP) consultation service - the first of its kind in Canada - and the ICU Survivor Clinic, a virtual clinic that involves the ICU PA meeting with ICU survivors at three- and 12-months post-ICU discharge.

Refresh celebrates RVH's youngest patients

A refresh was completed on the Maternal Child & Youth inpatient unit. This included paint, new artwork and a "brag board" which proudly displays photos of our "graduates" from the Neonatal Intensive Care Unit.

School is in session at RVH

The Simcoe Muskoka Regional Child and Youth Mental Health Program opened its Day Program, in partnership with the Simcoe County District School Board (SCDSB). The focus of this program is to provide academic and mental health services for high school students unable to attend regular classes due to a diagnosis of anxiety or depression. The goal is to transition the students back to their community high school.

Meditech Expanse

RVH is partnering with three other hospitals (Collingwood General & Marine Hospital, Georgian Bay General Hospital and Headwaters Health) to launch a significant upgrade of their health information system to the next generation of Meditech, called Expanse. This will better connect departments throughout the hospitals, while enhancing safety and patients' care and experience.



RVH celebrates the opening of the Child and Youth Mental Health Day Program

Drive Clinical Excellence

PAIL workshop to support grieving parents

To support grieving families, the Maternal Child & Youth Program has established a Bereavement Program. Staff took part in a Patient & Infant Loss (PAIL) workshop to develop strategies and knowledge to better support grieving families. A multidisciplinary Bereavement Focus Group was also initiated to provide staff with support and guidance.

Connecting Care

RVH's new Connecting Care call system has many advanced features that improve and maximize both patient and staff safety. Alerts from this system enable a caregiver to know what the patient requires before entering the room allowing for quicker and more effective response times. The system provides patient-specific information such as bed position, rails up or down, identifies primary caregivers and when they are in the room providing care, and any risks associated with that patient such as falls or confusion.

RAAM clinic opens

The North Simcoe Muskoka Regional Rapid Access Addiction Medicine (RAAM) Services opened in response to the region's opioid crisis and provides people with substance issues quick access to professional help. There are three clinic locations – Barrie, Orillia and Midland. No referral to the clinics or appointment is required, so during RAAM clinic days people can walk in and have access to medication assisted treatment and counselling right away.

MDRD renovations

The first phase of renovations in the Medical Device Reprocessing Department (MDRD) was completed. With 1,400 square feet of additional space, this phased project further enhances our commitment to safe, high-quality care for our patients.

New IR Suite

RVH installed a state-of-the-art comprehensive Interventional Radiology (IR) system which supports a wide range of non-invasive, innovative interventional radiology procedures.

Leading Practices at RVH

RVH was pleased to be recognized by Health Standard Organization, an affiliate of Accreditation Canada for the following leading practices. A leading practice is a practice carried out by a health and/or social organization that has demonstrated a positive change, is people-centred, safe and efficient. Some of these initiatives at RVH include:

- Therapy in the Woods
- Survivorship Clinic
- Toxicity Assessment Clinic
- Smudging Policy
- Tobacco Support Coach and Nicotine Replacement Therapy
- Simcoe Muskoka Cancer Screening Hotline

Drive Clinical Excellence

RVH expands community partnership with YMCA

RVH's cancer program and the YMCA of Simcoe/Muskoka have partnered to ensure cancer patients from North Simcoe Muskoka now have access to rehabilitation services in the community. The program is modelled after the highly successful Healthy Hearts Program, another partnership between RVH and the YMCA.

Code Green exercise

RVH participated in a full mock code green exercise (evacuation) following a mock facility infrastructure loss (code grey). The purpose of the exercise was to test not only the health centre's response to an evacuation code, but also to review the operations of the Emergency Operations Centre (EOC) following the Incident Management System (IMS) universal standards. The exercise was a huge success, identifying that RVH responded well to the requirements of a mass evacuation.

Patient Oriented Discharge Summary (PODS)

The Quality team successfully rolled out Patient Oriented Discharge Summary (PODS) throughout all inpatient areas. PODS provide structure to discharge communication and ensures patients and families consistently receive information they need to know during the discharge process.

