

LAKE OF THE WOODS DISTRICT HOSPITAL FOUNDATION (LWDHF)

FALL - 2023

# THE PULSE



## **MAKING AN IMPACT**

High-fidelity Simulators  
Improve Training &  
Education at LWDH

*Page #6*

## **HONOUR LOVED ONES**

Give the Gift of Health  
Through the 36<sup>th</sup>  
Annual Tree of Life Campaign

*Page #10*

PHOTO BY: KIM PIRIE-MILKO

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APRIL 1, 2022- MARCH 31, 2023

# BY THE NUMBERS

LAKE OF THE WOODS DISTRICT HOSPITAL



**900,000+**  
LABORATORY TESTS



**1,949**

INPATIENT ADMISSIONS



**2,082**

OPERATIONS PERFORMED



**578**

CHEMOTHERAPY TREATMENTS



**3,359**

DIALYSIS TREATMENTS



**21,279**

PHYSIOTHERAPY ATTENDANCES



**200,663 kgs**  
OF LAUNDRY



Government does not provide direct funding for ongoing hospital equipment and capital needs. Year after year, it's generous support from people like you, our community, that continues to drive innovation and growth, while enabling exceptional patient care at the Lake of the Woods District Hospital (LWDH). If you are able to help, please contact our offices at:

Call: 807-468-9861 x2469 or email [lwdhf@lwdh.on.ca](mailto:lwdhf@lwdh.on.ca)



DONATE NOW



# Thank you FORE the support

## Par-fect Golf Day raises \$200,514 for New Equipment at LWDH



The Lake of the Woods District Hospital Foundation (LWDHF) is delighted to report that the 3<sup>rd</sup> Annual Par 3 Charity Challenge, driven by the Dingwall Group, reached new heights at the Kenora Golf & Country Club on Thursday, July 13, 2023. Thanks to the visionary leadership of Bill Dingwall and the Dingwall Group of Companies, the Par 3 format opened the playing field for anyone to join in, for a great cause.

The first ever Golf Ball Drop “teed off the day”, where 500 pre-sold numbered golf balls were dropped from Jarnel Contracting’s crane, hoisted 15ft above the 18th green. Ball BD-1152 was closest to the pin and the winner was awarded a cash prize of \$3,000! Following this spectacle, golfers commenced what would be an all-inclusive 18-hole round with 18 chances to win major hole-in one prizes, a networking lunch, interactive hole contests organized and hosted by local businesses and a putting contest. The day was capped off with an incredible meal and awarding the 18 closest to the pin prizes.

**Thanks to the tremendous support of 144 golfers, 65 sponsors, nearly 90 volunteers** - 45 of these volunteers being hospital staff- and 200 people who purchased balls for the Golf Ball Drop, helped to make the day a resounding success!

**Special thanks to the Kenora Golf & Country Club golf professionals,** staff and kitchen staff, who helped to make it a phenomenal experience for all involved.



90% of the capital medical equipment at LWDH is funded by community donations and this signature community event is a cornerstone to funding essential pieces at our hospital, each year.

It was truly inspiring to witness the strength of community and spirit of philanthropy throughout the day. There were many fun times shared, laughs had and memories made. Thank you to everyone who had a hand in this achievement, from Department Managers navigating schedules to volunteers who shared their time, we couldn't do it without you!



Last year's tournament raised **\$162,000** to purchase a new Digital Mobile x-ray Machine, which has changed the way the Diagnostic Imaging department can provide care to patients. Sights were set even higher this year, with the goal of raising **\$200,000**. With the collective effort of the five Presenting Sponsors; The Standard Insurance, Kenora Chiefs Advisory, Janel Contracting Ltd., Sierra Construction, and Princecraft, and an additional 60 event sponsors, the tournament raised an unprecedented **\$200,514** to purchase 15 new stretchers in the Emergency Department at the Lake of the Woods District Hospital (LWDH)!



# 100K Gift Supports 2 New Simulator Manikins

Visit any hospital emergency department across Canada, and you'll likely see a couple of things — a consistent stream of patients presenting with unique challenges and a hard-working interdisciplinary care team prepared to save lives.



Between April 2022 and March 2023, more than 17,500 people visited the Lake of the Woods District Hospitals' (LWDH) emergency department with different needs and ailments requiring a variety of skills to treat. To ensure every one of these patients receives the care they need quickly and efficiently, LWDH in partnership with NOSM University, offers advanced simulation education to prepare healthcare teams for the unexpected and time-sensitive tasks they'll have to perform. This model of clinical training provides realistic experiences for justify text workers to learn and practice their skills in a realistic, safe and controlled setting — one that eliminates the risk to human life.

LWDH is fortunate to have one of Northern Ontario's few simulation labs on-site, where NOSM students and current healthcare staff can learn by replicating real-life scenarios where they treat the critically ill, but instead of people, they work on simulators known as high-fidelity manikins. These manikins are sophisticated dummies with advanced technology to make them move, breathe and react like real patients. During simulation with these high-fidelity manikins, staff and students can practice and perfect their skills so they are prepared when caring for patients at LWDH. Learners are taught to handle emergencies where the manikins appear to be sick, injured, or dying.

