

Annual Report

Growing Community, Growing Impact



2022-2023

OSMH 2022/2023 Board of Directors

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Lawrence Pietras

1st Vice Chair

Peter Caldwell

2nd Vice-Chair

Mario Benedetto

Kelly Brownbill

Ken Brownlee

Dr. Sheila Clark

Marc Lemieux

Ted Markle

Sheila Marner

Leigh Popov

Brian Sirbovan

Ryan Spurgeon

EX-OFFICIO VOTING MEMBERS

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City of Orillia

Glenna Tinney

Nurses Alumni

Vacant

Royal Canadian Legion

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President and CEO, Secretary

Dr. Lindsay Alston

Chief of Staff

Dr. Monica Chaudhuri

President, Medical Staff Association

Dr. Melanie Colpitts

Vice President, Medical Staff Association

Jill Colin

Chief Nursing Executive

OSMH Foundation 2022/2023 Board of Directors

ELECTED VOTING MEMBERS

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Natalie Little

Vice Chair

David Power

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Secretary

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John Cameron

Dr. Svetlana Carrigan

Kathryn Collins

Hanan Fahmy

Raquel Ness

Mark Shivers

Ken Brownlee

OSMH Rep

Carmine Stumpo

OSMH President & CEO

HONOURARY MEMBERS

Chuck Burton

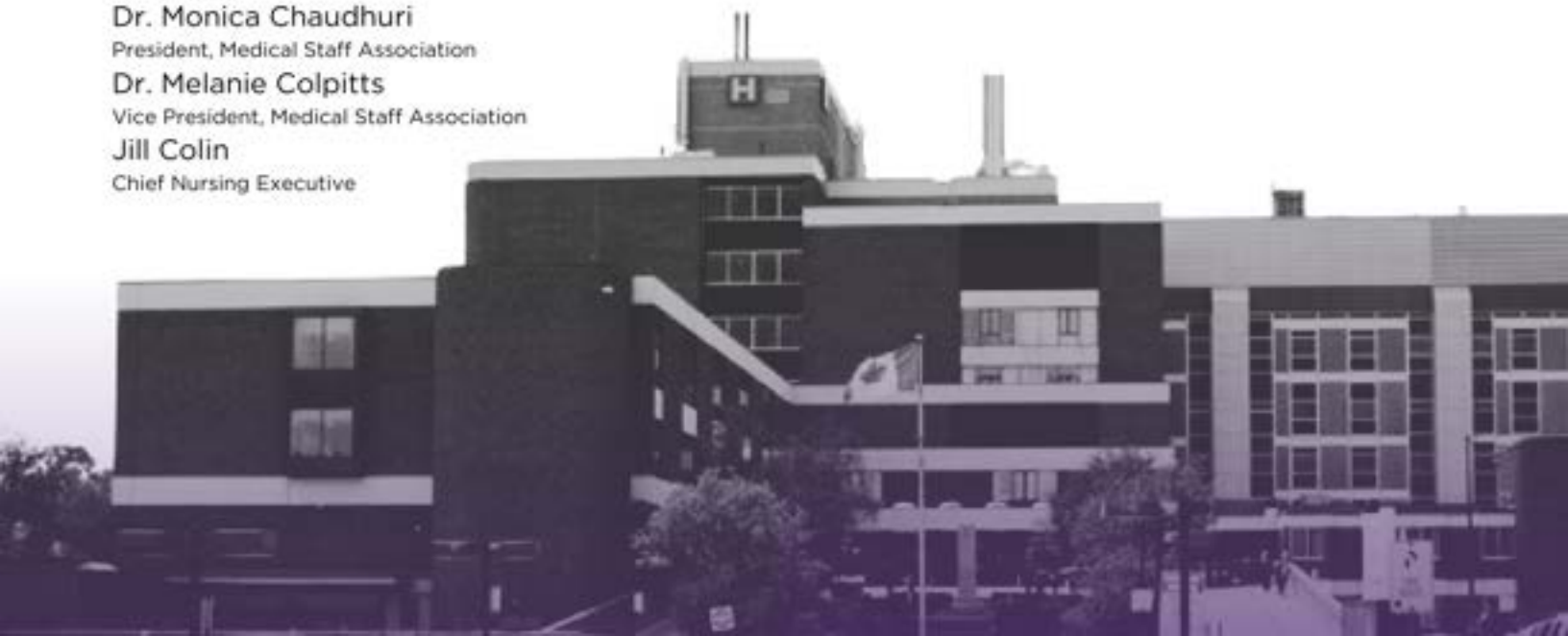
Rose Longo

John Mattinson

Helen Murray

Gini Stringer

Danielle Tisi



Welcome to the Orillia Soldiers' Memorial Hospital and Foundation's Combined 2022/2023 Annual Report

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LAND ACKNOWLEDGEMENT



Orillia Soldiers' Memorial Hospital acknowledges that we are situated on the traditional territory of the Anishinaabek Nation. We acknowledge the enduring presence of the First Nations, Metis, and Inuit peoples of this region, specifically the Tri-Council First Nations comprised of the Beausoleil First Nation, the Chippewas of Rama First Nation, and the Chippewas of Georgina Island. We also acknowledge Moose Deer Point First Nation, the Wahta Mohawks, and the Georgian Bay and Moon River Metis Councils. It should also be noted that the Wendat and the Haudenosaunee Nations have also walked on this territory over time.

Welcome from OSMH CEO and Board Chair

Growth is exciting, and as the population of Orillia and surrounding communities continue to expand, our Hospital is right there, continually adapting and advancing the ways we provide care to best meet the needs of all those served.

On behalf of the Orillia Soldiers' Memorial Hospital (OSMH) Board and the entire Team, we want to thank you for taking time to learn more about OSMH by reading our Annual Report and thank you for your ongoing support.