Medicine Program

RVH opened an additional geriatric clinic. The clinic's areas of focus includes polypharmacy, multi-morbidity, dementia, dementia with behavioural disturbance and falls, as well as other complex geriatric syndromes. The clinic will concentrate on urgent referrals from the Emergency department and inpatient discharges.

Patient Navigators provide support along the patient journey

Patient navigators are now available in the Surgery Program to support elective hip and knee joint replacement patients by helping them to navigate through their journey and ensure they are booked to receive outpatient ambulatory physiotherapy within the recommended timeframe.

Quest Project

RVH launched QUEST, a continuous quality improvement (CQI) framework, intended to enhance quality, drive better patient outcomes and streamline processes.



Ribbon cutting at the official launch of the iCan partnership between RVH and the YMCA of Simcoe Muskoka

Drive Clinical Excellence

Foundation highlights

RVH was a grateful beneficiary of the proceeds from over 80 community events last year, held by generous individuals and organizations to benefit patient care. This list highlights a few of those impressive efforts, in addition to events organized by RVH, and memorial donations.

RVH Gowns and Gloves Gala

This inaugural black tie fundraising event was held at Casino Rama Resort in November. Chaired by Foundation Board member Shaun Sauve and supported by a dedicated volunteer committee, the evening of dining and dancing sold out with 330 people attending, raising an incredible \$326,000 for patient care, specifically benefitting RVH's Neonatal Intensive Care Unit.

OHA Executive Golf Tournament

The Ontario Hospital Association Executive Golf Tournament hosted by RVH raised over \$91,000 for patient care, bringing together healthcare executives for a day of philanthropy and networking on the greens. The total raised included a \$25,000 grant from the Sandra Schmirler Foundation, funds which were directed to RVH's Neonatal Intensive Care Unit.

Crystal Classic

The 31st annual RVH Crystal Classic Golf Tournament was a success thanks to many returning players and sponsors, selling out and raising over \$88,000 for the RVH Neonatal Intensive Care Unit.

Georgian Bay Township Mayor's Golf Tournament

The Township of Georgian Bay held its annual "Mayor's Golf for Health" raising an incredible \$27,218 for patient care at RVH. To-date, over \$88,934 has been raised through this popular tournament for the Simcoe Muskoka Regional Cancer Centre, Simcoe Muskoka Regional Heart program and the Simcoe Muskoka Regional Child and Youth Mental Health program.

The Devine Ride

Rock 95's Brenda Devine hosted the second annual Devine Ride in support of the RVH Simcoe Muskoka Regional Child and Youth Mental Health Program. About 200 motorcycle riders attended the event for a 200 km ride through Simcoe Muskoka. Attendance was well beyond initial expectations and the event generated over \$8,000 – twice the amount from the previous year.

Rotary Fun Run

RVH was honoured to win the Rotary Run Corporate Challenge for largest team with over 200 enthusiastic Team RVH participants running, walking and strolling along Barrie's lakeshore to support the always popular Rotary fundraiser.



Rotary Fun Run 2018

Drive Clinical Excellence

Foundation highlights

McHappy Day

For the fifth year in a row a portion of the proceeds from McHappy Day[®] and Barrie McDonald's restaurants supported the RVH Simcoe Muskoka Regional Child and Youth Mental Health program and also the RVH Neonatal Intensive Care Unit. Over \$126,000 has been raised for patient care at RVH to-date from McHappy Day[®].

Zach Makes Tracks

Funds continue to be donated to Zach Hofer's campaign, Zach Makes Tracks, to support the Simcoe Muskoka Regional Child and Youth Mental Health program. To-date, over \$127,000 has been raised.

Think Pink

RVH's Dr. Sara Rask and Dr. Renee Hanrahan played in the seventh annual Think Pink Golf Tournament organized by community member Norma Jean Salmon. The event raised \$12,475 to benefit the RVH Breast Cancer Treatment and Screening programs. This tournament has raised more than \$66,000 since 2012.