Dr. Sean Moore, Chief of Staff at LWDH explains, “The simulators give learners the opportunity to enhance and practice their skills prior to treating patients in high stress situations. We teach ways of communicating more effectively, teamwork and situational awareness to mitigate human errors. We also need to acknowledge that medical learning environments have too long been fraught with bias and patriarchal undertones. NOSM University has a foundation of social accountability and the LWDH share the approach of anti-racism and a commitment to close health gaps and help promote equitable care.”



Photo from left to right; Mira Trebilcock, Shauna Aubin, Laurel Dufresne, Mona Linton, Jennifer Young and Dr. Sean Moore.

While LWDH’s current simulators continue to function, they were purchased nearly 20 years ago and have rapidly become outdated. Manikin technology has advanced exponentially with new digital tech and sophisticated materials making new ones more lifelike and more effective as teaching tools for all learners. In terms of the ripple effect of the donor dollar, this is going to have a very vast and wide impact on patient lives. Moreover, it is an incredible way to honour the legacy of an incredible teacher and developer of talent within our community.

Jennifer Young, Clinical Educator at LWDH, elaborates on their function and impact; “The new obstetrical manikin can simulate every single birthing complication, so the staff can practice managing these types of emergencies. The sim mom will physically deliver a baby with the new advanced technology so the learners can participate in a live birth in a controlled learning environment.” Similarly, the pediatric manikin can simulate the many different illnesses that children present with. Jennifer adds, “the learners will be able to use this new mannequin to enhance their assessment skills and practice implementing interventions for treating sick children. The sim kid will simulate many different kinds of respiratory illnesses for the learner to assess, diagnose and treat.”

Thanks to the incredible generosity of Mike and Mona Linton, the Lake of the Woods District Hospital Foundation (LWDHF) is able to help LWDH invest in two new advanced high-fidelity patient simulators; an obstetric manikin and a pediatric manikin.

Furthermore, various features of the new manikins have been tailored (skin tone and gender) to reflect the diversity of communities served in northwestern Ontario. Mike and Mona’s \$100,000 donation was directed to these new pieces of medical equipment in memory of Michael Dufresne, to enhance education for current and future generations of learners.

These new manikins will enable staff and students at LWDH to practice emergency situations that don’t happen very often in real life, but when they do, the staff need to know what they are doing and how to react appropriately to save lives.

# Over \$420,000 Raised Thanks to the 17<sup>th</sup> Edition of the Lifesavers Dinner & Auction!



The Lake of the Woods District Hospital Foundation (LWDHF) is extremely pleased to announce that the 17<sup>th</sup> edition of the Lifesavers Dinner and Auction, which was held at the Royal Lake of the Woods Yacht Club on August 12<sup>th</sup>, raised **\$ 420,000**, which will be used to improve the level of care provided by the Lake of the Woods District Hospital (LWDH). This resounding success is namely due to the generous care shared by 30 Lighthouse Families, 3 Lifeboat Table Sponsors, the 12 Anchor Donors, and the countless individuals and organizations who provided auction prizes.

*"We never cease to be amazed by the excitement and energy created when our community comes together to support enhanced patient care."*

*Kim Mejia, Chair of the Lake of the Woods District Hospital Foundation.*

Over 170 guests and dignitaries enjoyed an entertaining evening, which included a cocktail hour, three-course meal, open bar, silent auction featuring 36 prizes, and 22 curated artworks from the extraordinary team at Mayberry Fine Art. Guests also had the opportunity to hear Dr. Sean Moore, Chief of Staff at LWDH, speak to building a centre of excellence at the lake and the community's role in enhancing patient care. Following a gourmet dinner prepared by Chef Rob Thomas, live auctioneer Don Konantz showcased the many experiential prizes that offered guests the chance to journey locally and internationally, many of these prizes generously gifted to the Foundation by Grateful Patients.

*"Thank you to everyone who had a hand in this achievement - and there were many - from the talented Lifesavers Planning Committee volunteers to the steadfast Lighthouse Families, the generous guests, sponsors, auction donors, Foundation Board of Directors, businesses and community partners - the list goes on. The funds raised through this event allow us to fund projects and purchase state-of-the-art equipment so that the Lake of the Woods District Hospital can continue to offer premium care, close to home"*

*Mira Trebilcock, Executive Director, LWDHF.*

## Funds raised from this year's event will support the purchase of the following medical equipment and infrastructure at LWDH:

- ▶ **10 Vital Signs Monitors** – 3E Medical/Surgical
- ▶ **Stress Test Machine** – Diagnostic Imaging
- ▶ **2 LifePak15 Monitor/Defibrillator** – Emergency Department (ED)
- ▶ **TruMonitor ECG/Defibrillator Simulator** – ED
- ▶ **2 MediDispense Units** – Maternity & ED
- ▶ **Wifi Enhancement & Upgrades** – Information Technology
- ▶ Additional funds were used to support the Core Server Infrastructure Update



Photo, from left to right: • Anthony Sharp, LWDHF Past Chair • Lisa Paterson, Lifesaver Committee Co-Chair • Aynsley Cockshott, Lifesaver Committee Co-Chair • Mira Trebilcock, LWDHF Executive Director





# Wheelhouse on the Water

## *Wheelhouse on the Water returned for a 2<sup>nd</sup> year!*

We wish to extend a big thanks to John & Lisa Heimbecker, in collaboration with Motivator, Taylor Renaud and the crew from Wheelhouse Cycle Club in Winnipeg, for hosting the 2<sup>nd</sup> annual pop-up event on August 7<sup>th</sup>, 2023.

