

2022 - 2023
Wellington Health Care Alliance

Annual Report



Groves Memorial Community Hospital - Louise Marshall Hospital - Palmerston and District Hospital

A message from our President and CEO and Board Chairs



We are pleased to present the Wellington Health Care Alliance Annual Report providing an overview of our hospital's activities and achievements over the past year.

Despite high patient volumes, we were happy to see pandemic restrictions lifted and a return to normal operations. As the health human resources shortage continues, we recognized the need to develop innovative strategies to attract and retain talented professionals. We launched a successful social media campaign focusing on what sets us apart from working in the larger, urban hospitals. We also continue to invest in our most successful recruitment tool, on-site training programs for medical, nursing, and high school students.

Considering these challenges, we embarked on creating a new strategic plan. After a months-long process involving numerous engagement sessions with partners, patients, families, direct care providers, and the hospital boards, we were proud to launch our 2023-2028 WHCA strategic plan. Our shared vision, mission, and values strongly reflect our proud history and future direction. Our strategic pillars articulate our commitment to providing a system of health care that keeps our patients and families at the centre of everything we do, strengthens the Alliance's commitment, fosters meaningful relationships with our partners and our communities, and cultivates the growth and wellness of our care providers. To view the plan please click on this link.

None of our achievements would have been possible without the exceptional efforts of our staff, physicians, volunteers, and the guidance provided by our board members. Their unwavering commitment, expertise, and leadership have been invaluable in navigating the complexities of healthcare delivery. We extend our heartfelt gratitude to every individual who contributes to the success of our hospitals, from the frontline to all our staff working diligently behind the scenes.

As you read this report, we hope that it provides you with a comprehensive understanding of our hospital's accomplishments, challenges, and aspirations. We remain steadfast in our commitment to delivering outstanding healthcare services, and we look forward to another year of serving our rural communities.



Angela Stanley
WHCA, President & CEO



Gilles Madore
GMCH, Chair and JEC Chair*



Dale Small
NWHC, Chair and JEC Chair*

Board of Directors and Financials

NWHC Board of Directors

LOUISE MARSHALL HOSPITAL | PALMERSTON AND DISTRICT HOSPITAL

Dale Small (<i>Board Chair, JEC Vice Chair/Past Chair</i>)	Dr. Chris Rowley (<i>Chief of Staff</i>)
Carrie Hurst (<i>Board Vice Chair</i>)	Dr. Christine Peterkin (<i>President, PSA</i>)
Gary Schumacher (<i>Treasurer</i>)	Angela Stanley (<i>President and CEO</i>)
Roslyn Fortier (<i>Director</i>)	Kate Kobbes (<i>VP Clinical Services/CNE</i>)
Brian Milne (<i>Director</i>)	
Michael O'Dwyer (<i>Director</i>)	
Jocelyn Alves (<i>Director</i>)	
Nikki Lobsinger (<i>Director</i>)	
Judy Dirksen (<i>Town of Minto Rep</i>)	
Sherry Burke (<i>Township of Wellington North Rep</i>)	

GMCH Board of Directors

Gilles Madore (<i>Board Chair, JEC Chair</i>)	Howard Dobson (<i>Ex-Officio GHVA, President</i>)
Tom Barlow (<i>Board Vice Chair</i>)	Dr. Patrick Otto (<i>Ex-Officio, Chief of Staff</i>)
Jackie Ranahan (<i>Treasurer/Past Board Chair</i>)	Dr. Amanda Wagler (<i>Ex-Officio, President of Professional Staff Association</i>)
Gillian Alton	Angela Stanley (<i>President and CEO</i>)
Kevin Shanahan	Kate Kobbes (<i>VP Clinical Services/CNE</i>)
Pamela Nicoletatos	
Craig MacGregor	
David Reichart	
Diane Ballantyne (<i>Wellington County Rep</i>)	GMCH COMMUNITY MEMBERS
Jennifer Adams (<i>Township of Centre Wellington (TCW) Rep</i>)	Gord Feniak
Kimberley Jefferson (<i>TCW Rep</i>)	Richard Wright
Bronwynne Wilton (<i>TCW Rep</i>)	Ian Hornsby