Annual Donor Appreciation Event

The Annual Donor Appreciation Event was an opportunity to thank donors for their support, and to celebrate both the success of the Hearts & Minds campaign and the leadership of campaign chair David McCullough. Approximately 180 people were in attendance to hear an RVH update from Janice Skot, a cardiac story from former patient Madeleine French, and to engage with the RVH Street Team to provide donor input on the future of healthcare as part of the stakeholder engagement process as RVH plans for expansion of its current facility and a south campus.

Bell Media Radio for Cardiology Radiothon

Pure Country (formerly KICX 106) and The Dock radio stations were on site at RVH for their Bell Media Radio for Cardiology radiothon and this year they exceeded their goal by raising \$54,087 from listeners in a two day period. The R4C radiothon has resulted in \$243,747 raised for patient care to-date.

Oro-Medonte Kids Run

Grade five twins Mikayla and Madison McDermott organized their first Oro-Medonte Kids Run at Burl's Creek as part of a school project that encouraged students to be change agents. The event sold out and also raised \$10,885 to benefit the RVH Child and Youth Mental Health Program.

Celebration of Angels Golf Tournament / Angel Tree Ceremony

Brenda Stanley held her fourth annual Celebration of Angels Golf Tournament and once again hosted an Angel Tree at RVH. Both initiatives benefit Bell Media's Radio for Cardiology campaign and cardiac care at RVH. The golf tournament raised \$20,130 in 2018 which brings the total raised to more than \$101,000 since its inception. In addition, the Angel Tree, which invites people to place an angel on the RVH Christmas tree in honour or in memory of a loved one, raised \$7,200, bringing the grand total raised since its inception to \$38,000.



Bell Media Radio for Cardiology Radiothon

Drive Clinical Excellence

Foundation highlights

Bridget's Run

Over 200 participants were at the inaugural Bridget's Run. This event was held in recognition of Pregnancy and Infant Loss Awareness Month. Over \$33,000 was raised for RVH's Neonatal Intensive Care Unit and Obstetrics Bereavement Program, as well as Bridget's Bunnies Comfort Kits. Bridget's Bunnies, founded by local couple Mat and Theresa Morrison honours the memory of their daughter Bridget, and is dedicated to ensuring that no family endures infant loss alone.

From the Rock to the Rockies

High school student Nathan Gulley organized a concert at the Gayety Theatre in Collingwood to support From the Rock to the Rockies charity ride and the Simcoe Muskoka Regional Child and Youth Mental Health program. The event sold out and raised approximately \$13,000 for the ride and RVH.

Active Green + Ross

Alison Moody Jordan and team continue to promote their Tires for Health campaign, giving back a portion of their tire sales to support a variety of areas of patient care at RVH. To-date, they have donated \$1,470 from the program.

15th annual Battle of the Bands

Battle of the Bands drew record breaking attendance this year in support of local charities including RVH. Attendees of Barrie's most celebrated live music event of the year rocked out to the impressive musical talents of local financial and medical professionals, including a few RVH physicians. A portion of the funds raised from the event benefitted Radio for Cardiology in support of the Simcoe Muskoka Regional Heart Program.

Girls Gone Wildwood

The seventh annual Girls Gone Wildwood weekend was held at Bayview Wildwood Resort in conjunction with Pure County (formerly KICX106) in support of Radio for Cardiology raising funds for the Simcoe Muskoka Regional Heart Program at RVH. This sold out, fun filled girls weekend raised over \$10,000.

M*A*S*H Bash

This event has run for an incredible 32 years thanks to the support of Snow Valley Resort and its owners. This year the event was rebranded, introducing new activities. It raised \$21,500 bringing the total to more than \$561,000 raised to-date.



Bridget's Run

Drive Clinical Excellence

RVH Auxiliary highlights

Santa Shuffle

The first annual Santa Shuffle was a huge hit with TEAM RVH members, raising \$7,400 for the RVH Auxiliary. Chaired by RVH Auxiliary member David Blenkarn, the unique event had participants dress up in holiday themes and included prizes for best dressed and most money raised.