The Vault returned lakeside in support of the Lake of the Woods District Hospital Foundation and the energy was palpable! There is quite literally nothing better than over 120 people riding and celebrating one another on a bike, on the beautiful Lake of the Woods after a great August long-weekend.

The beat lifted our community spirit and helped to raise \$3,000 toward the 2023 Lifesavers Dinner and Auction initiative.



# 36th Annual Tree of Life Campaign

There is a lot of power packed  
into a \$10 bulb



The Tree of Life has been a Kenora tradition since 1987. Remembering and honouring your loved ones by purchasing bulbs has helped raise over \$1.75 million for your hospital and fund critical new medical equipment and technology including respirators, adjustable patient beds and most recently; vital signs machines, a MuCulloch Retractor and a fetal monitor.

# Give the Gift of Health

Our Annual Tree of Life appeal plays an important role in providing much needed funds for departments across the hospital. It is no secret our community is growing and together we must be proactive to ensure that when patients come through the hospital doors seeking care, LWDH has the equipment needed to test, diagnose, and treat them. Funds raised through the 2023 Tree of Life will be directed to support enhancements in the Emergency Department listed below.

## Help us reach our **\$50,000 goal** for these Emergency Department items

### **Suture Cart:**

Will promote patient centered care by allowing the care to be mobilized to the patients located anywhere in the department rather than waiting for an available suture room to place the patient in. It optimizes flow and minimizes delays.

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### **Crash Cart:**

This addition will offer two fully functional crash carts in the ED. The Crash Cart serves as a safe storage for both equipment and medication for critical care cases and emergency lifesaving responses.

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### **A-Cart:**

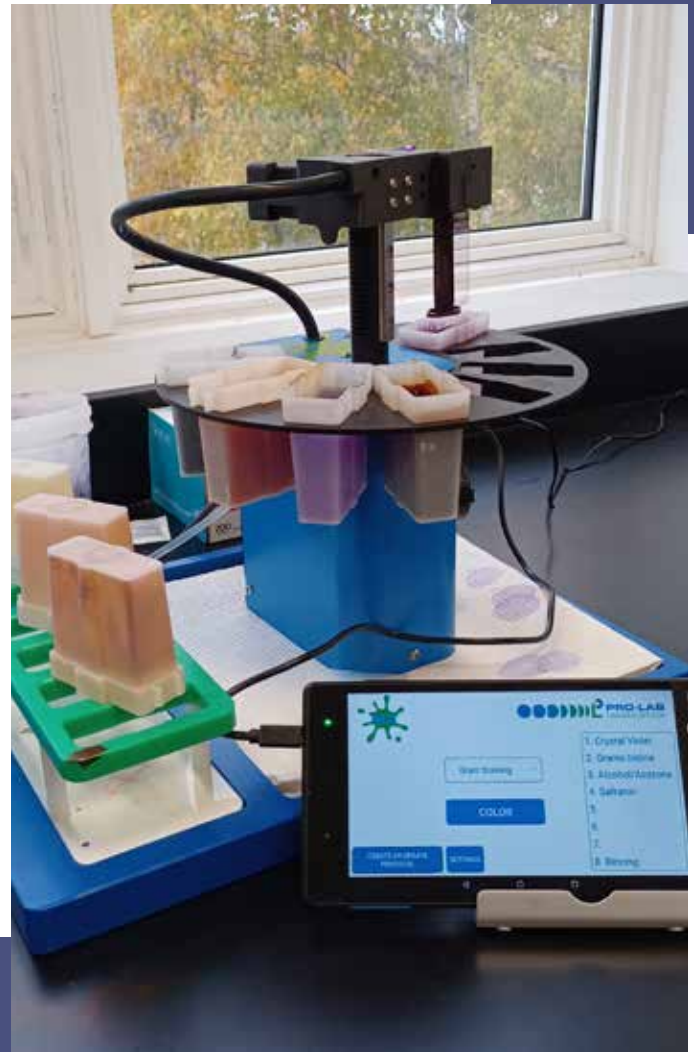
Given the drastic rise in ED visits over the past 2 years, this organizational system will enhance the efficiency of our stocking processes to maintain adequate supplies to deliver timely care. ( If there is room -It also optimizes the interdepartmental accessibility between Stores, Medical Device Reprocessing Department, and the Emergency.)

