



We're close to home.

Annual General Meeting Report



espanola
regional hospital
and health centre

hôpital régional
et centre de santé
d'esp  nola

Land Acknowledgment

Espanola Regional Hospital acknowledges the territory of the Robinson- Huron Treaty and the land on which we operate as the traditional territory of the Anishnawbek. We recognize and deeply appreciated their historic connection to this land. We also recognize the contributions Indigenous, Metis and Inuit peoples have made, both in shaping and strengthening this community and our province and country. ERHHC encourages all to reflect on, and acknowledge, the harms and mistakes of the past and to consider how we can each, in our own way, move forward in a spirit of reconciliation and collaboration. ERHHC remains committed to, and acknowledges responsibility for, building and improving relationships with First Nations, Inuit, and Métis peoples.

Vision

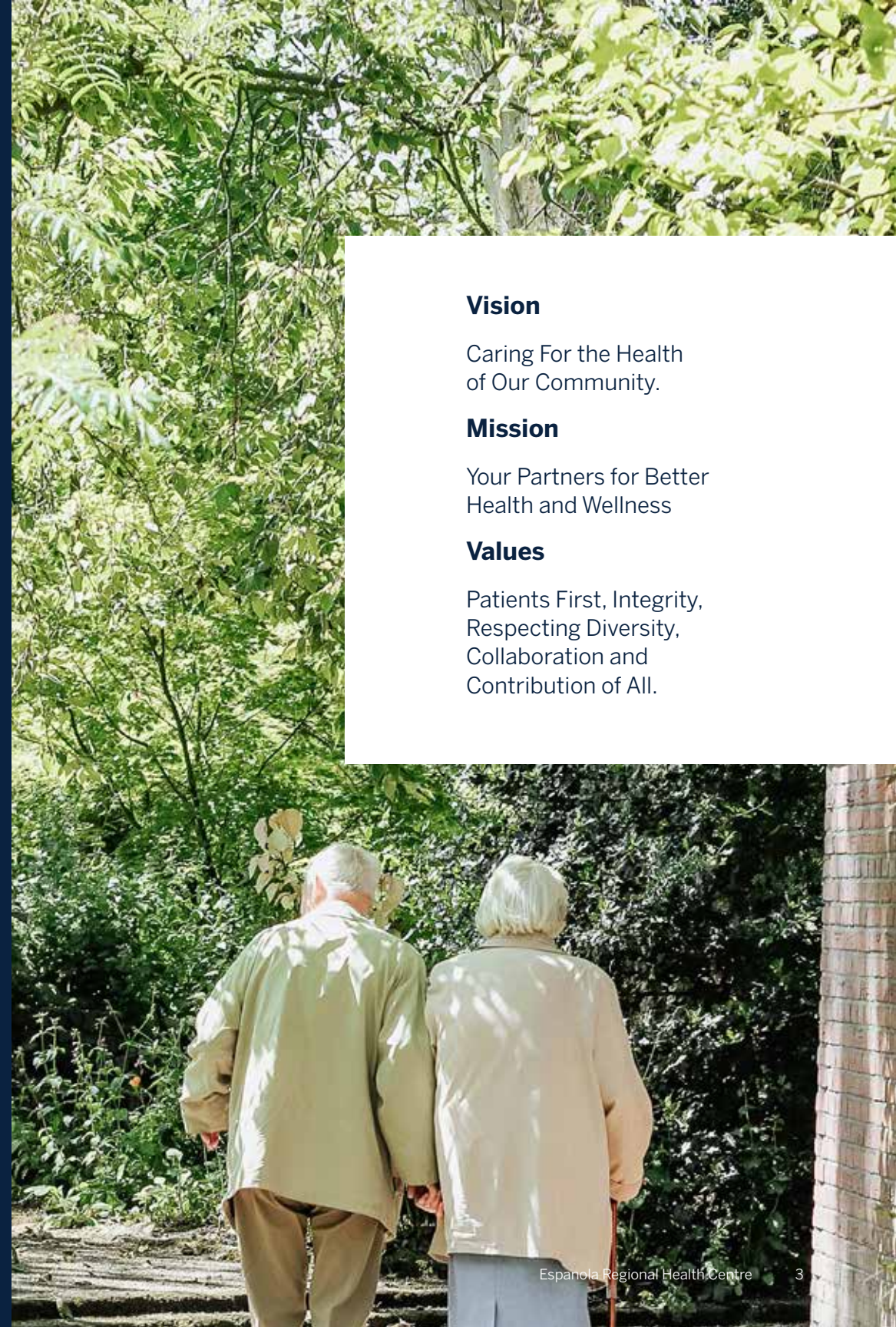
Caring For the Health
of Our Community.

