

Team G&M



The 2009 Report to the Community



Your Care is Our Cause



Thank you!
Thank you!

Everyday in business I see first hand the value of teamwork. We all know what can happen when we try to do everything ourselves and the difference it makes when we reach out to others for support. Things just seem easier, more productive and the outcomes are far more successful.

The Collingwood General & Marine Hospital epitomizes teamwork. The moment an ambulance arrives at the door or a patient enters the Hospital the team of professionals is impressive. We often don't see the workers behind the scenes such as the housekeeping staff, technicians, therapists not to mention our nurses and physicians but can you imagine if this team wasn't there for us. Imagine if we didn't have our team of over 400 volunteers including those working directly for the G&M Foundation helping to support the essential equipment needs of the Hospital.

As a donor, you are a vital member of this team. You are such important members because it is through your generosity, your commitment and your vision that we are able to care for your loved ones and friends, right here in our community.

As a supporter of the G&M Hospital Foundation you should know that every financial decision is made with careful consideration and thorough research. Hospital equipment is expensive but in order to recruit the best medical staff and have the latest technology to diagnose and treat our patients we must make prudent decisions.

Your Foundation Board of Directors, committee members and staff are dedicated to ensuring your generous donations are carefully stewarded because we are donors too. We know exactly how important accountability and transparency are because we expect no less ourselves. The G&M Hospital Foundation prides itself on building relationships with our donors and answering any question or concern and if we don't have an answer you can rest assured we will find one.

The Foundation is part of the greater Hospital team and each day we turn to our colleagues to educate us about the difference donations make. We talk to nurses about the difference a new pain pump makes to patient safety and care. We discuss diagnostic imaging needs with our technicians and physicians to see what is required to diagnose disease and treat patients. We ask what it will take to reduce wait times, enhance care

and reduce risk so that we can come back to our community and confidently ask for financial support.

As members of this community, we all need this Hospital. When an emergency happens or illness befalls us, we need to be confident that our Hospital is ready for us.

Providing the necessary equipment to assist our healthcare team to do their job is the work of the Foundation. This would not be possible without your generosity.

The next time you visit the G&M Hospital, look for the teams. They are everywhere throughout the facility working together to keep you healthy. Each player has a very important role to ensure the highest quality healthcare is available to those who depend on us. Our staff and volunteers take such pride in the G&M that you only have to walk down the halls to see it first hand.

Please drop in to say hello. Visit the Foundation. We will arrange a personal tour of the facility for you. Ask questions and see how your investment is making a difference. Allow us to thank you in person because you are the most important part of the G&M team.

On behalf of the Foundation Board of Directors, thank you and please continue to support the Collingwood General & Marine Hospital!

Sincerely,



Jan Trude
Chair,

Collingwood General & Marine Hospital Foundation



Your Care is Our Cause

Thank You to Our “Dream Makers”

Our vision is to be a high-performing, patient-focused Hospital serving our community by providing quality and excellence in patient care. We will strive to be a leader among our peers by providing essential services founded on best practices, resourced with appropriate technology and delivered by a qualified, motivated, caring team. We will work to provide timely access and facilitate seamless care for our patients in collaboration with partners within and beyond the hospital.

Collingwood G&M Hospital Vision

Like all of us who work or volunteer at the G&M Hospital, someday you will be the beneficiary of the amazing teamwork that produces excellent patient care. So the G&M Hospital vision is something we can all aspire to but what role will you play?

A colleague of mine once said, “Philanthropy allows people of vision and generosity to provide resources to people of skill and dedication to achieve their dreams . . . and make differences in their communities.”

As a donor, you are an important part of the healthcare team. Your vision and generosity have provided the tools our teammates need to deliver excellence in healthcare. Last year, you and thousands like you contributed \$2.6 million in support of your community Hospital. This money funded community education initiatives, supported mental health programs, helped upgrade the skills of our obstetrics team and provided chaplaincy services to our patients and their families. The largest portion, over \$1 million funded medical equipment and technology.

In making a gift to the G&M Hospital Foundation, you have become part of an exceptional team of individuals who care for our community every day. Your gifts become an extension of a surgeon’s hands, a radiologist’s eyes and a nurse’s touch. Without you,

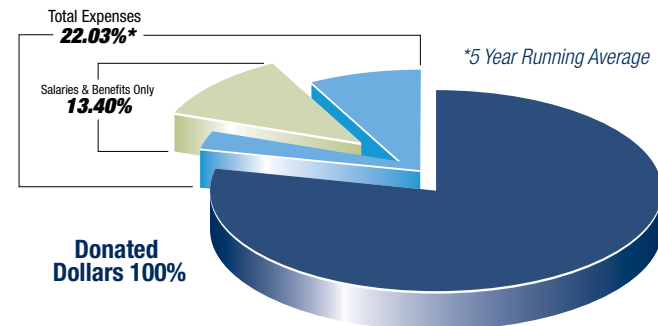
the wonderful outcomes to the patient stories you will see on the following pages would not be possible.