# FDC Foundation Makes Transformational Gift to Enhance Laboratory Equipment at LWDH

**The Lake of the Woods District Hospital and Hospital Foundation are celebrating a monumental milestone. The Foundation has received an incredible donation of \$500,000!**

The transformative donation to the Lake of the Woods District Hospital Foundation (LWDHF) was made possible through a visionary partnership with the FDC Foundation, whose thoughtful and innovative approach to enhancing healthcare delivery is felt across our province and nation.

The healthcare needs of northern Ontario are growing. The unique challenges facing those with long distances to travel, poor weather conditions and a shortage of medical resources (including healthcare providers) are just some of the aspects creating the differential standard of health and healthcare from other parts of the province. The FDC Foundation recognized this gap and knew time was the essence, to remove some of these existing barriers.



When a patient experiencing a critical medical condition needs stabilization in the Emergency Department - time matters. Monitoring possible reactions to a new medication - time matters.

Ensuring the safety of patients prior to discharge - time matters. In all areas of LWDH, time matters, and the results of laboratory testing are often a determinant in the next steps of a patient's healthcare journey.

## Lori Hoppe, Manager of Laboratory Services at LWDH explains:

*“Laboratory medicine is integral to prevention, diagnosis, treatment, and management of clinical disease including infectious disease outbreaks. It supplies health care professionals with evidence-based data necessary to provide safe, effective, and high-quality care to patients.”*

The right lab equipment is essential to adequately serve this region, in a timely, precise and cost effective manner. Over 900,000 laboratory tests took place at the LWDH in 2022-2023 and it's anticipated that this number continues to increase over time.

These proceeds provide an opportunity to enhance laboratory services with the purchase of ten pieces of laboratory equipment and two new pieces for the Surgical Services team, over the next two fiscal years. Some of these items are replacements for existing pieces that have reached the end of their lifespan; like the Ultracentrifuge, PCR Analyzer and Chemistry Mainframe Analyzer.

Other pieces are brand-new to LWDH including; a small Chemistry Analyzer, a Micro Automated Slide Stainer, a back-up Tissue Processor and TeleVU Smart Glasses to provide virtual, real-time pathology support from University Health Network (UNH). This updated technology is critical to expanding LWDH's laboratory service offerings and increasing capacity to ultimately reduce the turnaround time for test results.

This new state-of-the-art equipment ensures that patient treatment plans can be developed faster and more accurately at LWDH.

When it comes to your health, time matters and the FDC Foundation's generous support is playing a leading role in improving the access to quality care for our region – an incredible partnership that will enhance the well-being of our community for years to come!



## Third Party Events

# Our Community Cares



*We are grateful that you have chosen the LWDH Foundation as a recipient of your fundraising event! Community support is the key to our success, and we recognize and appreciate the efforts it takes to organize and hold an event on our behalf.*



## Events

July 7, 2023

2<sup>nd</sup> Annual Ladies Open in memory of Anchilla McDonald - **\$11,144**



July 16, 2023

4<sup>th</sup> Annual LOTW Family & Friends Golf Scramble hosted by Paige Stevenson & Ava Decock - **\$3,566**



August 11, 2023

22<sup>nd</sup> OPP CST. Marv Forsythe Memorial Golf Tournament - **\$3,500 towards the Chemotherapy Dept.**

August 2023

Tracy's NoFrills BBQ (Tracy Hall) - **\$10,000 towards Maternity Unit**

September 28, 2023

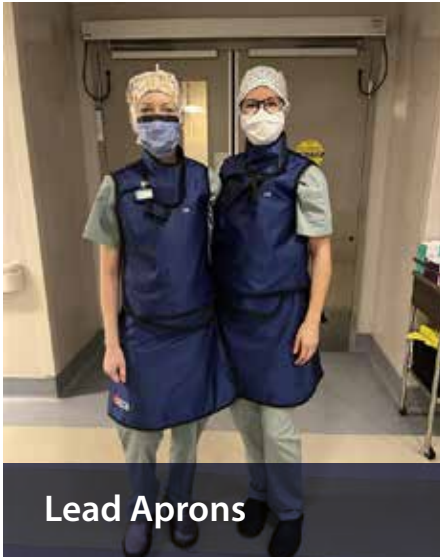
Elite Intellicare Staff - **\$10,000 gift** in memory of their founder, Ihya Galauran-Ilgan's

October 7, 2023

'Lift Them Up' hosted by CrossFit Core K Town rallied local fitness community - **\$500**



# New Equipment Arrivals



Lead Aprons



Digital Mobile Xray



Ultracentrifuge



Micro-automated slide stainer



5 Bassinets



Gyne stretcher with mattress

## ... and more

- ✓ Single chamber warming cabinet
- ✓ Toco Monitors
- ✓ 2 MediDispense Units
- ✓ Semi Rigid Uretero-Renoscope
- ✓ 6 Prime Wheel Electric Stretchers
- ✓ Drying Tumbler 120 SRM replaces 75lb dryer



# Gifts of Gratitude

## A Gift of thanks!

When words don't seem like enough, we can help. If you need another way to express exactly how thankful you are for the care you or a loved one received at LWDH, you can show your appreciation with **a Gift of Gratitude.**

Make a donation in honour of a physician, nurse, staff member or volunteer. The honouree(s) will be notified of your special tribute gift and provided with your message of appreciation along with an exclusive Gifts of Gratitude lanyard pin as a physical reminder of your appreciation. The amount of your gift will be kept confidential.