Mission

Your Partners for Better
Health and Wellness

Values

Patients First, Integrity,
Respecting Diversity,
Collaboration and
Contribution of All.



A Message from the Board Chair



The whole organization worked so well together to prepare for Accreditation last fall. The amazing result of 97.9% speaks volumes about a commitment to patient safety and quality of care by all. Our congratulations go out to each and every person who had a hand in attaining Exemplary Status.

Our senior management team, all fairly new to their positions, impressed the Board with their leadership and responsiveness to the challenges put before them this year. They continue to advocate strongly for the dollars needed to keep all of our services operational and to make important improvements to our Long-Term Care facilities and Information Technology system.

We seem to have rounded a corner this year with respect to Covid 19. Many new policies and procedures brought on by the pandemic have now become routine. Thank you to everyone working in the front lines and behind the scenes at ERHHC for your huge part in keeping our community safe.

You have shown that you are indeed living the mission and values of our strategic plan.

Sincerely,
Karen Lalonde,
Board Chair



97.9%
SCORE AND ACHIEVED
EXEMPLARY STANDING!

Message from the CEO



Throughout the past year across ERHHC's health campus a dedicated team of healthcare providers has embodied our organizational vision, mission and values to provide high quality care in a complex and challenging landscape.

Our committed providers and support staff have consistently and effectively adapted to an environment that has been forever changed by the pandemic. Although our organization continues to feel the ripples of Covid-19, we continually take action to ensure we meet the needs of our community and strengthen pathways for optimal patient care. As a team, we are innovative and remain dedicated to the vision of "Caring for the Health of Our Community" across the Hospital, Long-Term and Primary Care areas.

As leaders in rural health care, our team has an unwavering commitment to remain focused on providing access to high quality patient care and improving health outcomes. Being 'Accredited with Exemplary Standing' is a testament to each member of the team coming in every day and doing their best work.

Our Strategic Plan continues to guide our work and remains relevant in strengthening relationships with community partners and improving the patient journey across our health care system. We continue to build upon that strong foundation of training and education,

quality improvement, embracing clinical learners and developing health care leaders. Our work focuses on the importance of the patient / family voice in care, health equity in planning and care delivery, strengthening partnerships in our community and across the northeast, as well as ensuring our health campus is a safe place to access care and one that values culture and diversity.

The skill, knowledge and expertise of our Board of Directors has sustained the organization and Senior Leadership Team through the toughest of times. Their guidance and passion for patient care as they made decisions around health and well-being, ensured initiatives, resources and information effectively supported patients and care providers. Their contribution and commitment is a testament to our success.

It is with pride that I reflect on all the accomplishments of our team over this past year and for the opportunity to lead such a dedicated group of people, in a supportive and collaborative community. I am extremely grateful and humbled by the dedication, collaboration and commitment of all who work under our roof and for the opportunity to serve those in our catchment area.

Jane Battistelli
Chief Executive Officer

As a team, we are innovative and remain dedicated to the vision of "Caring for the Health of Our Community" across the Hospital, Long-Term and Primary Care areas.

Chief of Staff Report



I once again present my annual report to the corporate membership of the Espanola Regional Hospital and Health Center (ERHHC). This will be my final time presenting this report as a new chief of Staff will be assuming the duties. It has been my pleasure and honor to serve in this role for the last 12 years. From the guidance of the Board of Directors on through senior management, physicians, nurses, allied health care providers and support staff we continue to strive to meet the vision, mission and values of ERHHC.

In my opinion the most noticeable change over the last year has been the shift away from our active fight against COVID to dealing with the after affects of the pandemic and returning to a more normal mode of operation. Our health and human resources have faced challenges as we continue to deal with the patient needs in our community. Through ongoing and active recruitment and the dedication of the retained health care providers we have and continue to meet the needs of the community we serve.