The Foundation’s mission is to provide funding to our Hospital to ensure first rate healthcare. This mission supports the Hospital’s vision of providing timely access to excellent patient care. Our collective dream is to ensure that the resources needed by our team members are available when you need care. Thank you for being an integral part of that dream.



Jory Pritchard-Kerr, FAHP
Executive Director

Expenses as a Percentage of Dollars Raised





"Dreams, I have come to believe, are almost always partnerships ... they require both dreamers and dream makers. Someone with the vision to go somewhere and someone willing to help them get there."

Robert Peyton

Facing Our Challenges Together

In the past year, your Hospital saw increased patient volumes, older and often sicker patients and an ever increasing risk of new infectious diseases such as H1N1. We continued to struggle with space constraints and an ongoing budget shortfall. Within this challenging environment we remain focused on our goal of providing the best care possible in a caring and compassionate manner. Strong teamwork both within the walls of the Hospital and beyond is a key factor that assists us to carry out our mission of being “committed to your health and our community.”

Each day at the G&M patients with various needs and illnesses are cared for in the emergency room, inpatient beds, the operating room and various outpatient clinics. Coordinating safe, patient focused, best practice care is the work of not one individual nor one professional group – it is the work of teams. The teams within the G&M consists of many different groups of dedicated individuals, each contributing their part to the care of patients. Without any one group, patient care is compromised. Where would we be without Housekeeping to ensure that our environment is as clean as possible, without Food Services to provide nutritious meals to patients and staff, or without physicians, nurses, therapists and technologists who all play a vital role in the care of almost every patient.

Coordinating the care for patients who come to the G&M goes beyond the walls of the Hospital. Through partnerships with local health agencies patient care is strengthened. Our response to the H1N1 outbreak last year was significantly enhanced by working closely with our local Family Health Team and Public Health Officials. Ongoing care in the home for patients who require it after discharge from the Hospital is organized through on site Community Care Access Centre (CCAC) staff and several new innovative programs also ease patient's transition from hospital to home. Our local Hospice and Palliative Care

experts work closely with the Hospital to ensure we are supporting those who require end of life care both within the Hospital and the community.

Recently the North Simcoe Muskoka Local Health Integration Network (NSM LHIN) has facilitated the coming together of representatives from various health providers in our local communities to discuss how we may better coordinate the care of patients in the South Georgian Bay area. It is at this table that providers can work as a team to solve issues of access to care for those living in our community.

Partnerships beyond our local communities allow our teamwork to extend into organizations across our LHIN. Through the expertise of partner hospitals in the LHIN, patients from our area have access to various specialty services which are not available at the G&M. For example, Karen Wong, cancer patient, had surgery in Collingwood and received radiation and chemotherapy treatment at the Regional Cancer Centre in Barrie. In the same manner, the G&M specializes in orthopaedics and provides this service to patients from across our LHIN. These partnerships between the healthcare providers in the region support patients' ability to receive the right care in the right place at the right time.

There are several key factors that contribute to strong teamwork and coordinated care. These include a common goal, adequate resources and communication.

Care providers at the G&M, in our local communities and across the LHIN share a common goal of providing the best care possible to those who live in our region.


Adequate resources (financial, physical and human) continue to be a challenge. Physical resources such as space have been a significant concern within the G&M. We are pleased to have our Phase 1 Clinical Redevelopment underway that will see expansion of several

clinical areas including the Emergency Room Triage and reception area, Dialysis, the Operating Room, Endoscopy Suite, and the Sterile Processing Department. This expansion would not be possible without the partnership of our Foundation and Simcoe County. It is our hope that we will receive a planning grant from the Ministry of Health which will allow us to begin to plan for a major expansion to the Hospital in order to meet the projected needs of our communities in the next 25 years.

In order for teams to work effectively they must be able to communicate with each other. Information technology is a key enabler of teamwork, facilitating the transmission of information within the G&M, throughout our local communities and across our region. This is an area where further investments are needed in order to transmit information in a timely manner and in turn have the capacity to increase timely medical intervention and enhanced patient outcomes. To implement these important technological tools we will once again rely on the support of our community team members, through our Foundation, to ensure our frontline caregivers have the resources they need to provide exceptional care.