The Gifts of Gratitude is an ongoing Grateful Patient and Family Program. Please send us your notes of gratitude at any time and know, your gift is helping future patients get the same level of care — no matter how you say it, that deserves a thank you!

Congratulations to the many individuals and departments recently honoured with Gifts of Gratitude this Fall! Donations were received in appreciation of the exceptional care provided by over 30 individuals and numerous departments. Here are just a few of the Honourees:

*Thank you for making great care possible!*



**Congratulations to the Chemotherapy Team who were recently honoured with Gifts of Gratitude!**

"I have been in treatment for months now and am continuously impressed by the great care I have experienced in the Chemo department. All of the staff are very caring and efficient. They help make a difficult journey much easier to deal with. Our family is truly grateful to all the wonderful staff for their support!"

*- From a Grateful Patient*



**Congratulations to the Third Floor Staff, and Palliative Care Nurse Charlene, at the Lake of the Woods District Hospital who were recently honoured with Gifts of Gratitude!**



**GIFTS OF GRATITUDE**

SHOW YOUR THANKS FOR OUTSTANDING CARE





'Yes, I want to thank those who have made a difference. Please contact the Foundation to make a Gift of Gratitude in appreciation of the care received at LWDH.'

Contact us at [lwdhf@lwdh.on.ca](mailto:lwdhf@lwdh.on.ca) or visit <https://lwdhf.com/gifts-of-gratitude>

## Thank you for making a difference.

Please share your note of gratitude here or enclose a story on a separate piece of paper.

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# The Comfort Club

Thank you to the following individuals, organizations and Foundations for giving comfort to those who need it most.

- Mark Cudney
- Ferg & Kathy Devins
- Elite Intellicare Staffing LTD
- Eric and Carol Johnson Fund
- Novak MacDonald Fund
- Delos & Ella Nyberg
- Michael & Cheryl O'Flaherty
- Zelda Romstedt
- James & Janice Tennant
- United Way of Thunder Bay
- Grant & Shannon Johnson
- Peter Guenzen & Kaye Balajadia
- G. Bachman Fund for Health & Wellness - Kenora & LOTW Community Foundation
- CrossFit Core KTown
- Wynne DeGagne
- Brent & Penny Goodz
- Becky Hailstone
- Patricia MacPherson
- Micaela McIscac
- Dalton Yeomans
- John Tsentouros



For more information or to join the Comfort Club, please contact:

Mira Trebilcock  
 Executive Director  
 Lake of the Woods District  
 Hospital Foundation  
 807-468-9861 x.2419

The Comfort Club is a unique opportunity to come together and equip our hospital with items needed to foster the best healing environment possible for our patients.

# Employee Giving Spotlight

- Olivia Boucha



Born and raised in Kenora, Olivia Boucha is passionate about her community. She joined the Maintenance Staff at the Lake of the Woods District Hospital in 2022 and outside of work she can be found lending a helping hand at the family farm or tending to her own chickens and horses.

As someone who works at LWDH, Olivia sees the difference new equipment can make in a 100-year old building on a daily basis. She acknowledges the importance of participating in the Employee Giving Program and shares her reason for giving, "Coming from such a large family that has been in Kenora for numerous generations, it is important to me that we keep our hospital running with the most up-to-date technology available. My extended family keeps growing and I want the next generation to have a hospital in Kenora, so they can have the privilege of modern health care in our community."

Working as part of the Maintenance Department team over a year, Olivia shares why she loves her role at LWDH, "Every day is so important, my role at LWDH is to help keep this building going for all the staff members to come to work to help save lives and improve a patient's medical journey. Each request is equally as impactful; whether it is a patient in Palliative Care who would like a brighter light bulb to be able to read in bed or fixing a bedside phone line for a patient to be able call their loved one. These small fixes help to make the patient more comfortable and have a grand impact on a patient's stay, ultimately help to improve patient care. I am proud to be able to this for them."

***Olivia, we are lucky to have you as part of the team.***

*Thank you for being an incredible champion of our hospital and investing in the wellbeing of our community. Give your colleagues the tools they need to care for our whole community.*

Make a commitment to the Employee Giving Program today by calling the LWDH Foundation at:

**807-468-9861 x.2419 or  
email [lwdhf@lwdh.on.ca](mailto:lwdhf@lwdh.on.ca).**

# Ways to Give

## Leaving a Legacy: Caring for Tomorrow Securities Gifts

For Canadians, the sale of appreciated securities can result in significant capital gains taxation. Gifting these to charity can provide significant tax relief. Listed securities include stocks, bonds, ETF's, mutual funds and certain income trust units which are publicly traded through an exchange. Donors are able to give such gifts during their lifetime and afterward - through their Estate, depending on circumstances and wishes.