Ongoing improvements in laboratory and diagnostic imaging continue. Notably, the addition of more rapid reporting of virus and bacteria through new analyzers has aided in our diagnostic abilities and hence our ability to more accurately treat our patients.

Despite numerous pharmaceutical shortages we have been able to find medications or sources of drugs to meet the needs of our patient population.

Certainly, further challenges lie ahead, implementation of a new electronic medical record and transportation of patients throughout the northeast to name a few. Nonetheless I have no doubt that our organization will continue to strive towards providing the best possible care to our patients.

Respectfully submitted,

Dr. Andre L. Michon

Through ongoing and active recruitment and the dedication of the retained health care providers we have and continue to meet the needs of the community we serve.



Accreditation with Exemplary Standing!

Our Accreditation Journey

From October 23rd to October 26th Espanola Regional Hospital and Health Centre underwent a thorough assessment by Accreditation Canada Surveyors.

Accreditation Canada defines quality in health care using eight dimensions that represent key service elements.

Those elements are:

Population Focus, Accessibility,

Safety, Worklife

Patient-centred Services,

Continuity and Coordinated Care,

Appropriateness, Efficiency

ERHHC met 1602 of 1620 criteria scoring 97.9% and achieved exemplary standing! This recognition is a direct result of the hard work and high standards ERHHC staff adhere to each day when providing care and services.



Quality Matters

Accreditation Canada is an independent, not-for-profit, 100% Canadian organization that consults with experts to develop health care standards. They assess diverse health care and social services organizations, including hospitals, nursing homes, longterm care facilities, clinics, and community health programs.

How does Accreditation Canada help you?

They believe that you and your family have the right to safe, high-quality health care services. They work with health care organizations to help them improve quality, safety, and efficiency so they can offer you the best possible care and service.

How does their program work?

Health care accreditation through their Qmentum program is an ongoing process

of assessing health and social services organizations against standards of excellence to identify what is being done well and what needs improvement.

What does being accredited mean?

When you see the Accreditation Canada seal, you can be certain that the health care organization is working hard to meet Accreditation standards to deliver safe, high-quality care. They do so because better quality means better health.



Building System Capacity

The Espanola and Area Palliative Care Team has grown since 2017 and what a difference they are making in our community.

ERHHC has supported and fostered a palliative care approach that started in 2017 with funding for a one bed hospice suite. Our program has grown and now supports a palliative care / end-of life approach across the hospital, long-term care home and community.

This team works closely with physicians and community agencies such as Home & Community Care, Community Paramedicine, VON, Bayshore, and Maamwesying North Shore Community Health Services to support complex, palliative

and end-of-life care for patients, residents, caregivers and families across our catchment area.

Our Palliative and Complex Program has grown and is supported by a dedicated and knowledgeable team of health care clinicians. This team is continually improving and enhancing program delivery and offering an essential service to our community.

This program is supported by the Community of Care Planning Network – Palliative Care Committee and is truly an example of collaboration.

Team member Chelsea Gagnon, Palliative and Complex Care Team RPN was the recipient of the

2022 WeRPN Michael & Werner Geidlinger Award of Excellence in Palliative Care, awarded at the RPN Association Ontario AGM. She was recognized for having helped many patients and families during their palliative care journeys, as well as for advocating for them, providing the best quality of care and helping to meet the patients' needs and goals.

Palliative and Complex Care Team

Left to Right: Michelle Parker - Clinical Manager Emergency & Acute Care/ Hospice Bed, Erin Neufeld – Nurse Practitioner / Palliative Team Lead, Kim Poikkimaki - Nurse Navigator, Phyllis Paradis – Social Worker, Jennifer Burden Family Health Team RN. Missing: Chelsea Gagnon RPN



Our Team in Action - Living Our Organizational Values

Our organizational values are an integral part of ERHHC culture and fostering an environment of Teamwork.

These values support our Team to collaborate and make decisions that best serve patients, residents, caregivers, and fellow health care & support service providers.

Throughout the year staff have been busy nominating their team members & peers for their kindness, compassion, dedication and in making our workplace better.

We acknowledge our recipients and the great work that all the nominees contributed to making the work environment positive for all!

We celebrate our winners!