The benefit of teams is that the work of the whole far surpasses the work of the sum of each group. We must not forget that we are much stronger when we stand together and take advantage of the synergies of working together to deliver care to our patients.

Thank you for being part of our team!



Linda Davis
President & CEO





Challenge Equals Opportunity

Challenge Equals Opportunity

This past year was one of challenge. The demand for services increased while government funding grew less than wages and inflation. Space issues needed to be addressed, a replacement plan for aging diagnostic equipment needed to be developed, a new strategic plan was required given the government's large financial deficit and changing healthcare requirements, a Pandemic Plan for H1N1 was needed and the Hospital had to go through its tri-annual Accreditation process, all the while providing high quality of care and patient safety.

The increased demand for inpatient, outpatient and diagnostic services as well as an "above ideal" bed occupancy rate of 94%, put strains on our staff, our facilities and our costs. We must look to teamwork among staff, physicians and volunteers as well as with other health care providers outside the Hospital to be successful in these challenging times.

Our internal team is comprised of highly qualified, motivated, caring individuals and it is because of this strength we continue to see high patient satisfaction with written commendations outnumbering complaints by 10 to 1. It is this internal team who has developed a more systemic approach to managing quality with a focus on improving the safety culture. In addition there are continuing efforts to reduce wait times and inpatient costs per day continue to be below Provincial benchmarks. Congratulations to all who work hard to serve our community so well.

Evidence that this team approach is working can be witnessed in the recent voluntary Accreditation review process where the G&M met 96% of the standards set forth by Accreditation Canada. All aspects of quality, safety, risk and leadership are assessed against standards and this independent review tells us that a strong foundation exists for patient-centred care in our Hospital. The reviewers congratulated staff, physicians and

volunteers on the work they had witnessed and on the caring and committed culture they had observed.

Our financial results on the other hand, were a concern with our deficit reaching \$641,000 for fiscal year end March 31, 2010. It is paramount that we find solutions as this proves to be our greatest hurdle.

Our partnership with the Foundation ensures we have the equipment we need to provide high quality care and attract and retain high caliber doctors. It is only through the Foundation's relationship with very generous donors that we are able to care for our community at a superior level.

As we look forward to the future three particular challenges present themselves:

The first is funding due to growth and the rising cost of healthcare. We cannot rely on the government to provide adequate funding given the state of the Ontario economy and we cannot have deficits each year and be a viable operation long term. The re-examining of our strategic plan over the next 3-5 years has begun in an attempt to face this challenge and seek solutions including reshaping or transforming the way we do business while meeting the needs of the community.


A second challenge is space. The \$4.7 million clinical redevelopment project is underway which will relocate administration and other non-clinical people to a new 7000 square foot modular building. This will permit renovations of vacated space to accommodate growing clinical programs in key areas. The project is expected to be completed by year end 2010 with 58% of the funding from the Foundation's generous donors and 42% from Simcoe County. For the longer term we have initiated the process to get Ministry of Health approval and funding to begin planning to

investigate and recommend a phased 25 year facilities plan to accommodate the expected growth in demand for services.

The third challenge is future funding for building and equipment. This multi-million dollar challenge includes a future major building expansion but also pressing shorter term needs such as the replacement of our Diagnostic Imaging equipment, the purchase of a \$2.5 million PACS (Picture Archiving Communication System) and a \$3.5 million investment in information technology.

The new PACS will allow us to remain technologically current and compatible with other providers on whom we rely. It will allow us to move to the next generation of digital CT scanning and digital mammography which will provide higher resolution images, faster diagnosis and require less radiation. Finally, patient safety will be addressed as electronic medical records will reduce the risk of error through data consistency and improve efficiency by reducing duplication of effort.