The de-mutualization of some of Canada's life insurance companies like Clarica, Sun Life Assurance Company, Manufacturers Life and Canada Life presents a unique opportunity for shareholders to make a special gift. The Foundation has been the recipient of a growing number of these types of gifts.

### Features of Gifts of Publically Listed Securities:

- ▶ Donation receipt for fair market value of the asset.
- ▶ Donate up to 75% of annual income – with 5 year carry forward beyond.
- ▶ Irrevocable gift with more tax savings than cash gifts.
- ▶ 100% elimination of capital gains taxation!
- ▶ The LWDHF pays no tax on sale of the asset.



Gifting securities is quite simple. Meet with your financial advisor to select the appropriate security to transfer, contact us at the Foundation ([lwdhf@lwdh.on.ca](mailto:lwdhf@lwdh.on.ca)) and the transfer can be done electronically. Once the shares are received by the Lake of the Woods District Hospital (LWDH) Foundation, a receipt will be issued for their market value on the day the shares are received into our account. If you wish to give securities held in certificate form, please contact the Foundation.

### Example:

Mrs. Smith decides to make a \$50,000 donation to LWDH Foundation's "Tree of Life" year-end Appeal through a gift of securities. She and the gift planner for the Foundation are evaluating two alternatives: to sell the shares and make a cash gift to the Tree of Life, OR to donate shares directly. See the chart below:

	Sell Securities & Donate Cash	Donate Securities Directly
Current market value:	\$50,000	\$50,000
Original Cost:	\$10,000	\$10,000
Capital gain (diff):	\$40,000	\$40,000
Current market value:	\$50,000	\$50,000
Taxes paid by donor:	-\$8,000	\$0
<b>Net Cash to Foundation (and tax receipt amount)</b>	<b>\$42,000</b>	<b>\$50,000</b>

*\*This scenario is based on 2023 tax regulations*

# Looking back, *how far we've come!*

The next few pages offer a look back at the successes recognized over recent months at Lake of the Woods District Hospital. Each one of these accomplishments can be attributed to the amazing hospital team, exceptional partners and generous donors.

## Pediatric swallowing assessment and diagnostic imaging now in Kenora

A new service is now available in Kenora due to the creation of the Pediatric Complex Feeding and Swallowing Clinic at FIREFLY and the addition to our hospital's Diagnostic Imaging equipment (the Digital Low Dose Fluoroscopy unit).

FIREFLY's Complex Feeding and Swallowing Clinic can offer non-emergency assessment and recommendations for complex feeding and swallowing concerns for children. The clinic consists of speech-language pathology (SLP), occupational therapy, and dietitian services and partners with the child's medical team to provide the best service possible.

LWDH's new Fluoroscopy unit has pediatric settings which allows for a much lower dose of radiation to be administered during Video Fluoroscopic Swallow Studies completed by LWDH's radiologist and SLP. The patient will eat or drink varying consistencies of liquids and solids while being monitored with real-time video. This provides a "Gold Standard" assessment of the function and safety of the child's swallow, which in-turn supports the treatment planning implemented by the FIREFLY staff in conjunction with families. Prior to the development of the FIREFLY Clinic and this partnership, pediatric clients would need to be referred to a hospital or centre outside of the region for an initial feeding and swallowing assessment and then be referred and wait for the swallow study. This often meant lengthy wait times and travel to Winnipeg, Thunder Bay, or Southern Ontario.

The patient is given various consistencies of food and liquid mixed with barium (or other contrast material), which allows Dr. Catherine Murray (pictured) to view the bolus in real time on an X-ray during the swallow.

*"We are extremely proud of this partnership and service development. Our hospital is the only facility in Northern Ontario providing this type of pediatric assessment and it is because of the partnership with FIREFLY and the community's support through our hospital foundation that made it a reality."*

*- Dr. Catherine Murray*



To learn more or to make a referral to the FIREFLY Complex Feeding and Swallowing Clinic please contact FIREFLY Centralized Intake at 1-833-NWO-KIDS or [www.fireflynw.ca](http://www.fireflynw.ca).

# NP Service reduces wait times, the number of patients leaving LWDH ER without being seen

To address seasonal surges in patient volumes, long wait times and to help mitigate the consequences of Emergency Department (ED) staffing shortages, the LWDH Nurse Practitioner (NP) Service was opened in May of this year. This extension of the ED aims to provide patients with the right care, at the right time, in the right setting. Kaye Balajadia, VP of Patient Care explains “ER wait times have reduced since the NP Service began. The number of patients who leave without being seen has also reduced, despite the rise in patient volumes during the busy summer season and despite the increased number of people who do not have a family doctor.”