Battle of the BBQs

The second annual Battle of the BBQs raised an incredible \$8,100 at three BBQs over the summer. Teams were made up multiple departments across the health centre, allowing for some friendly competition to see who could raise the most money at a single BBQ.

Tag Days

Auxiliary members were out in full force once again across the region for Tag Days, raising \$12,500.

50/50 draws

The bi-weekly 50/50 draws for TEAM RVH ticket holders raised more than \$95,000 in 2018-19.

Christmas Bazaar

The annual RVH Auxiliary Christmas Bazaar, once again held at Sheba Shrine, raised more than \$7,100.

Silent Auction

An in-house auction open to TEAM RVH saw more than 80 donated items available for bidding. The successful event raised nearly \$3,000.

Curling Funspiel!

Held at the Barrie Curling Club, the first annual Curling Funspiel raised \$6,000 for the RVH Auxiliary. The event, with 14 teams participating in its first year, had a St. Patrick's Day theme, highland dancers and silent auction.

Mayes Martin Golf Tournament

Mayes Martin of Barrie graciously hosted a Golf Tournament for the RVH Auxiliary raising \$12,000. Funds raised were used to help fund the expansion at Café Royale.

Holiday Bake Sales

With 10 bake sales held throughout the year, RVH Auxiliary volunteers sold cookies, pies, butter tarts and Chelsea buns to raise funds for the Auxiliary's \$2 million pledge to Hearts & Minds. Sales raised more than \$10,000 in 2018-19.



Santa Shuffle

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.

- Engage and support our staff, physicians, volunteers and students in achieving their best through a healthy, violence-free, respectful workplace
- Maintain a strong commitment to learning and personal development that supports innovation and creativity
- Pursue and support respectful, effective partnerships by engaging our diverse stakeholders

Highlights

Valuing TEAM RVH

- RVH celebrated its 750 member 'Blue Brigade' during National Volunteer Week in April.
- National Nursing Week was marked by a wide variety of events to celebrate 980 nurses at RVH.
- Doctors' Day also held events to thank its exceptional 437 physicians for their inspiring care.
- TEAM RVH Appreciation Week honoured RVH's more than 3,000 staff, physicians and volunteers.

TEAM RVH Experience survey results

Once again RVH staff, physicians and volunteers participated in a TEAM RVH engagement survey. RVH saw response rates and engagement scores among the highest in the province with an overall TEAM RVH engagement score of 74 per cent.



TEAM RVH saw a response rate of 74 per cent in the latest Engagement Survey

RVH

Royal Victoria
Regional Health Centre

Value People

Diversity and Inclusion

The Diversity & Inclusion Council now includes six sub-councils of interest - Youth, Seniors, Indigenous, Francophone, LGBTQ+ and Social Determinants of Health. In addition, the council is focused on guidelines for culturally sensitive events, cultural competence and checking biases.

UpToDate Anywhere

RVH's Health Library launched UpToDate Anywhere and UpToDate Advanced for all RVH employees, professional staff and students. Through an upgraded license, TEAM RVH is now able to remotely access evidence-based clinical information from any mobile device.

Power of Team video series

Videos feature one-on-one interviews with Janice Skot, RVH President and CEO and members of TEAM RVH. The videos highlight the people and departments at RVH as well as offsite programs such as Addiction Services, home dialysis and Children's Development Services Therapy in the Woods program.

Mind. Body. Spirit

The new Mind.Body.Spirit Wellness program was launched for members of TEAM RVH to easily use and access services provided around wellness and education, allowing RVH to meet the needs of our growing and diverse organization. The program includes Mind Wellness – education and learning opportunities; Body Wellness – health, nutrition and physical activity; and Spirit Wellness – spiritual care and team spirit/employee experience events and services.