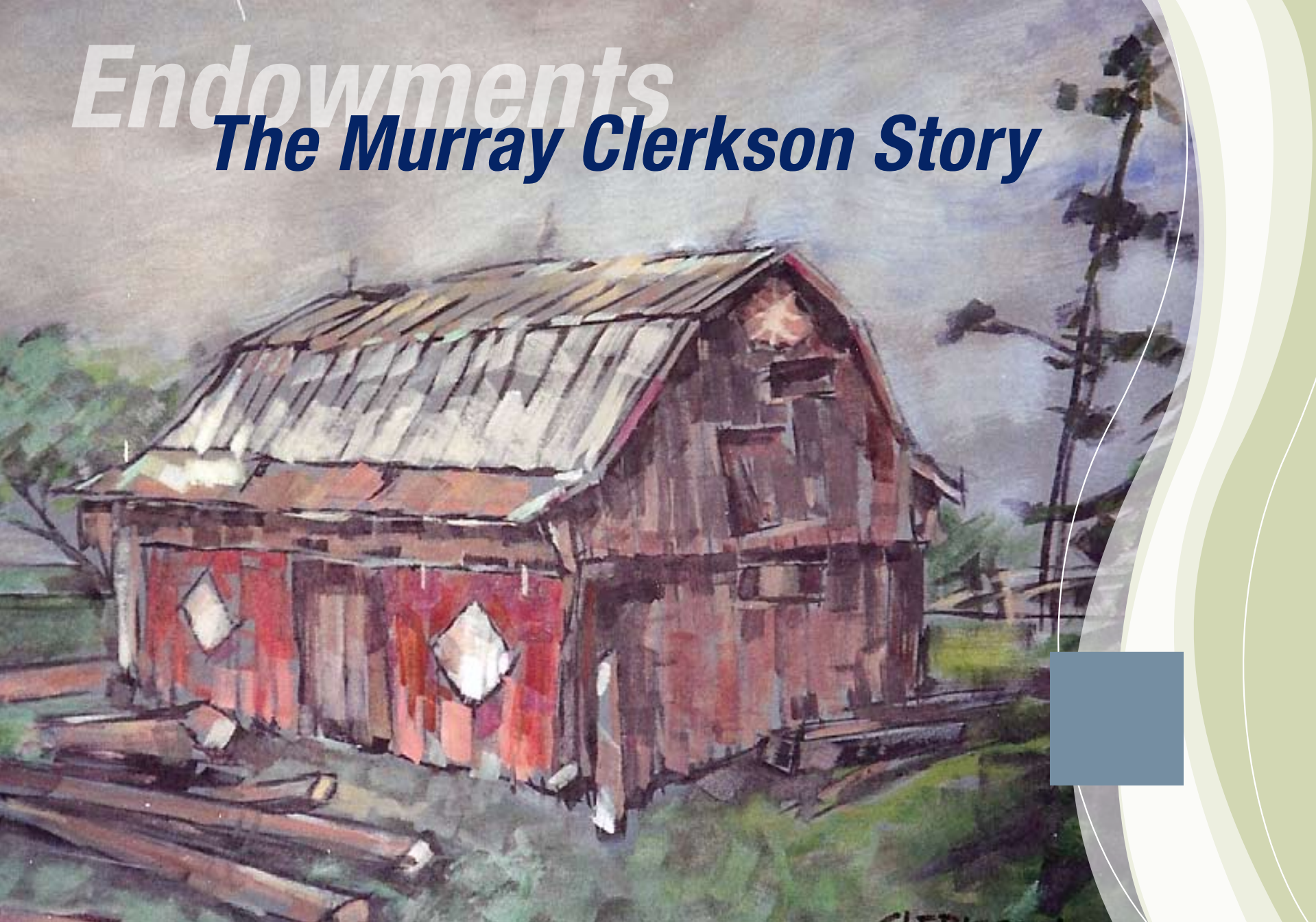
The highest quality patient care is the priority for the Collingwood G&M Hospital. We are all committed to constant improvement. Our financial situation is an ongoing challenge that we must address in order to remain viable over the coming years. One thing is for certain, we cannot reach our goals independently and it is only through teamwork that we will face these challenges. Our patients are relying upon us.



Donald E. Smith
Chair,
Hospital Board of Trustees

Endowments

The Murray Clerkson Story



A Local Legacy

Murray lived most of his adult life in Collingwood. Born on the Prairies and raised in Vancouver, he traveled extensively and, after successful work in the Toronto fashion world, opened his own eclectic antiques and fine furniture shop here. He went on to become one of the most respected businessmen and, later, artists in the Georgian Triangle. Strongly community oriented, Murray made the 'Breakers', the home he shared with longtime partner Ron McQueen, a hive of artistic, intellectual and social community action.

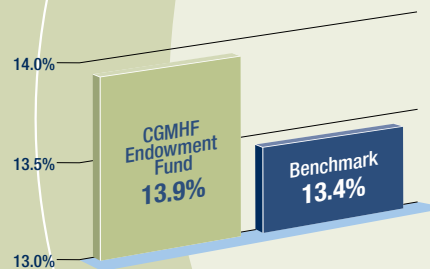
An avid supporter of the local arts and cultural scene, Murray was committed to sustaining the growth of that community. His art is vibrant and dramatic: no local home is complete without a 'Clerkson'. His intent in this bequest was to provide a gift that will go on giving to the community that he loved and that welcomed him so generously.