As we look ahead into 2023 and beyond, we remain focused on our Mission to **Serve our Community with Compassion and Excellence**, and driven by a Shared Purpose that **We are a Community that is committed to improving health and wellness**.

Our long-term goal to build a new Hospital is firmly in sight and has caught the attention of many as we seek approvals to move this critical project forward. Equally important are the numerous other initiatives making an impact long before any shovels go into the ground.

Earlier this summer, for example, a new state-of-the-art MRI was delivered to the Hospital that will further enhance a dynamic renovation to our Diagnostic Imaging department. Add to that a major upgrade to our EHR (Electronic Health Record) that is now in the works and the introduction of a MyChart portal that will give patients greater access to their medical records.

Our community partnerships are also paying huge dividends, particularly our work with the Couchiching Ontario Health Team (COHT), which operates the COHT Clinic just outside the West entrance of the hospital. Their work in developing and growing the Couchiching Health at Home Program, helping patients transition out of hospital and into their homes, has been phenomenal.

We remain strongly committed to celebrating and growing the diverse culture of our organization and our community, so all who come to our Hospital feel safe and welcome.

There are many people that contribute to the success of our Hospital, from our Hospital staff, credentialed staff, and volunteers. Everyone has an important role to play. We take the responsibility of caring for you and your family very seriously and we look forward to doing that for many years to come.

Sincerely,



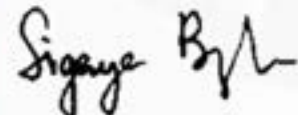
Carmine Stumpo

President and Chief
Executive Officer, OSMH



Ligaya Byrch

Chair, OSMH Board of
Directors



Welcome from OSMH Foundation CEO and Board Chair

This past year, your contributions to the Foundation made some of the greatest impact on Orillia Soldiers' Memorial Hospital. Every area of our funding directed to Soldiers' grew from your support and together we raised more than \$7 million to enhance the health and wellness of our community.

As we look back on these record-breaking achievements, what stands out the most to us is your unwavering support. Your commitment to our hospital and to our community makes life-saving impacts for your family, neighbours, and friends.

This report is a testament to your dedication and the hard work and commitment of our volunteers, donors, and staff. Your support helps the hospital achieve its purpose, to serve our community with Compassion and Excellence.

As Carmine and Ligaya made note of, many great initiatives happening at the Hospital will address the current needs of our community.