Dr. Roberta Bondar lands at RVH

RVH was honoured to host Dr. Roberta Bondar, astronaut, neurologist and photographer to the health centre. She delivered an inspiring presentation "Leading through Space and Time" and has donated eight of her stunning photographic works to RVH's permanent art collection. The works were on display in the David McCullough Hearts & Minds Gallery.



Dr. Roberta Bondar donates eight pieces of art to RVH's permanent collection

Value People

Engaging TEAM RVH during the holidays

RVH once again hosted a very successful Holiday Market and Saturday with Santa event for members of TEAM RVH. More than 800 staff, physicians and volunteers shopped the 22 local artisans at the Holiday Market in November while more than 100 children attended the annual children's holiday party.

Salvation Army Food Drive

In December, TEAM RVH collected food for the Salvation Army Food Drive. Since 2006, RVH has collected 19,820 pounds of non-perishable food items for the Salvation Army.

Education Trust Fund

Through generous support from the RVH Foundation, RVH awarded over \$200,000 in Education Trust Fund money benefitting 394 staff pursuing professional learning and development.

Leadership Excellence Institute

In 2018-19, RVH held three Leadership Excellence Institutes. These events are an opportunity to ensure our leaders are kept up-to-date with healthcare trends and practices essential to their work.



RVH Holiday Market



Salvation Army Food Drive presentation

Accelerate Teaching and Research



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

- Implement RVH's research plan, serving the needs of the region's population
- Build on our unique strengths, expertise and partnerships to provide the highest standards in teaching and training

Highlights

Centre for Education and Research (CER)

RVH opened the new Centre for Education and Research (CER). The centre is home to the simulation lab, classrooms, a mock training room, research ethics, education and research offices and a student lounge, making it a multi-functional, purpose-built space. This dedicated space provides an environment to validate and explore best practices, while clearly demonstrating RVH's commitment to both teaching and research.

IGNITE

RVH hosted its fourth IGNITE Research Conference, which included 11 oral presentations and 18 poster presentations. The conference was attended by over 80 delegates from across Ontario including RVH, the University of Waterloo, McMaster University, Queen's University, Lakehead University, Orillia Soldiers' Memorial Hospital, Waypoint Centre for Mental Health Care, the University of Toronto and the Gilbert Centre.



RVH officially opens the Centre for Education and Research

Accelerate Teaching and Research

Community Lecture Series

RVH's Academic and Medical Affairs team hosted two Community Lecture Series events. The first lecture featured Medical Assistance in Dying (MAID) in Simcoe County with a presentation by Drs. Kerstin Mossman, Matt Follwell, and Peter Kizoff as well as community members who shared their personal and family experiences. The second lecture focused on the legalization of marijuana in Simcoe County with members of the community discussing the medical and legal impacts that it may have on the region.

RVH Undergraduate Research

Under the guidance of Chief Research Scientist, Dr. Giulio Diodato, the RVH Research Institute awarded six undergraduate students with summer research placements. The students performed research on a variety of different healthcare topics.

Family Medicine Teaching Unit

The Family Medicine Teaching Unit (FMTU) welcomed 10 new residents. The program, a partnership with the University of Toronto, began in 2009 and has trained 62 family medicine residents with 33 staying in the area to set up their own practices, provide temporary coverage for area physicians, work in our Emergency department or as a hospitalist.

Health Research Assistant Co-op Program

Dr. Giulio DiDiodato welcomed nine high school students to complete a research student co-op program from September 2018 to January 2019. The program objective is to teach students about Clinical Research Design and the conduct of clinical research as well as recruit students into our VforCES program.

Research Ethics Board receives CTO Qualification

RVH's Research Ethics Board (REB) was designated as a Clinical Trials Ontario (CTO) - qualified REB. As a result, the REB is now eligible to review multi-centre health research on behalf of CTO and affiliates. RVH's REB joins with 18 other CTO-qualified REBs in Ontario, to review and support research.