Accessing the NP Service is simple and patient-focused. Upon arrival at the ED, patients are triaged and assigned a level of acuity. Patients assessed as less acute, with a Canadian Triage and Acuity Scale (CTAS) score of 4 or 5 (patients who require urgent but not immediate emergency intervention), are redirected to the NP Service in ER South.

The NP Service is an extension of the Emergency Department and there is no change to how the public would use the ER. If you are experiencing a health emergency or urgent health concern, come to the ER, it is open 24/7. If your health concern is something that is not emergent and not urgent, it is always best to see your family doctor or nurse practitioner if you have one, so that follow-up can take place.

*“As the hospital continues to prioritize patient well-being and adapt to changing demands, the new NP Service stands as a sign of progress, offering an efficient and effective pathway for patients seeking non-emergency care. I am extremely proud of the entire LWDH team involved in this service expansion and the positive impact on care in our community.”*

*- Ray Racette, President and CEO, LWDH*

## FAQ

### Nurse Practitioner Service

LAKE OF THE WOODS DISTRICT HOSPITAL

#### Is there a walk-in clinic at the hospital?

No, there is no walk-in clinic at Lake of the Woods District Hospital. There is a new NP Service that is part of the ER.

#### I have an urgent health concern, can I access the NP Service at Lake of the Woods District Hospital?

Yes, come to the ER if you have a health concern that cannot wait for an appointment with your family doctor or nurse practitioner. Upon arrival in the ER, patients are triaged and assigned a level of acuity. Patients assessed as less acute, with a Canadian Triage and Acuity Scale (CTAS) score of 4 or 5, will be redirected to ER South, where the NP Service takes place.

#### When is the NP Service open?

Hours currently vary. At this time, there is one part-time nurse practitioner on staff as part of the Emergency Department with a second nurse practitioner soon joining the team.

#### What entrance should I use to access the NP Service?

The NP Service is part of the Emergency Department. Always use the ER entrance when accessing ER services.

#### Can I choose to use the NP Service over ER?

No. All patients who come to the ER are triaged and the Emergency team will decide whether you see the doctor or nurse practitioner.

#### Can I book an appointment with a Nurse Practitioner as part of LWDH’s NP Service?

No, appointments cannot be booked with the Nurse Practitioner in the LWDH ER.

#### I don’t have a family doctor, how can I get one?

The Province of Ontario website has helpful information: [www.ontario.ca/page/find-family-doctor-or-nurse-practitioner](http://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner)

# LWDH is responding to the Calls to Action focused on health

To address the legacy of residential schools and advance the process of Canadian reconciliation, the Truth and Reconciliation Commission of Canada (TRC) made 94 Calls to Action, some of which focused on health (#s 18-24 and 55). Our hospital is responding to these calls to action, and here's how!

In response to Call to Action #18, LWDH is working in partnership with Ogimaawabiitong Kenora Chiefs Advisory (KCA) to build an Indigenous Patient Relations Department (IPRD) now and in the new hospital.

## IPRD staffing within the hospital currently includes:

- Two Patient Navigators
- Indigenous Patient Support Services Manager
- Cultural Services Manager
- ER Social Worker/Mental Health Therapist

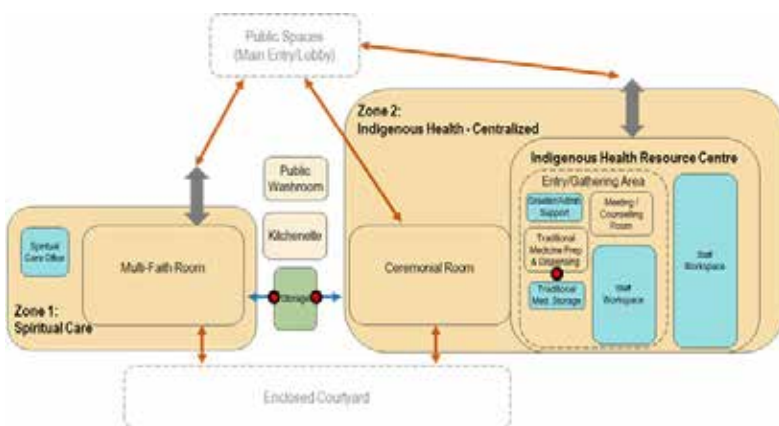
In response to Call to Action # 20, traditional teachings, learning activities and ceremonies are offered on-site for LWDH staff through the IPRD cultural services program. In 2023, this has included feasts, elder teachings, Ojibway Word of the Week, Indigenous cultural safety training and more! Pictured right is the LWDH Spring Feast, in honour of the land and our healing gifts.



In response to TRC Calls to Action #20 & #55, LWDH ensures patients, their families and staff are welcome to smudge and perform traditional practices in the hospital. Smudging is available in the Ojibwa Healing Room, a space that was opened in a ceremony led by local Elders. If you would like to smudge in the hospital, connect with Rose or Donna from the IPRD!