Murray spent a considerable amount of time at the Collingwood General & Marine Hospital toward the end of his life. As a long time donor he was able to see first hand the impact his generosity made to local healthcare. Murray passed away on March 10, 2009 but his gift will continue to live on for generations to come. His vision for this community was inspiring to everyone who knew him. His love of arts and culture was legendary but he was a great supporter of many diverse community groups and ensured they were remembered in his estate.

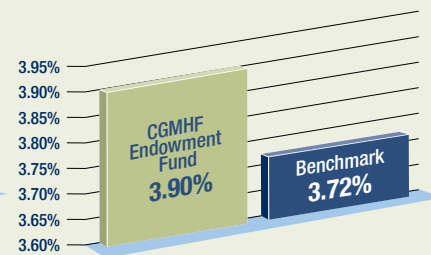
The Endowment program at the G&M Hospital offers donors the opportunity to leave a legacy that will have impact for so many people. Donors like Murray Clerkson made the most thoughtful, compassionate decision when planning his estate. His most remarkable gift speaks to the generosity in his heart.



2009 Endowment Performance



5 Yr. Annualized Rate of Return



Doctor Turns Patient

The Dr. Don Paul Story

Living in the Georgian Triangle has many benefits of which the Paul family has taken full advantage. Dr. Don Paul was the Chief of Radiology at the Collingwood General & Marine Hospital for many years while he and his wife Joan raised their three children. The area offers everything a growing family would want: a pristine bay in the summer, some of the best golfing in Canada and great ski facilities where the Pauls have spent considerable time. "Skiing is a passion that I have enjoyed throughout my lifetime," explains 'Doc' Paul, "but over the last few years I had noticed that my knees were increasingly painful so I paid a visit to Dr. Koo."

Dr. Henry Koo, Orthopaedic Surgeon came to the Collingwood G&M Hospital in 2004 and spends much of his time doing hip and knee replacement surgery. In fact, the G&M is now a regional orthopaedic centre. Dr. Koo and Dr. John McCall (orthopaedic surgeon) handle a large volume of trauma surgeries annually from across the Simcoe Muskoka region.

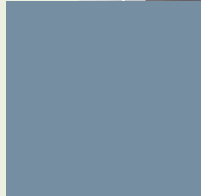
"Dr. Koo was terrific from the start and I am a true fan," says Dr. Paul. "He had all the tools he needed to diagnose my problem at the G&M. I had the surgery and participated in physiotherapy at the G&M. Our Hospital has come a long way over the years as the community continues to support the work of the Foundation to purchase state of the art equipment. As a retired physician I can't tell you how important it is to have proper tools to do your job. It is due to the generosity of donors that I was able to remain close to home and receive the best quality care."

Physicians have a unique perspective and see the subtleties that most people wouldn't notice. The attention to detail by the staff at the Collingwood G&M Hospital ensures our patients receive a comprehensive diagnosis and referral to specialists like Dr. Koo.

"The knowledge that our community supports the equipment needs for the Hospital is a strong deciding factor for most physicians in determining where to locate their practice," says Dr. Koo. "Surgeons require the latest technology in order to have successful outcomes particularly in the area of joint replacement; the G&M has great support from generous donors."

The Paul family has firm roots in the area but many new residents are joining them to share the active lifestyle. The Georgian Triangle is a premier retirement community but young families are also in the mix. It is important that the G&M can address health issues faced by all our residents and the many visitors to our region.

"Knowing we have surgeons as skilled as Henry Koo here at the G&M is a comfort but also the fact that this Hospital has the ability to care for our family is vital to Joan and me," says Dr. Paul. "Some of our grandkids live here and you never know when any of us will need care, I am confident in the services provided by the G&M and grateful for their care."



2009

Hip & Knee Replacements	85
Orthopaedic Trauma Surgeries	293
Orthopaedic Elective Surgeries	458





Teamwork Improves Patient Safety

When physicians, nurses, midwives, technologists and management work together as equals, one can see the true essence of teamwork and the value that it brings to patient care. The saying goes: “it takes a village to raise a child.” At the G&M, we have embraced the concept that it takes a full team to safely deliver a newborn and care for mothers.

Births at the G&M have increased by 20% over the last five years with 506 infants delivered last year alone. Many of the newborns were delivered by Dr. Gillian Yeates and Dr. Susan O'Toole, full-time Obstetrician/Gynaecologists (OB/Gyn), however some normal pregnancies and deliveries are handled by family physicians or midwives who have privileges at the G&M. These professionals work alongside a staff of fifteen full and part-time registered obstetrical nurses and may be assisted by a variety of anaesthetists, respiratory therapists or other professionals depending on the situation.