NWHC Financials

TOTAL REVENUE **\$29,212,560**

TOTAL EXPENSES **\$29,037,932**

[Please click here for the full North Wellington Health Care 2023 Financial Statements.](#)

GMCH Financials

TOTAL REVENUE **\$43,706,112**

TOTAL EXPENSES **\$43,640,137**

[Please click here for the full Groves Memorial Community Hospital 2023 Financial Statements.](#)



WHCA Launches Fit2Sit Program

In 2022, Guelph-Wellington Paramedic Services experienced 50 code red events where no local paramedics could respond to incoming 911 calls. A new program was initiated at Wellington Health Care Alliance (WHCA) hospitals to help avoid this situation. The Fit2Sit Program permits paramedics to leave their patients with non-threatening injuries and illnesses in the hospital waiting room, helping to keep the flow of patients moving and allowing paramedics to return to the community faster and respond to emergencies. Patients picked up by ambulance are taken to their local emergency department and assessed by paramedics using a set of medical criteria. Hospital staff then monitors patients in the ER waiting room until a nurse or doctor can see them. Having patients sit in the waiting room frees up stretchers and makes the 911 emergency process more efficient since paramedics no longer have to wait in the hallways with stable patients.



Staff Prove They Can Weather Any Storm

On the days leading up to Christmas 2022, a winter storm swept through Wellington County, forcing road closures. Already at capacity, Wellington Health Care Alliance hospital staff and physicians banded together to ensure all patient services remained open. "Average days in healthcare are challenging already, and adding this weather event certainly added some stressors," said Tanya Murtagh, Patient Care Manager. Staff showed that they could weather any storm through many double and triple shifts, starting early and staying late – sometimes up to 48 hours, commuting to work on snowmobiles, sleeping over at the hospital, and kindly hosting other colleagues at their homes. Some had to try out new hats by helping with duties outside their designations, like preparing meals for additional staff and doing laundry. All three Alliance hospital sites faced unique challenges, working diligently together while maintaining a positive atmosphere and supporting each other throughout the storm.



Pictured left to right, Dr. Julie Weinstein, Dr. Natalya O'Neill, and Dr. John Reaume

Dr. Natalya O'Neill Wins a National Award

At their spring conference, the Society of Rural Physicians of Canada presented Dr. Natalya O'Neill with Rural Medical Student and Resident Leadership Award for her exceptional leadership and commitment to improving the outcomes for those living in rural areas. Dr. O'Neill has been completing her last two years of medical training with Dr. John Reaume in Mount Forest.

Training the Next Generation of Healthcare



Students Kyle Bray (left) and Shakira Dicks outside Groves Memorial Hospital.



Clinical resource lead, Deanna Burns, (left) with co-op student Alanna Wilkinson.

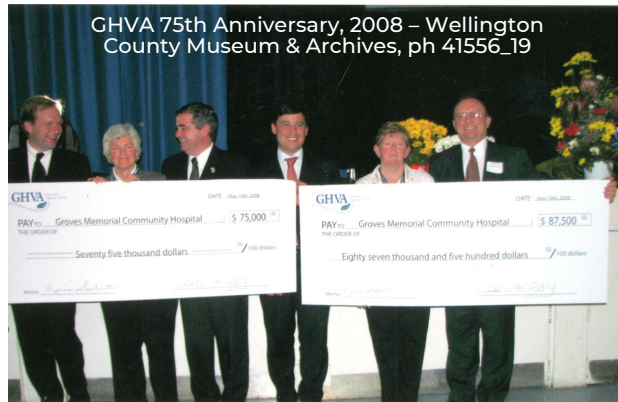
With the demand for nurses increasing, our Alliance continues to be proactive in recruiting by educating the next generation of nurses through training programs. All three Alliance hospitals offer Nurse Clinical Extern and Highschool Co-op programs to help provide frontline experience to young nurses and future nursing students. Clinical Externs are student nurses in their last year of training, hired by the hospital to provide direct care to patients and families under the mentorship and supervision of Registered Nurses. Working as a nurse extern can help students put into practice what they learn in the classroom and gain confidence in their abilities by working directly with patients and other medical professionals. It also allows them to try working in our rural hospitals with the hope of staying long-term as a permanent employee. The Alliance also offers local high school student co-op placements in the hospital. This experience allows students to experience everything from working in clinical departments to support services and administration. Co-op placements enable students to assess healthcare careers and decide if they want to work in them.