In addition to the purchase of a new MRI, fundraising from the past year has supported the purchase of life-saving vital signs monitors, incubators, and central patient monitors. Two new mental health safe rooms were built and departments all over the Hospital were given more support to enhance the quality of care for our patients.

Building on the success of last year, we will continue to work closely with the Hospital to meet the needs of our growing community. By making new connections and fostering our relationships with our generous health care champions we can continue to make a difference for our Hospital and the people who rely on it.

We are grateful for your support, your passion, and your care for others. Thank you for another successful year.

Sincerely,



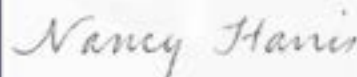
Perry Esler

President and Chief
Executive Officer,
OSMH Foundation



Dr. Nancy Harris

Chair, OSMH Foundation
Board of Directors





|
**We Are
Connected**
|





Patients Gaining Greater Access to Their Own Health Records Through MyChart™ Online Portal

Among the most closely guarded information in any healthcare organization is a patient's PHI (Personal Health Information), and rightly so. The only people who should be privy to that information are the healthcare providers in the circle of care, and the patient themselves.

For the longest time, if a patient wanted access to their information, it likely required a trip to see their primary care provider and/or a formal request for documentation through a hospital's Health Records department.

With ongoing enhancements to the way information can now be shared more securely online, patients are benefitting through web portals that put that information at their fingertips 24/7.

Locally, Orillia Soldiers' Memorial Hospital (OSMH) and the Couchiching Ontario Health Team (COHT) are helping to drive

this initiative forward with the launch this summer of the MyChart™ portal.

MyChart™ is free of charge, and once a patient completes the registration process, they can begin to remotely view, manage and share their hospital medical records using a computer, laptop, smartphone or tablet.

The portal is strongly supported by the OSMH and COHT Patient and Family Advisory Councils (PFAC), some of whom have experienced the benefits of the service as a result of care they received at other hospitals that already have it in place.

Patients can register for MyChart™ by visiting www.osmh.on.ca/mychart/ or speaking with a registration clerk during their next visit to the hospital. MyChart™ is safe and secure, using the same security encryption as online banking.

Patient Advisors Fully Integrated Into Fabric of OSMH



When OSMH wanted to integrate the role of Essential Care Partners (ECPs) into the hospital, no fewer than 3 patient advisors from the hospital's Patient and Family Advisory Council (PFAC) stepped forward to join the organizing committee and help make it happen. It was another example of their enthusiasm to enhance care for patients.

The OSMH PFAC will soon be approaching its 10-year anniversary and it's hard to imagine how the hospital functioned without them.

The committee meets regularly to discuss a wide variety of topics and provide their unique perspectives. It can be as simple as helping to choose colours or furnishings for a renovation project, or as complex as sitting in on a discussion at the Ethics Committee.

Patient Advisors also participate on hiring panels, and most recently, helped spearhead the launch of a public patient information screen in the Emergency Department, ensuring appropriate and meaningful content.

PFAC Members provide a voice that represents all patients and families of patients who receive care at OSMH. They partner with staff and physicians to help improve the quality of our hospital's care.

Hearing the voices of patients, families and caregivers is essential to transforming and improving the patient and family experience. Integrating the patient's point of view, perspective and experience into service and quality improvements across the organization will help to ensure the delivery of high-quality care.

Homecare Partnership Program Expected to Grow Again in 2023/24.

Making the transition from hospital to home can be a daunting experience for patients, and their loved ones, but a new program developed by the Couchiching Ontario Health Team in partnership with OSMH is quickly growing in popularity.

Couchiching Health at Home (CHAH) serves to transition patients from hospital to home (or directly avoid admission to the hospital altogether) by providing in-home services that are highly integrated across providers, co-designed by the patient and coordinated seamlessly. The services are provided by Personal Support Workers (PSWs) and Therapy Providers.

During the first year (2021/22) of the program, it served 55 patients. The number grew to 94 in 2022/23 and is expected to eclipse 150 in the next year.