Top row left to right:
Dawn Lachance (LTC PSW),
Adam Page (Maintenance)

Middle row left to right:
James Labelle (RN ED/Acute),
Darion Landriault (Health Records)

Bottom Row left to right:
Maxine Hewlett
(Environmental Services),
Paige Prior (LTC Ward clerk)



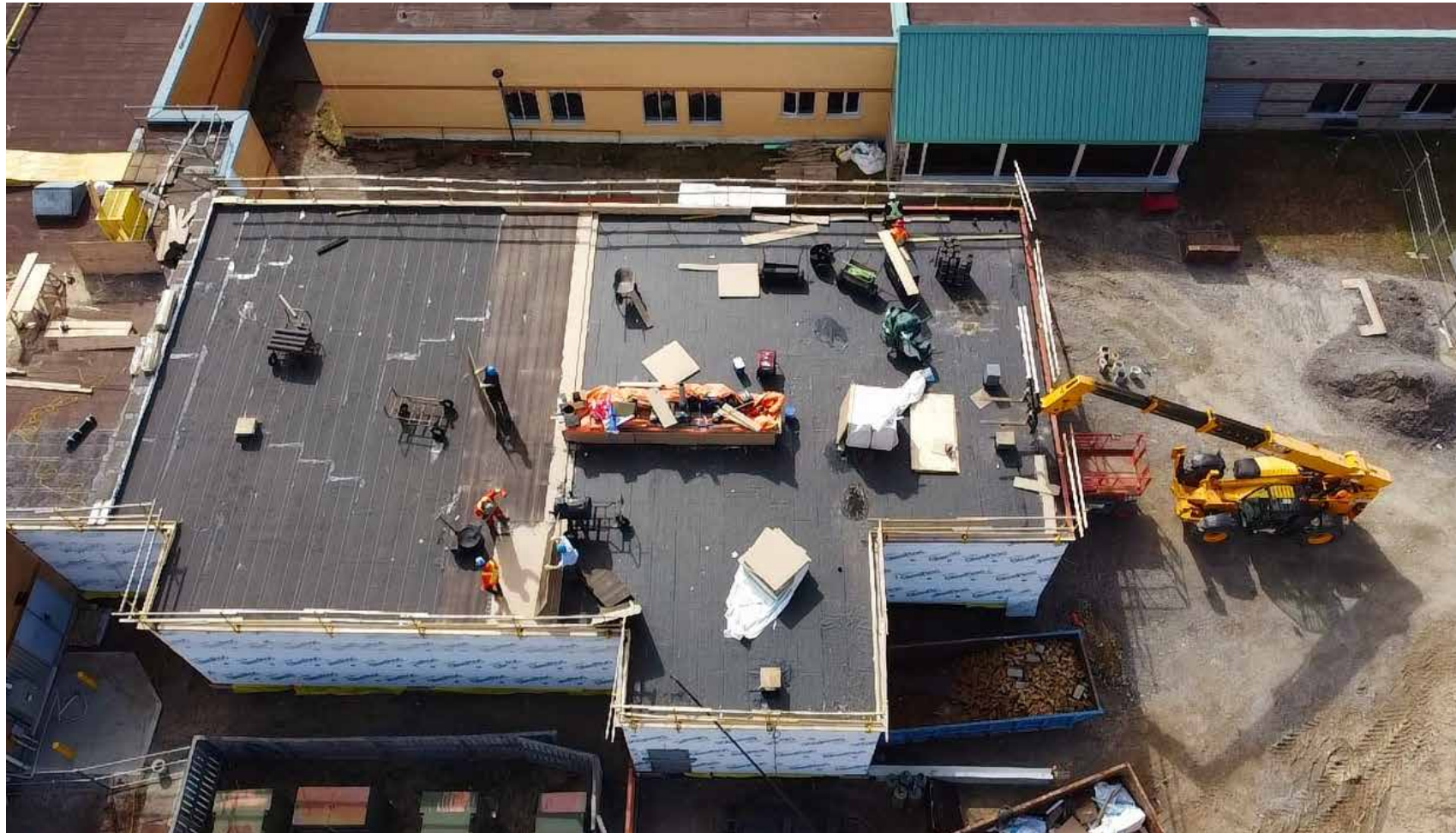
Long-Term Care Construction Project

The Ministry of Health and Long-Term Care is supporting our Long-Term Care Home through a program called Investing in Canada Infrastructure.