Groves Hospital Volunteer Association (GHVA)

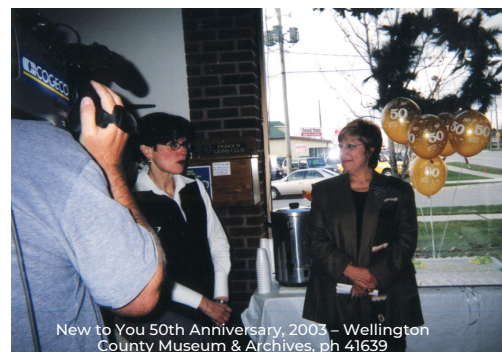
Celebrating 90 Years and 4.3M of Giving to Groves



100s of 1,000s of volunteer hours



1 new hospital build funded



100s of items of equipment & technology purchased

GHVA Board of Directors & Staff

- Howard Dobson (President)
- Linda Benallick (Vice President)
- Shelley-Ann Morgan (Secretary)
- Ken Steffler (Treasurer)
- Lili Cretu
- Don Kidd
- Bethany Parkinson
- Brenda Chamberlain
- Ann Ironside
- Raj Arora
- Gloria Shoon

- Nancy Peer-Lalani (GHVA Manager)
- Clare Palmer (New to You Manager)



Groves Hospital Foundation

20 YEARS

ANNIVERSARY



In 2022, we marked our **20th Anniversary**. As we reflect back, we extend a tremendous **thank you to our community** for two decades of caring & coming together to fund the needs of Groves Hospital! By giving to the Redevelopment, Oncology, CT Scan, Digital Mammography, New Groves Hospital, \$151, COVID-19 Relief, and Annual Campaigns, you have collectively contributed **over \$37 Million**; and changed the lives of countless patients. We are grateful for the ongoing support of our amazing community. We thank all of the many volunteers, including founding, past, & current Board Members and the GHVA for enabling us to continue our work of supporting GMCH.

Last year, donors contributed **\$2.54M**, funding items including; 2 Vital Signs Monitors, Ultrasound Machine, 2 Bassinets, Cardiac Monitor, Defibrillator, Picture Archiving & Communication System, & Medinet Interface. We unveiled the new Memorial Forest behind Groves (**planned, funded, & planted by Grand River Agricultural Society**), with trees & benches dedicated by donors in memory of loved ones. A small number of trees remain available to dedicate.

We remain focused on fundraising annually to allow staff & physicians to continue their vital work for the patients of GMCH, close to home. **Thank you!**

Board of Directors & Staff

Ilse VanderMeulen (Chair)
Barbara Evoy (Vice-Chair)
Adrian Carreiro (Treasurer)
Cindy Lindsay (Past Chair)
Dr. Greg J. Boland

Jerry Kooiman
Lisa MacDonald
Nate Martin
Butch Medemblik
Dr. Khalid Enver

Dr. Keegan Quadros
Ted Smith

Lori Arsenault (Executive Director)
Bonnie Bois (Office & Data Administrator)
Sarah Sheehan (Communications & Donor Relations)



Louise Marshall Hospital Foundation



The Power of Community

The support for Louise Marshall Hospital (LMH) from the residents, businesses and community organizations in Mount Forest and the surrounding area continues to be nothing short of inspiring. From our dedicated local service groups, including the Mount Forest Lions Club, the Royal Canadian Legion Branch 134, the Royal Canadian Legion Ontario Provincial Command and the Egremont Optimists Club; to Mount Forest's tirelessly committed volunteer-driven organizations, like the LMH Auxiliary and the Mount Forest Thrift Shop, every dollar raised helps the team at Louise Marshall Hospital to provide exceptional local health care.