The Couchiching Health at Home Program (CHAH) is a Hospital-to-Home Care Service and provides support to those who need it most, when they need it most.

These patients would otherwise experience prolonged hospitalizations in the absence of this service. The program runs for up to 16 weeks and transitions patients to Home & Community Care Support Services if they need care beyond that time.

A wide range of services are available through the Program, from Bathing and Dressing to

Respite Services (temporary relief for primary caregiver in the home) and Nurse Practitioner Support. The CHAH even has a Patient Bill of Rights of Responsibilities.

If you would like to learn more about the Couchiching Health at Home program, visit <https://coht.ca/homecare-support> email chah@osmh.on.ca, or call 1-888-589-4109.

Soldiers' Solidifies Relationship With Lakehead University



From left: Peter Caldwell, second vice-chair OSMH Board of Directors and board member of Lakehead's Board of Governors, Ligaya Byrch, chair of OSMH Board of Directors, Carmine Stumpo, OSMH President and CEO, Dr. Moira McPherson, Lakehead President and Vice-Chancellor, Kathy Tuckwell, vice-chair Lakehead Board of Governors, and Brandon Rheal, member Lakehead Board of Governors.

Lakehead University and Orillia Soldiers' Memorial Hospital (OSMH) embarked on an exciting new chapter of their partnership on the first day of spring in 2023. With the signing of a memorandum of understanding (MOU), both institutions laid the groundwork for a transformative alliance that has the potential to have profound impact on healthcare in the region.

Joined by members of the board of directors and senior leadership teams at both institutions, Dr. Moira McPherson, President and Vice-Chancellor of Lakehead University, and Carmine Stumpo, President and CEO of OSMH, formalized our long-standing relationship.

"We recognize the health human resource challenges that currently exist within the province of Ontario and right here in Orillia,"

said McPherson. "Soldiers' Memorial Hospital and Lakehead University share a common commitment to the health and wellbeing of the communities around us."

"This MOU formalizes our mutual desire to collaborate further and establish a strong and active partnership that benefits our students and employees, and our community."

"The time is now for healthcare and education providers to respond to the rapid growth being felt in Orillia and surrounding areas, and to prepare for the future," said Carmine Stumpo, OSMH President and CEO.

"There are natural synergies between our two organizations and through this agreement we look forward to building on an already solid foundation of partnership, particularly in addressing the challenge of health human resources."



A male surgeon in an operating room, wearing blue scrubs and a surgical cap, looking off to the side. The background shows surgical lights and equipment.

|
**We Are
Soldiers**
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Celebrating our OSMH Healthcare Heroes



Congratulations to all the OSMH team members who were recognized for their outstanding commitment to their patients and their peers. We had the chance to celebrate the wealth of talent at OSMH this year at The Board Awards of Excellence, Nursing Week awards, and through the Trillium Gift of Life Network Award of Excellence and Hospital Achievement. We salute all the award recipients and all those nominated and thank them for their incredible service.



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**We Adapt
& Advance**



Advancing our Electronic Health Record and Scheduling System



As part of a group of hospitals that form the Georgian Bay Information Network (GBIN), Orillia Soldiers' Memorial Hospital (OSMH) is taking another giant leap forward through a multi-year project called eNautilus that will enhance patient care through the use of tools with a much higher level of integration and automation.

"eNautilus will improve how we collect and use patient information, how we communicate orders and results, and how our computerized monitors will feed information directly into a patient's electronic health record," said David Arnold, RN, and Clinical Manager Project Lead.

"The advancements ahead of us are very exciting and have great potential to better support our work, make it safer, improve patient outcomes and make it more efficient."

Creating efficiencies through automation will also help reduce the administrative burden on

clinical staff to enable more time at the bedside.

The degree to which hospitals adopt electronic patient record technology is measured on a scale of zero to seven, known as EMRAM (Electronic Medical Record Adoption Model). A hospital without an EHR would score zero, while seven represents the most advanced level of EHR. The eNautilus project, once fully complete in approximately 4 years, will advance the EMRAM score for hospitals across the GBIN Network from 3.4 to 6.0.

eNautilus isn't the only electronic advancement currently underway at OSMH. The Hospital has partnered with Novari Health to implement surgical waitlist management and eBooking technology, and the eHealth Centre of Excellence to offer Ocean eReferral for diagnostic imaging.