A team as large and diverse as this often encounters challenges in working together. A well-functioning, cohesive team delivers the safest, best quality care. The G&M's goal is to build that team in our Obstetrical Service. To accomplish this, the Hospital implemented the **MORE^{OB}** (Managing Obstetrical Risk Efficiently) - a comprehensive, three-year, patient safety, professional development, and performance improvement program for caregivers and administrators in hospital obstetrics units. The program integrates evidence-based professional practice standards and guidelines with current and evolving patient safety concepts, principles and tools and is considered the “gold standard” of obstetrical care.

The program embraces the concept that every member of the team provides a valuable and irreplaceable contribution and that teams only attain maximum performance when each member feels empowered and valued. Highly functional teams improve patient safety and satisfaction.

Jane Fitzsimmons and Liz Carleton (registered obstetrical nurses) are the driving force behind the program that was partially funded by a grant from TD/Canada Trust's Medical Excellence Program. These dedicated nurses built a nine member Core Team consisting of obstetricians, family physicians, midwives, nurses, cardio-respiratory technologists, Nursing Education and Management. The program kicked off last October when the Core Team completed the first two and a half day training module, "Learning Together". The program employs a "train the trainer" learning concept which allowed the Core Team to pass their knowledge and skills on to all members of the G&M's Obstetrical Team.

OB/Surgery Nurse Manager, Maureen Bell is pleased by how quickly and fully the OB team embraced the concept of **MORE^{OB}**. "In many hospitals, it is a struggle to implement this type of team learning," says Bell, "but we already had a strong culture of teamwork among physicians and staff so everyone felt that this program would just build upon that culture."

Jane Fitzsimmons is excited by the progress of the program to date, especially in her own practice. "If I know that I have a mom or baby who will experience complications, such as in the case of a breach birth, I can easily refer to the manual and then walk through the process step by step on the pelvic model with the physician prior to the

delivery. By doing so, I know ahead of time exactly what I need to do and what the physician will be doing. It allows me to be much more proactive in case of a crisis."

All members of the OB team have committed to completing all four learning modules and audits are done regularly to ensure that the new standards are being fully implemented. Knowledge is power and obstetrical patients are already benefitting the power of this highly functional team.

"We are using the same standards of practice as the big teaching hospitals. Nurses can carry these skills from place to place and our ability to quickly orient and train our new, younger nurses is so much better. Everyone gets up to speed quickly and knows exactly what to do in every situation. We are able to mitigate crisis situations successfully," says Fitzsimmons.

With every member of the G&M's OB team feeling empowered to make an important contribution to patient care, families can rest assured that mothers and babies are receiving the best possible care at the G&M.



MORE^{OB}
Taking care of life





2009 Purchases	
Patient Beds & Mattresses	41,991
Pain Control Pumps	15,134
Orthopaedic Instruments & Equipment	39,268
Vital Signs Monitors	31,803
Operating Room Management System	131,836
Physiotherapy Equipment	9,238
Cardio-Respiratory Equipment	32,222
Portable Ultrasound Unit	48,470
Laboratory Equipment	10,448
Sterilizing Equipment	22,691
Dialysis Equipment	54,765
Digital X-ray Unit	469,587
Surgical Equipment	19,218
Obstetrics Equipment & Training	10,118
Staff Education & Training	3,226
Facility Redevelopment	347,312
Community Education	33,454
Community Mental Health Program	24,687
Information Technology	40,590
Biphasic Defibrillator	22,606
Pastoral Care Program	4,596
Miscellaneous	28,623
Total 2009 Funding	1,441,883

Dr. A.R. Stephen Society

The Dr. A.R. Stephen Society is named for our earliest and most generous original benefactor. It is comprised of a unique group of people who have recognized the need for ongoing support of the G&M Hospital Foundation and have planned a gift for its future. The names of the Society members are permanently engraved on the Dr. A.R. Stephen Society Wall.

A few examples of planned gifts are: bequests in your will, gifts of life insurance and charitable remainder trusts. Gifts of this type are becoming an increasingly important part of the Canadian philanthropic tradition because they enable individuals to make significant gifts which they may otherwise not have been able to make during their lifetime.

To become a member of the Dr. A.R. Stephen Society, simply make known to the Foundation, your intention to make a planned gift. A member of the Foundation staff will sit down with you to discuss the details of your gift in confidence.