RVH welcomes new residents to the Family Medicine Teaching Unit

Foundational Success Factors



Performance & Quality

RVH approves balanced budget

In 2018-19, RVH achieved its ninth consecutive balanced budget. This once again demonstrates RVH's commitment to financial accountability while being effective stewards of public funds.

Awards and Recognition



Regional Heart Program

RVH received the official Certificate of Achievement from CorHealth Ontario in recognition of achieving the Standards for Quality Care and Service in Transthoracic and Transesophageal Echocardiography. This is part of the Ontario Echocardiography Quality Improvement Program.

Emergency department

RVH was recognized provincially for most improved ambulance off load times. While the provincial average sits at 54 minutes, RVH's current off-load times are an average of 25.6 minutes, down from 45.7 minutes in 2016/17.

RVH Corporate Communications wins two international awards

RVH's Corporate Communications team was recognized with two international awards for its work on RVH's Film Festival and the Connect the Dots campaign. RVH was awarded a Platinum Hermes Creative Award in the employee relations category for the concept, design and execution of the RVH Film Festival. The team also won a Gold Hermes award in the internal communication category for its Connect the Dots campaign.

Dr. Jim Shaver wins CQCO award

Dr. Jim Shaver was honoured with the 2018 Cancer Quality Council of Ontario Innovation Award for establishing the Suspicion of Cancer (SoC) Diagnostic Assessment Program. Dr. Shaver was supported in this endeavor by Dr. Mukta Krishnan and clerical navigators Krista Tuck and Desiree Scriver.

Dr. Witty and Dr. Borchuk honoured by University of Toronto

Dr. Melissa Witty received the Department of Family and Community Medicine (DFCM) Postgraduate Award of Excellence in the category of Program Leadership for her significant contributions to RVH's Family Medicine Teaching Unit. Dr. Michael Borchuk was honoured with an Award of Excellence for Advocacy of Patients.

Awards and Recognition

Healthy Community Award

RVH received the 'Healthy Community Award' for Children's Development Services from the Conservation Authority for the innovative 'Therapy in the Woods' program. This program was recognized as it nurtures the connection to the outdoor world by providing therapy within a conservation setting.

Best Practice Spotlight Organization

RVH has once again been awarded as a designated Best Practice Spotlight Organization (BPSO) by the Registered Nurses Association of Ontario (RNAO) for 2018-2020.

Mayor's Innovation Awards

RVH received honourable mention (2nd place) at the inaugural Mayor's Innovation Awards. RVH was nominated for its Volunteers for the Conduct of Experimental Research (VforCES) program and the Emergency department (ED) initiatives (Ambulance Offload and wait time clock) in the Innovative Institution category. Both programs have greatly contributed to the growing culture of inquiry and innovation at RVH and have resulted in better patient outcomes, knowledge and engagement.

MY CARE student awards of excellence

Thirteen students were chosen to receive an Outstanding Service Award and of those students, three were selected by a panel of judges to receive the **MY CARE** Student Award of Excellence. The winners of a **MY CARE** Student Award of Excellence - the highest student honour at RVH – were: Emily Johnston, from Innisdale Secondary School, in the co-operative education category; Sophie Clark, from Bear Creek Secondary School, in the high school volunteer category, and Laurie Rowe, a graduate from the CTS Canadian Career College, in the post-secondary category.



MY CARE student award winners

Board of Directors' Awards of Excellence

The recipients of the Board of Directors' Award of Excellence are nominated by their peers and selected by the RVH Board of Directors for their invaluable contributions to RVH.

These honourees truly embody the RVH values and our **MY CARE** philosophy and have earned the respect of their colleagues:



Volunteer

Frances 'Fran' Moore
Specialized Seniors Care



Staff

Claudia Dixon
Coordinator, Security, Emergency Planning and Locating



Manager / Director

Kim McAllister
Manager, Cancer Palliative Inpatient Unit



Physician

Dr. Matthew Follwell
Radiation Oncologist and Chief of Oncology



Team

Imaging Services Booking

Donna Kilbourne, Mandy Dawson, Jodi Hopkins,
Shirley Briggs and Jennifer Arnsten