Combined, the surgical waitlist management system provides surgeons and their office staff access to a standardized electronic wait list management system and the ability to electronically coordinate the scheduling of surgeries and procedures with the Hospital. The software enhances the ability for collaboration and management of pooled lists of patients waiting for surgery, MRI and CT, as well as supporting a regional view of the demand for surgical services.

 **eNautilus**

PATIENT
MONITORING IN
REAL TIME

WORKFLOW
EFFICIENCY FOR
HEALTHCARE
PROFESSIONALS



EARLIER, MORE
ACCURATE
DIAGNOSES

EMPOWERING
HIGH QUALITY
PATIENT CARE

MRI Fun Facts



MRI Machines detect soft tissue conditions or injuries, such as tumours, ligament and joint injuries, and diseases.



Our current scanner was purchased in 2007 - the same year the first iPhone was announced.



Since 2007, our current machine has completed over 100,000 scans. This has led to earlier, more accurate diagnoses for our patients.



Our current scanner will be used alongside our new machine until the end of its lifespan.



Our new MRI machine would not be possible without the support of our community.



OSMH Unveils State-of-the-Art MRI for Enhanced Patient Care

OSMH is set to open a cutting-edge MRI suite, ushering in a new era of advanced imaging capabilities and improved patient experiences. The state-of-the-art facility boasts a new large bore 1.5 Tesla magnet, equipped with technology for complex imaging and an expanded range of services previously unavailable at our Hospital.

The introduction of the new MRI machine will not only ensure reliable service with reduced unplanned downtime but also enhance overall efficiency and comfort for patients according to Dr. Noah Wortsman, Chief Radiologist of Diagnostic Imaging. "It's faster and a larger, less claustrophobic unit. MRI's are lengthy and many patients find them claustrophobic, the increased speed and space is great for patient care as well as potentially improving wait times."

Dr. Wortsman praised the community for its support in fundraising for the new MRI and advancing healthcare in our region.

"The new MRI will also allow us to offer increased services we were unable to provide before, such as prostate MRIs as the current machine's magnet is not adequate. Being able to offer this important service to our community is a real win for everyone," said Dr. Wortsman.

The MRI campaign began in 2020, with contributions from various community members, including a generous \$500,000 donation from the Swinimer family earlier this year which took the fundraising efforts across the finish line.

The new MRI suite will elevate the standard of diagnostic imaging, providing state-of-the-art technology and expanded services for the community. As the Hospital works diligently to address the challenges posed by population growth, the focus remains on delivering exceptional healthcare while advocating for enhanced resources to meet the increasing demand.



Community Firmly Behind Efforts to Build a New Hospital

When OSMH launched an awareness campaign earlier this year to draw attention to the growing urgency to advance planning for a new Hospital in Orillia, people wasted little time adding their signature to a letter of support.

As part of the Start Today Serve Tomorrow campaign, more than 1,400 people signed on to the letter to Health Minister Sylvia Jones and Colleges and Universities Minister Jill Dunlop in support of a new hospital.

OSMH was successful in raising awareness in the community and with key individuals in government with direct influence over capital planning projects like new Hospitals. It even resulted in a welcomed site visit from Minister Jones in March, providing her with a first-hand look at the challenges facing the Hospital.

Driving the need for a new Hospital, a rapidly growing community, and an aging hospital that is running out of room to keep pace with demand. Orillia, along with its 3 neighbouring Townships and the Chippewas of Rama First Nation, have all experienced recent population growth