In photo from left: Derek Moore, President, Royal Canadian Legion Ontario Provincial Command; Terry Ellison, Director, Louise Marshall Hospital Foundation; Ken Thompson, President, RCL Branch 134 Mount Forest

The LMH Auxiliary made an amazing donation of \$19,500 this year, which supported the purchase of an Upright Refrigerator and a Steam Table for the Dietary Department at Louise Marshall Hospital.

In photo are LMH Auxiliary members: Cheryl Munn, Iris Cox and Linda Dunk.



This year, Marty & Jo-Anne Young at Young's Home Hardware pledged to donate \$50 for every goal the Mount Forest Patriots scored from December 3rd through the end of the season. When the Patriots season concluded, Young's Home Hardware's final donation was an incredible \$9,450.

In photo: Marty and Jo-Anne Young; and Rob Nixon, Mount Forest Patriots General Manager

An Exciting Year of Fundraisers

This year, the return of in-person events also brought the return of several tried and true fundraisers, as well as a couple of new ones. In June 2022, the LMH Foundation was finally able to hold our much-awaited 2nd Annual Gala: Up, Up and Away, which raised more than \$110,000 helping us to support the purchase of vital capital equipment needed at Louise Marshall Hospital. This year also brought the 18th annual Mary Lynne Forrest Memorial Golf Tournament, who set a goal to raise \$35,000 to purchase a colonoscope for surgical services. Instead they raised a remarkable \$62,000, which allowed them to support the purchase of not one, but two, pieces of essential equipment.





21st Annual CKNX Health Care Heroes Radiothon

October 2022 marked the 21st Annual CKNX Health Care Heroes Radiothon. This year, the Louise Marshall Hospital Foundation set a goal to raise \$90,000 for a steam autoclave, a critical piece of equipment used in the Medical Device Reprocessing Department to sterilize medical tools. Our campaign kicked off with an incredible \$25,000 donation from Cancer Patient Services Corporation, and in total we raised more than \$151,000, which allowed us to support the purchase of an additional piece of essential capital equipment, as well as the steam autoclave – all made possible through the generosity of hospital donors and supporters.

Louise Marshall Volunteer Auxiliary

In the summer of 2022, Louise Marshall Hospital (LMH) Auxiliary volunteers operated a food booth at the Mount Forest Farmers Market, providing drinks and snacks for market-goers, as well as a space to visit.

This is just one way our volunteers show their support for our hospital. There are many ways to get involved, volunteers come together and run the hospital Gift Shop and local Thrift Store. Other volunteer fundraising efforts include Spring Luncheons, Radio-thons, working in the clinics as receptionists and greeters, and the Annual Christmas Bazaar.

Joining our volunteers with these fundraising efforts helps our hospital raise funds for equipment and attract health care staff to have the tools they need to care for our families and friends.

LMH Foundation Board of Directors & Staff

Scott Hartle (President)
 Deb Hewson (Vice-President)
 Steve Chambers (Secretary-Treasurer)
 Rick Sinnamon (Past President)
 Dr Bob McFarlane (Director)
 Terry Ellison (Director)
 RoseAnne Desmarais (Director)
 Donna Leach (Director)
 Ove Hansen (Director)
 Brady Cunningham (Director)

Amy Van Huss (Development Officer)
 Janice Richardson (Donations Administrator)



From left, are volunteers Penny Renken, Iris Cox and Dianne Williams.

LMH Auxiliary Executive Members

Evelyn Collins (President) Michelle Stone (Secretary)
 Penny Renken (Past President) Iris Cox (Treasurer)

Palmerston and District Hospital Foundation

21st Annual CKNX Healthcare Heroes Radiothon Raises over \$167,000 for the Palmerston & District Hospital Foundation



Generous PDH Auxiliary Donation to Radiothon -Pictured left to right: Joanne Boland, Gift Shop Volunteer; Helen McFadzean, Hospital Auxiliary President & Dale Franklin, Foundation Development Officer

Our Foundation is able to count on the support of our wonderful communities in so many ways. The Mapleton Custom Rodders Car Show has contributed \$9000 over the years to our Foundation, and because of their generosity, the student who runs the concession booth at the car show venue also decided to contribute to the Radiothon! Bella Clemmer is a local student and we are so grateful for the philanthropy of this whole group!



