



**Date:** June 29, 2021

**To:** City of Kawartha Lakes Municipal Council

**From:** Kelly Isfan, President and CEO, Ross Memorial Hospital

**Subject:** Elevating Care at Ross Memorial Hospital

### **BACKGROUND**

We are grateful for the City of Kawartha Lakes' past support of Ross Memorial Hospital. The City's most recent contribution to the Hospital was for \$7 million in 2002 in support of the Hospital's expansion, which took us from 156 beds to a 218 bed capacity, and doubled the size of the hospital with an expanded emergency department, new palliative and rehabilitation wing, and new inpatient mental health unit. This contribution from the City represented approximately 40% of the local share for the expansion.

We must replace several vital technologies and see this as an opportunity to change holistically, not incrementally. Instead of a piecemeal approach, we believe it's time to invest in a complete plan that takes healthcare in this community to an entirely new level – not only replacing integral pieces of diagnostic and patient care equipment, but bringing the entire hospital to a fully integrated, advanced level of technology which encompasses all aspects of care and meets the gold standard in modern healthcare. **To date, we have raised more than \$5 million toward our \$15 million goal.**

With the current exodus out of large urban areas, people are looking to live, work and raise families in communities with high-quality services and a top-quality hospital. The City of Kawartha Lakes has done an exceptional job at positioning the community for growth. We need to ensure our healthcare infrastructure can keep pace and meet the needs of the growing population. Our city is one with an older demographic than the provincial and national averages. People aged 65 and older tend to use the hospital and healthcare services more frequently than younger people. As well, younger retired people and more working families are moving into our area. Adding to the pressures we face, community hospitals expect to see 25 to 30% of the workforce turn over due to retirements in the coming years. Our most pressing challenge will be attracting top talent to the hospital, and we will be at a disadvantage without technology and up-to-date equipment.

## **URGENT PRIORITIES**

### **Transforming Your Healthcare Experience**

In partnership with six other hospitals in the region, we're launching a new Clinical Information System (called EPIC) that deepens your connection with your healthcare providers. EPIC will streamline the ability for our patients and health professionals to communicate with one another, allowing for even more precise decisions about each individual's treatment and care. The regional partnership will allow for patients and their entire care team to have real-time access to each patient's health information in one place throughout their transitions between organizations and services.

This investment will catapult us to be among the leaders in hospital technology adoption. EPIC is the system of choice in leading hospitals, such as The Ottawa Hospital, SickKids, and Mackenzie Health. The international non-profit organization called [HIMSS](#) (Healthcare Information and Management Systems Society) ranks hospitals around the world relative to their Electronic Medical Records capabilities. They measure the adoption and utilization of technology and are the widely accepted benchmark for progress toward optimum digital utilization in hospitals. Today, the Ross scores at just a 1 out of 7, but this will jump to a 6 leaning toward a 7 with the introduction of EPIC – a level of advanced technological integration that less than 5% of Canadian hospitals have achieved.

### **Faster, Safer, Smarter Care**

New MRI and CT scanners that are faster and give more detailed images, enabling earlier diagnosis and treatment. Our diagnostic imaging department conducts 75,000 exams each year, and as technology evolves, the demand will only be set to increase. Our new MRI and CT scanner will be able to help physicians diagnose and assess treatment plans with greater precision, in less time, and with less radiation (for CT). They also integrate with EPIC, so images are immediately embedded in patient charts.

CT is a critical component of how caregivers plan our patients' safest path forward. It provides precise anatomic images and can identify abnormalities in multiple organs. It can assist surgeons in treating patients with bowel obstructions, perforation of the stomach or intestines, appendicitis, pancreatitis and hernias. In addition, it can be extremely valuable in assessing patients for and assisting in the treatment of post-operative complications. In addition, the new MRI is expected to be much faster, allowing us to scan more patients and reducing the time they need to spend being scanned. It will allow for vast improvements in imaging brain, spine, joints, breasts and solid organs – pivotal in detecting cancer. And the exquisite images it produces will enable us to do even the most complex scans, reducing the need to refer patients to other sites.

### **Enhanced Equipment**

We are committed to providing exceptional care for our community. To continue achieving our high standards, we must prepare for increasing demand for services and a fast-evolving healthcare landscape. New equipment will integrate seamlessly with EPIC to provide optimal patient care. We are

continuing to invest in upgrades to our vital equipment, which is not funded by the provincial government, throughout the hospital (such as IV pumps, cardiac monitors, ECGs, and more).

### **ECONOMIC AND COMMUNITY IMPACT**

Ross Memorial Hospital is a major employer and an economic driver. It has a staff of more than 820 people plus 140 credentialed physicians. With an operating budget of \$108 million, nearly ¾ of which is spent on compensation which benefits the local economy.

We know that more people are moving into the community, and the hospital needs to keep pace to serve them. New residents expect to be served by a modern hospital comparable to what they receive in the GTA. Moreover, technology enhancements enable us to recruit and retain quality physicians and medical staff. It also plays a key role in attracting new businesses into the area who want assurances that their employees will receive at least the same level of care as in urban and suburban centres. Elevating care through technology at the Ross will also increase access to services in rural areas that were previously only available in major cities.

### **FINANCIAL CONSIDERATIONS**

Because provincial funding doesn't cover the costs of new and replacement equipment and technology, hospitals and municipalities have been working together to deliver critical projects that meet the needs of their communities.

Municipal involvement is becoming increasingly common for hospitals as a way for municipalities to show support and fund projects critical to the community:

- Around 68% of hospital campaigns in Ontario include municipal support.
- Municipalities have funded between 10% to more than 50% of project costs.
- Projects in smaller communities have a larger proportion of municipal support relative to total goal.
- Regions experiencing higher growth are most likely to commit significant funds for hospitals through tax levies or other means.

### **OUR REQUEST**

Given the growth in the population we serve and the need for the community to invest in the Ross for it to remain competitive and provide a high standard of care, and considering that other municipalities are investing in their hospitals, we respectfully request that Council consider the information and the Hospital's request for financial support during the upcoming 2022 Budget deliberations.