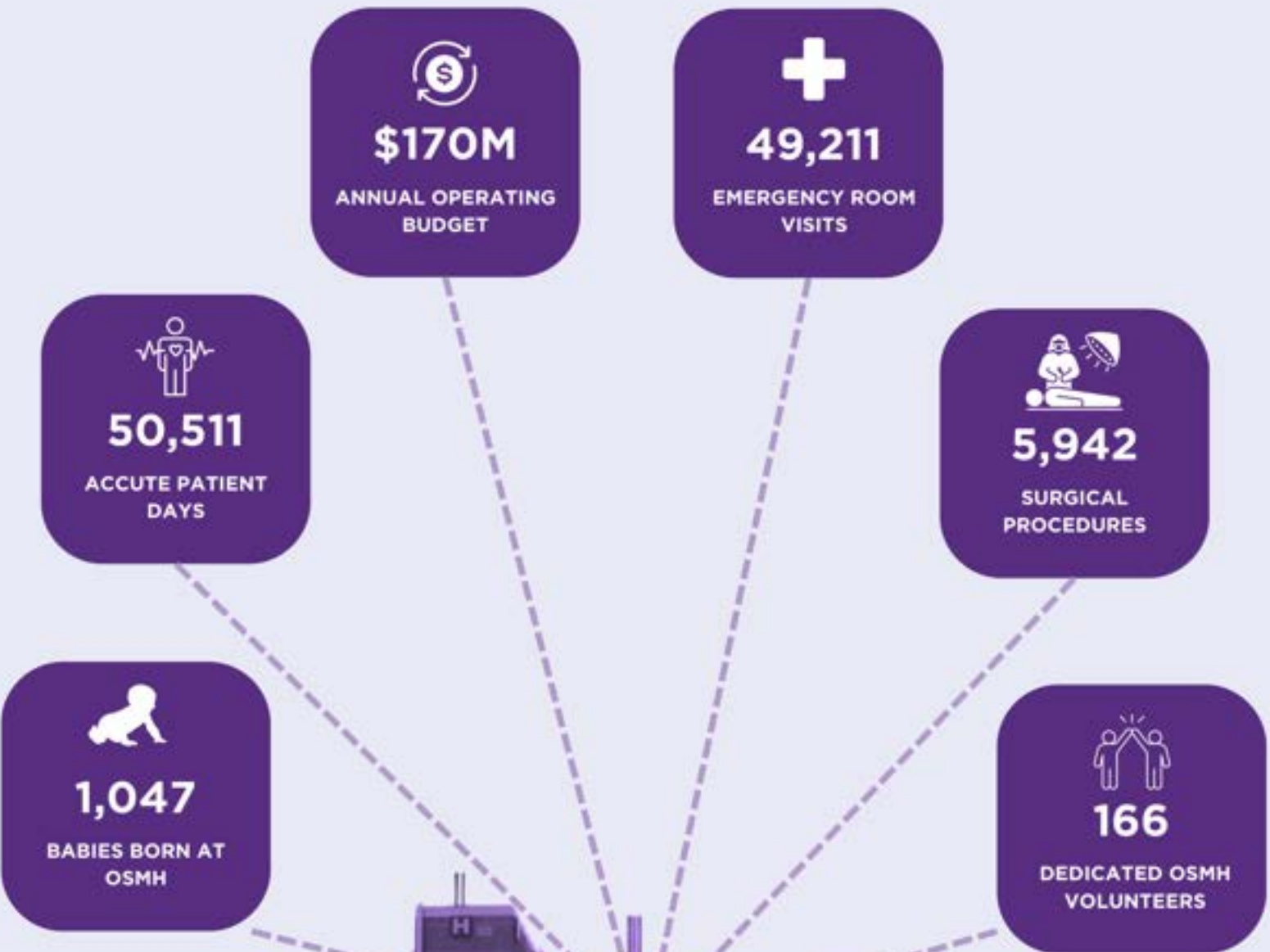
higher than the provincial average. Home construction is on the rise and the City is eyeing an expansion of its municipal boundaries.

Inside the Hospital, occupancy is reaching new highs. For two consecutive years, Ontario Hospital Association reports show OSMH with the highest occupancy in the province when compared to medium and large-sized hospitals. In order to keep pace, the Hospital operates some beds off-site at Champlain Manor and Lake Simcoe Retirement Home.

Increasing the urgency is the fact that there's no room for the hospital to grow within its current infrastructure as space inside the Hospital is at a premium and the 9-acre campus is landlocked. Criteria for a new hospital site will require a minimum of 25 acres.