In response to Calls to Action #21 & #22, LWDH has partnered with Ogimaawabiitong Kenora Chiefs Advisory (KCA) to plan a new state-of-the-art, inclusive healthcare facility to replace the current hospital. Proposed new hospital plans include traditional healing spaces such as a Ceremonial Room, Indigenous Resource Centre, traditional kitchen and external spaces such as Sweat Lodge and landscaped spaces (to allow for gatherings, fire, traditional garden, access to water, etc).

All proposed inclusions in the new hospital were drafted in thoughtful consultation with communities. Pictured left is a spatial depiction of the proposed Indigenous Health Resource Centre. The goal for 2023/2024 is to see the new hospital project move into Stage 3, where the design is finalized.



For more details on LWDH's annual response to the Calls to Action, see next page. Information can also be found on [www.lwdh.on.ca](http://www.lwdh.on.ca) or on LWDH social media.

## LWDH is responding to the Calls to Action

To address the legacy of residential schools and advance the process of Canadian reconciliation, the Truth and Reconciliation Commission of Canada (TRC) made 94 Calls to Action, some of which focused on health (#s 18-24 and 55). Lake of the Woods District Hospital is responding to these calls to action, read on to learn about what is happening in our hospital:

### Building strong partnerships with Indigenous communities, health practitioners, and leaders to provide enhanced services

#### WHAT DOES THIS LOOK LIKE AT LWDH in 2023?

Working in partnership with KCA to build an Indigenous Patient Relations Department (IPRD) now and in the new hospital.

IPRD staffing within the hospital currently includes:

- Two Patient Navigators
- Indigenous Patient Support Services Manager
- Cultural Services Manager
- ED Social Worker / Mental Health Therapist (18)

Striving to have a hospital board of directors which represents the communities served. (23)

Working with KCA and Waasegiizhig Nanaandawe'iyewigamig (WNHAC) to implement solutions in current hospital operations via the Current Operations Innovation Working Group. (22)

Partnering with Ogimaawabiitong Kenora Chiefs Advisory (KCA) to plan a new state-of-the-art, inclusive healthcare facility to replace the current hospital. (21 & 22)

### Welcoming Indigenous culture and traditional healing practices throughout the hospital

#### WHAT DOES THIS LOOK LIKE AT LWDH in 2023?

Traditional teachings, learning activities and ceremonies offered on site for staff through the cultural services program. (20)

LWDH's Indigenous Advisory Council (IAC), made up of community members and staff from the hospital, KCA and WNHAC functions as a consistent discussion forum, considering how hospital programs and services can be provided in a holistic, culturally appropriate manner. A secondary function of the IAC is allowing members an in-depth opportunity to learn about the hospital and to share that knowledge within their community. (20)

Reviewing the current patient feedback process in order to create a more easily accessible and inclusive process. (19)

Reviewing the current patient feedback process in order to create a more easily accessible and inclusive process. (19)

Establishing a process to allow patients to self-identify as Indigenous so that hospital staff can assist in connecting with all possible supports. (19)

Recognizing the importance of, and the difference between National Indigenous Peoples Day and National Day for Truth and Reconciliation. Special ad-hoc committees driven by the IPRD team work on communications, education, feasting and other aspects of these days. (18)

New hospital plans that include traditional healing spaces such as a Ceremonial Room, Indigenous Resource Centre, traditional kitchen and external spaces such as Sweat Lodge and landscaped spaces (to allow for gatherings, fire, traditional garden, access to water, etc). All proposed inclusions in the new hospital were drafted in deep consultation with communities. (22)

Translating public communications into Ojibway. (20)

Patients, their families and staff are welcome to smudge/perform traditional practices in the hospital. Smudging is available in the Ojibwa Healing Room, a space that was opened in a ceremony led by local Elders. (20 & 55)

Working with partners to stock traditional medicines such as sage in the hospital. (22)

Learners at LWDH have access to high-fidelity patient simulators which represent the patient population served. (20)

An introduction to Indigenous cultural safety training which is mandatory for all staff at time of orientation. Further to this, LWDH has partnered with KCA to offer San'Yas Indigenous Cultural Safety Training. To-date, 57 staff have participated in this training. LWDH has also participated in engagement sessions coordinated by KCA as they develop a cultural safety program specifically for our region to address racism and discrimination in the healthcare system. Once complete, this new program will provide in-depth and consistent cultural awareness and safety training for the LWDH team. (22 & 23)

**And the work continues! Lake of the Woods District Hospital will continue to work in partnership to improve health outcomes in our region and foster an inclusive, welcoming place of healing.**

# OUR COMMUNITY IS OUR FOUNDATION.

Rapid developments in new medical technologies make for a wish-list of equipment necessary to maintain the highest standard of health care, including everything from lifesaving equipment to health care education and urgent renovations. Lake of the Woods District Hospital Foundation relies on the generosity from people like you, to recognize and support the vital work being done at the hospital to better serve the Kenora District community. Supporting your hospital is an investment in the health and wellbeing of our friends, family and neighbours, today and for generations to come.

If you are able to help, please contact Executive Director, Mira Trebilcock, by phone or email to discuss how you can support your hospital.



#### **Contact Us**

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