Nora Rankin

Marilyn Lico

Peter & Judy Perry

Bernice Ingraham

Charles & Louise Tatham

Stan Buda & Jody Bowle-Evans

Donald Gallinger

Bill & Marguerite Burk

Debi Edgar

Jo-Anne Civiera

Robert & Ricki Thompson

Donald & Joan Paul

Robert & Sandra McLean

Raymond Heimbecker

Bud Christensen

Sandra Meagher

Margaret Boylan

Anthony O. Hendrie

Jan & John Trude

Doug Culham

Angela Johnston

John Beard

Jack & Eleanor Barber

Darby Moore

Janet Currie

Annie Mueller

Maureen Gault

James & Robina Lupton

Adam Zimmerman

Helen Cerny

Angela Keller

Michael Stahr

Cathy Stahr

John Carswell

Margaret & Ernest Purkis

Pamela Quirk

Veronica Onyskiw

Elizabeth J. Rowsome

Beryl Gulbranson

Robbie & Judy Ross

Paul & Frances Breithaupt

Jean Young

Blake & Rita Wallace

Jory & Doug Kerr



NAVAL AND MARINE HOSPITAL FOUNDATION
THEY RECOGNIZE THESE BENEFACTORS

*"What we have done for ourselves alone
dies with us; what we have done for others
and the world remains and is immortal."*

Albert Pike

Partnerships Improve the Team

Excellent cardiac diagnosis and care can be challenging for smaller community hospitals. Cardiac programs are resource intensive. They can quickly “eat up” financial resources, taking away from other primary care services. But with one of our most common patient diagnosis being heart problems such as angina and congestive heart failure, the G&M decided that we could not follow the trend of most small hospitals. We needed to find a way to meet this challenge. We have succeeded by allocating the right resources for thorough diagnosis and primary treatment and through partnerships with other hospitals when more advanced treatments are required.

The alliance of Drs. Grant Macfarlane and Eric Goode has proven to be just the team to deliver the thorough diagnosis for the residents of and visitors to the Southern Georgian Triangle. Both specialists are involved in consultations to assess cardiac patients and diagnostic procedures such as stress testing, echocardiography or cardiac monitoring using holter monitors or loop recorders. Cardiac emergencies such as severe chest pain require a broader team to produce optimum patient outcomes.

“If a patient arrives in our Emergency Department with a massive heart attack, time is of the essence,” says Dr. Goode. “Our role is to make a quick, accurate diagnosis. We will administer a ‘clot buster’ medication to stabilize the patient and then arrange for immediate transfer to Southlake Regional Hospital in Newmarket for an angiogram and angioplasty if necessary. Once the procedure is complete, the patient is transferred back to the G&M for recovery and follow up care by our team.”

As the Chair of the Regional Cardiovascular Care Steering Committee of the North Simcoe Muskoka Local Health Integration Network (LHIN), Dr. Goode sees even broader partnerships as essential to excellent cardiac care for all area residents. “Our LHIN has a higher than average population at risk for cardiac disease,” continues Dr. Goode. “There are a lot of people in our area who smoke or have diabetes, both of which can cause cardiac problems. As our LHIN grows, these populations will only increase so we need a multi-pronged approach to cardiac care.”

The challenge, says Goode, is to look at cardiac care delivery and resources across the LHIN. “We need to find where it is unbalanced and then get the resources to where they are needed most. With cardiac cases expected to grow significantly in our LHIN, the existing resources aren’t going to be enough. We need to change the way people live through education and intervention and hopefully reverse this trend of more and more heart disease. At the same time we must be innovative and use existing resources in better ways to fight this disease.”

In the G&M’s service area diabetes education and smoking cessation programs are being targeted by both the Hospital and the Georgian Bay Family Health Team (GBFHT - made up of local family physicians) as part of the answer to managing the need for more cardiac care. Dr. Goode serves as the physician leader for the GBFHT’s Heart Failure Clinic which is a multi-disciplinary approach to managing cardiac patients with heart failure, keeping them from returning to hospital. The Heart Failure Clinic is led by a nurse practitioner who is more accessible to patients, seeing them more often than a traditional physician specialist. Dr. Goode also touts the merits of the G&M’s Cardiac Rehab Program which incorporates exercise and education to get post heart attack patients back on their feet. The program sees more than 100 patients every month.