This renovation will enhance our ability to care for residents with the addition of a negative pressure isolation room and anteroom for care providers.

There will also be enhancements to dedicated spaces for the storage of infection prevention and control equipment, as well as retrofit of our laundry services and sterilization room, biohazard room, receiving bay and supply storage.

We are grateful to the Ministry of Long-term Care for this investment and to our community for supporting our fundraising efforts to cover costs not covered with the funding.



You Make a Big Difference!

The Foundation and community donations are essential in our ability to provide care and services. Donations allow for the purchase of equipment and support initiatives across our Hospital and LTC Home. We are extremely grateful for the continued support and contribution of individuals and businesses which allow us to enhance care and services that are not funded through the Ministry of Health and Long-Term Care.

Over the past year \$148,638.63 in donations was collected and supported the purchase of our new X-ray equipment and Lab Hematology Analyzer.

\$20,000 was generated through our 50/50 and we appreciate all who support this monthly draw.

Our current "We're close to home" campaign will enhance and improve our LTC Home environment and the lives of our residents for years to come.

Scan the QR code to donate or visit our website.

If you are interested in becoming a member of our Foundation, please contact Terri Noble at ext. 3591

A campaign for our long-term care facility.

We're close to home.

Our Nursing home is critical to our community and the families that require care. Our goal is to raise \$600,000 towards interior and exterior enhancements to improve our resident experience.

People first. Donate today.

- > Online 50/50 draw
- > In-person
- > Local events



Our Journey to an Ontario Health Team

On January 31st, 2023, members of the proposed Espanola, Manitoulin, Elliot Lake and Sudbury Ontario Health Team met with the Ministry of Health through a virtual site visit to describe how our Ontario Health Team (OHT) would work together as a collaborative team to enhance care and service provision across our Northeastern geography.

The OHT mandate is to deliver care that brings together health care providers and organizations to work as one coordinated team to deliver a full continuum of care that included specialized services and regionalized care. It has a large focus on care closer to home and access to primary care.

The Espanola Community of Care Planning Network (CCPN) is a collaborative group of community health and social service providers. This network is supported through the leadership of ERHHC and is committed to look at ways to improve access and delivery of care from birth to end-of-life. The CCPN has provided a strong voice for equity and access to programs and services in our rural community and continues to be an integral part of our OHT journey.

Goals of OHT's are in the Quintuple Aim Framework:

- Improved Population Outcomes
- Improve Patient
- Family & Caregiver Experience
- Enhance Provider Experience
- Ensure Health Equity & Access
- Improve Value and Reduce Cost

Pictured here:
Inaugural OHT meeting June 2022; Health and Social Service Leaders from across Sudbury, Sudbury East, Espanola, Manitoulin and Elliot Lake met to start work on an application to the Ministry of Health to become an Ontario Health Team.



The Auxiliary Annual Report

Annual Report for 2022 - 2023 May 24, 2023

It felt like a new beginning this year as we were able to take part in some functions again.

I must start with thanking all our loyal volunteers who have continue to make all that we do possible. Also, we welcomed a couple of new members who are fitting in very well.

This year's income was generated by the following:

- Donations and membership fees
- Cinnamon Bun and Bake Sale which were both a great success

- Sale of Catch the Ace tickets, cards for the weekly Lion's Club bingo and HELLP tickets.
- Proceeds from the table we set up at the Knight Cruisers event and tables set up at the Mall during the Christmas season
- A donation from the Hospital Social Club for desserts supplied to their dinner
- The return of our Memorial Christmas Ball tree which brought several comments by purchasers on how glad they were to see this tradition returned.

All of the above allowed us to donate to the Hospital Foundation to help in acquiring much needed equipment. It also afforded us to continue our tradition of giving bursaries to each of the High Schools. These will aid in helping a student from each school with their continued education in the medical field.

Respectfully submitted by:
Carol Pickard, President



Our Senior Leadership Team

As a Senior Team we are committed to leadership, growth, connection and trust in all that we do.

We are committed to your health care journey and are extremely grateful for the opportunity to serve this community.

Jennifer Stanton Smith
Chief Financial Officer

Jane Battistelli
Chief Executive Officer

Marlo Desjardins
Director of Human Resources

Anna Love
Chief Nursing Officer



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