The Hospital continues to work closely with Ministry personnel towards approvals for a new Hospital. OSMH is eager to move forwards with the next stages of planning which would likely include determining where a new hospital can be located.





Soldiers' Foundation 2022-2023 at a Glance

Through the generous support of our community, the Orillia Soldiers' Memorial Foundation had one of its most successful years to date. 2022 was also the most successful year of the 'We Are All Soldiers' Campaign', raising over \$7 million towards the \$25 million goal. Our 21st annual gala, "Taste of Europe", raised \$250,000 for new equipment for our Hospital. We also had a record-breaking Giving Tuesday, raising more than \$65,000 to purchase new heart monitors and sleeper chairs for our Hospital. Once again, our community has proven that together, we will make the difference! We couldn't have done any of it without the help of our donors and we thank them deeply for their support.



+ \$7 MILLION
TOTAL REVENUE



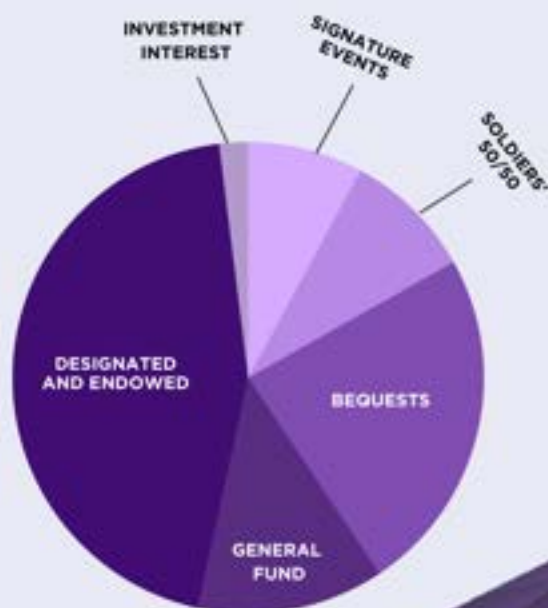
9,385
TOTAL
DONATIONS



4,993
DONORS



1,870
NEW DONORS



We Are All Soldiers' Campaign Update



The mission of the Orillia Soldiers' Memorial Hospital Foundation is to be ambitious in our support of the Hospital.

Through the "We Are All Soldiers'" campaign, we committed to big fundraising goals that would advance the quality of care for our community. Not only did we meet our \$25 million goal, but we also surpassed it!

Together with our healthcare champions, we identified six areas of the Hospital where the greatest impact could be made. With gratitude for the overwhelming contributions made to this five-year campaign, we have brought state-of-the-art medical equipment and enhanced lifesaving tools to our Hospital.

We thank our community for all the support they have provided us during this campaign. Together, we have made the difference in the health and well-being of our growing community.

Campaign Highlights



Earlier, More Accurate Diagnosis

- CT Scanner
- MRI Machine
- Histology Tissue Processor



Improved Surgery, Emergency & Critical Care

- Automated Medication Dispensing Units
- Vital Signs Monitors
- Orthopedic Surgical Table
- Surgical Camera Upgrade
- Urology Laser System
- 2 Mental Health Safe Rooms



Better Care for Seniors

- New WayHome Unit
- Tub Lift
- Blanket Warmer



Healthy Women, Babies, and Children

- 5 Panda Resuscitation Units
- 13 Halo Bassinets
- Broselow Paediatric Emergency Carts
- Syringe Pumps



Investing in Healthcare Champions

- Compassion Fatigue Training Series
- Upskilling and Re-Skilling opportunities
- Nursing Scholarships



Emerging Areas of Greatest Need

- Vent Replacement
- IV Pumps
- Central Patient Monitors

Thank You to Our 2022-2023 Donors

The following list represents donations made between April 1, 2022, and March 31, 2023, towards equipment, programs, and improved healthcare services at OSMH.