What’s the future of cardiac care at the G&M? “We are currently well resourced for a hospital our size, but we would like to do more diagnosis and testing within our own community,” responds Goode. “Thanks to donations to the Foundation, we’ve been able to invest over \$580,000 in diagnostic tools in the past few years but a new CT Scanner and expansion of our electronic patient record capability would help us to do so much more. In particular, the new generation of CT scanners allow for good visualization of heart arteries and may spare individuals the risk of invasive heart catheterization.”

In the meantime, physicians and staff at the G&M will continue to reach out to their colleagues to partner for excellence in cardiac care.



2009

ECG Exams	1,805
Cardiac Stress Tests	1,257
Holter Monitor Tests	1,098
Echocardiograms	1,494



Partnerships Improve the Team

Karen Wong knows that the G&M can't be all things to all people but she's grateful for the role the G&M played in her cancer diagnosis and care. She's seen the full scope of healthcare in the North Simcoe Muskoka Local Health Integration Network (NSM LHIN) and realizes that it is important for the G&M to form strong links with other providers. The result is seamless, exceptional patient care.

After being told in Australia three years ago that the lump in her breast was nothing to worry about, Karen Wong returned to Canada and luckily followed up with her family physician, Dr. Steven Langford. Dr. Langford sent Karen for a routine mammogram at the G&M Hospital last February and her healthcare saga began.

Karen was recalled to the G&M the next day for a closer look at the "spot" on her mammography exam. She was anxious and upset by the prospect of breast cancer but was quickly put at ease by the caring team in the G&M's Diagnostic Imaging Department.

"Everyone from the receptionist who checked me into the Department, to the mammography technologist and the radiologist, Dr. O'Brien, was so kind and caring," relates Wong, a mother of two teenagers. "Dr. O'Brien spent one and a half hours with me in the ultrasound suite pinpointing the lump. She answered my questions and prepared me for what was to come."

The mammogram and ultrasound were followed by a nuclear medicine scan before Dr. Michael Lisi performed surgery to remove the lump and two sentinel nodes. Having found one of the sentinel nodes was cancerous, Dr. Lisi performed a second surgery to remove all of Karen's cancerous nodes.

"I have Addison's Disease (a rare glandular disorder) which puts me at risk for anaesthesia," says Wong. "I asked to have my friend Dr. Lorna McDougall as anaesthetist

during my second surgery and the Hospital juggled schedules to make sure that Drs. Lisi and McDougall could work together on my case. I felt so much better knowing Lorna was with me.”

“Dr. Lisi was so thorough and so kind. He told me it was a very slow growing cancer. I knew that the whole G&M team was on top of the situation. I trusted them completely.”

Once Karen was properly diagnosed and the tumour and nodes were removed, she was referred to the Simcoe Muskoka Regional Cancer Centre at Royal Victoria Hospital in Barrie.

“I was so lucky that I didn’t have to travel to Toronto for my diagnosis and treatment,” remembers Karen. “The fact that I could receive care close to home made a big difference to my healing process.”

“During my chemotherapy treatments, I began to experience bruising, hardness and pain in my arm. My homecare nurse that was arranged through CCAC (Community Care Access Centre) sent me immediately to the G&M Emergency Department. You may recall that in the fall of 2009, we were in the midst of the pandemic H1N1 flu and the Emergency was very busy. As a cancer patient, I presented my yellow card from RVH. The Triage Nurse immediately gave me a mask, and I was ushered into the patient care area so I could be safely away from any possible infections, due to my low immunity from the cancer fighting drugs. Dr. Jessie Guscott came to see me shortly afterwards and was so kind to me. He greeted me by name and said although there would be a wait, he would see me as quickly as possible. I was experiencing a blood clot that was potentially dangerous. Dr. Guscott was extremely patient and

wonderful with me and made an appointment for me to come in for an ultrasound and drug therapy the next day. I felt safe and cared for at the G&M.”

Karen’s story demonstrates that every patient requires a full team of caregivers for diagnosis, treatment and recovery. The team relies heavily on medical technology during the process and providing that crucial technology is a role filled by the community’s generous support of the Foundation.

The story also illustrates the important role that partnerships play in the delivery of excellent healthcare. Without our partners in the NSMLHIN (RVH Hospital, CCAC, homecare nursing, etc.) patients would be required to travel further afield for care.

All healthcare providers benefit from teamwork but the most important beneficiaries are our patients.

<i>2009</i>	
Mammograms	4,511
Nuclear Medicine Scans	3,756
Ultrasound Exams	9,815
CT Scans	5,811
X-rays	26,923

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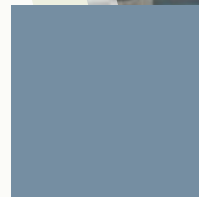
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