The 21st Annual CKNX Healthcare Heroes Radiothon was held on October 15th, 2022. Palmerston & District Hospital Foundation joined with 7 other Midwestern Ontario Hospital Foundations in support of their local hospitals. Our goal was to purchase two colonoscopes and one gastroscope, and we met that goal and surpassed it! Our local Palmerston Tim Hortons location provided a wonderful kick off to the campaign through the “Tim Hortons Smile Cookie Campaign”, our Radiothon was incredibly successful, raising over \$167,000 to completely fund these hospital updates! Minto and Mapleton communities continue to demonstrate their strong commitment to keeping “quality health care close to home”!



Lawson and Ivy helping to decorate Smile Cookies



Rosslyn brought many stuffies to our hospital to share with children who need care at the PDH. Shown with Rosslyn are nurses Meagan, Katie and Ashley. We are grateful for her hard work at her pumpkin stand, and for her kind and generous heart!

Seen left, Dale Franklin, Development Officer accepts a cheque from Nick Spaling on behalf of the Pro Performance Hockey Academy. These funds were used to purchase glucometers needed at the PDH.

Covid Campaign Take Out Dinner – Take 2!

Due to the continuing pandemic, our Foundation was unable to host our flagship fundraiser, the Starlight Gala. However, our Gala Leadership Team rose to the challenge once again, in May 2022, and planned and executed a safe and delicious drive through take out dinner served to 450 of our supporters! This meal raised \$18,000 for the Foundation, and we have decided that it will become an annual event, even when Gala resumes! Watch for the information on the 2023 Drive Through Take Out Dinner in the fall of 2023!

Outdoor Activities

As we moved forward into a post-Covid world, we were able to enjoy some outdoor activities with larger groups of people. Of note were the PDH Summer Breeze Social, where our generous sponsors contributed \$85,000 to our hospital, and the Shine Your Light Sunflower Tour, where the Ottens family hosted a lovely day of activities at their farm and raised \$18,470 to purchase an ECG Machine for the Laboratory!

Palmerston and District Hospital Volunteer Auxiliary

During its fall meeting in 2023, the Palmerston and District Hospital Auxiliary made a commitment of \$3,000 to the hospital foundation's CKNX Health Care Heroes Radiothon campaign, helping the foundation surpass its \$125,000 goal and purchase three scopes needed for the operating room.

Scopes have a tiny camera attached to a long, thin tube. Physicians use this device to view certain organs and allows them to perform scope procedures such as a colonoscopy or endoscopy. These procedures help detect disease early to help manage our patients health and provide better outcomes.

While government funding provides for the day-to-day operational costs and the staff within our hospital, the on-going purchase of new and replacement equipment required for patient care is dependent on fundraising and donor efforts.

PDH Foundation Board of Directors & Staff

Earl Campbell (President)
Brad Watt (Vice President)
Kathy Statia (Treasurer)
Betty Douglas (Secretary)
Doug Morrell (Director)
Dorren Foerter (Director)
Lisa Bramhill (Director)
Patrick Downey (Director)
Stephanie Drost (Director)
Geoffrey Dahmer (Director)
Aly Hill (Director)
Mark Leslie (Director)
Katy Brunkard (Director)
Jessica Molenaar (Director)
Gary Schumacher (NWHC Board Rep)

Dale Franklin (Development Officer)
Janice Richardson (Donations Administrator)



PDH Auxiliary Executive Members

Helen McFadzean (President)



Join
Our Team

Volunteer

Join
PFAC

Donate
GMCH | LMH | PDH

Get Involved

Learn more by visiting: gmch.ca | nwhealthcare.ca