\$500,000+

Bill & Sue Swinimer & Family • Amgen Canada Inc. • Estate of Frances Marion Clark • Estate of Gilbert J. Ayers • County of Simcoe

\$100,000 - \$499,999

Estate of Eva Hennemann • City of Orillia • Orillia Power Corporation • Royal Canadian Legion Branch 619

\$50,000 - \$99,999

Estate of Joanne Kaplinski • Estate of Margaret F. Sheldon • Pfizer Canada Inc. • Royal ProResp Inc. • The Weber Foundation

\$25,000 - \$49,999

Brian R. Adams • Chippewas of Rama First Nation • CIBC • Don & Bernice Davidson • Estate of Helen Keller • Greg, Jennifer, Rylynn & Cole Morton • John W. Haines • Karen & Bill Barnett • Lorraine and Arthur Down Family Fund • The Beneteau Family • W. Scott & Jean Tudhope Endowment Fund

\$10,000 - \$24,999

Angie Green-Hill • Army Navy Air Force Vets in Canada • Belt Conveyor Guarding • Vandergeest Inc. • BMO Financial Group • Corporation of the Township of Severn • Daniel Schlaepfer • Doug & Vicki Anderson & family • EDI • Electronic Distributors International • Edith Cody • Erin K. Watson Law Professional Corporation • Estate of Robert J. MacDonald • Franklin Fund • Gerry & Sylvia Smith & Family • Hammond Family In Loving Memory of Miles Philip Hammond • Hans & Doris Meyer DCM Self Storage • HLS Therapeutics Inc • J. P. Bickell Foundation • Jake Spring • Jean A. Gallagher • JoAnn MacQueen • Kinsmen Super TV Bingo • Kubota Materials Canada Corporation • Mark & Leah Clancy • Marlisa Mercer • OC Emporium Inc • Paul & Marly Grunsten • Paul and Kelly Stott • Provincial Excavating Ltd. • Robert & Andrea Hayman • Royal Canadian Legion Branch 34 Orillia • Sheila MacFeeters Nursing Education Fund • Staff & Management of Jim Wilson Chevrolet • The Accutrac Capital Group of Companies • The Dunkley Charitable Foundation • The Sandra Schmirler Foundation • Tim & Eileen Hillson • Tim Porter & Staff of Al Langman Construction • Two Anonymous Donors

\$5,000 - \$9,999

2772090 Ontario Corp • Asif Haque • Aubrey & Lib Ford • Brian W. & B. Joan Barr • C.E. (Ted) & Muriel Burton • Canadian Perinatal Mental Health Collaborative • Christina Leung Medicine Professional Corporation • Clare & Bev Long • Clarence and Noreen Banks • Couchiching CrossFit • Dalt's Honda • David Rose • Douglas & Janet Exel • Dr. Kim McIntosh & Jeff Buchan • Dr. Nancy Harris & Dr. Anthony Reid • Estate of Frances Hammond • Estate of Lesley Maureen Clark • Estate of Rosemary & Brian Turnbull • Estate of Vivian Blonde • Fior & Kim Tucci • Heather & Glen Stewart • Heritage Place Apartments • Mirkopoulos Families • Home Hardware Building Centre • J & J O'Neill • McDonald's Restaurants, Orillia • James & Karen Pinchin • Jim & June Nichol • Julie Emery • KPMG LLP Chartered Accountants • Lawrence & Lucy Saltzman • Leanne Smith • Smith & Stewart Realtors • Loblaw Companies Limited/Jason No Frills # 704 • McGregor On The Water • Ness Law • Pepsi Bottling Group (Canada) Co. • Plaza Auto Group • Subaru Orillia • Stein Family • Ron & Patricia Hoare • Sunshine Superwash • Tatham Engineering Limited • TD Bank Group • Team Re/Max RightMove • The Alice and Murray Maitland Foundation • The Charles Norcliffe Baker & Thelma Scott Baker Foundation • The Freeman Family • The Northern Joinery • The Orsi Family • Webers Cruise Nights • Wes Brennan Construction & General Contracting • Gary Vamplew • Kris King • The HIROC Foundation • Anonymous

Together, We Are Making A Difference

We Are One Community.
Together, We Will Make The Difference.

