



2024-2025

Annual Report

Kemptville District Hospital

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Our Vision

The KDH vision is a hospital that is much more than a place for treating illness: it is a vital and compassionate part of a larger, integrated health system, supporting the mental, physical and social health and wellness of the people and communities we serve.

Our Mission

The KDH mission is to be an excellent leader and partner in meeting people's diverse health needs and helping to build healthier communities

Our Values

- Individuals and their families at the centre of integrated and coordinated care
- An environment of compassion, respect, and accountability
- Quality, safe, efficient, evidence driven care
- A culture of collaboration, professionalism, and innovation
- Organizational resilience, agility, and responsiveness to need



KEMPTVILLE DISTRICT HOSPITAL

Building healthier communities

A Message from the Board Chair

As we reflect on the 2024–2025 fiscal year, I am proud to share the progress we've made, the challenges we've faced, and the continued commitment we hold to delivering compassionate, high-quality care to the people we serve.

This year, KDH continued to navigate a complex healthcare landscape marked by financial pressures, workforce challenges, and evolving community needs. Despite these headwinds, our leadership team, staff, volunteers and physicians demonstrated resilience and innovation.

KDH reaffirmed its mission and values throughout the year with a strong focus on equity and quality improvement. We updated our Quality Improvement Plan to include a target of achieving equity-related outcomes, underscoring our dedication to inclusive care for all. Our achievements this year would not be possible without the dedication of our workforce, volunteers, and community partners. The Board remains deeply grateful for your contributions. We also recognize the importance of listening and learning from those we serve. On behalf of the Board of Directors, thank you for your trust, your partnership, and your unwavering support of Kemptville District Hospital.

Jeff Nolan



A Message from the CEO

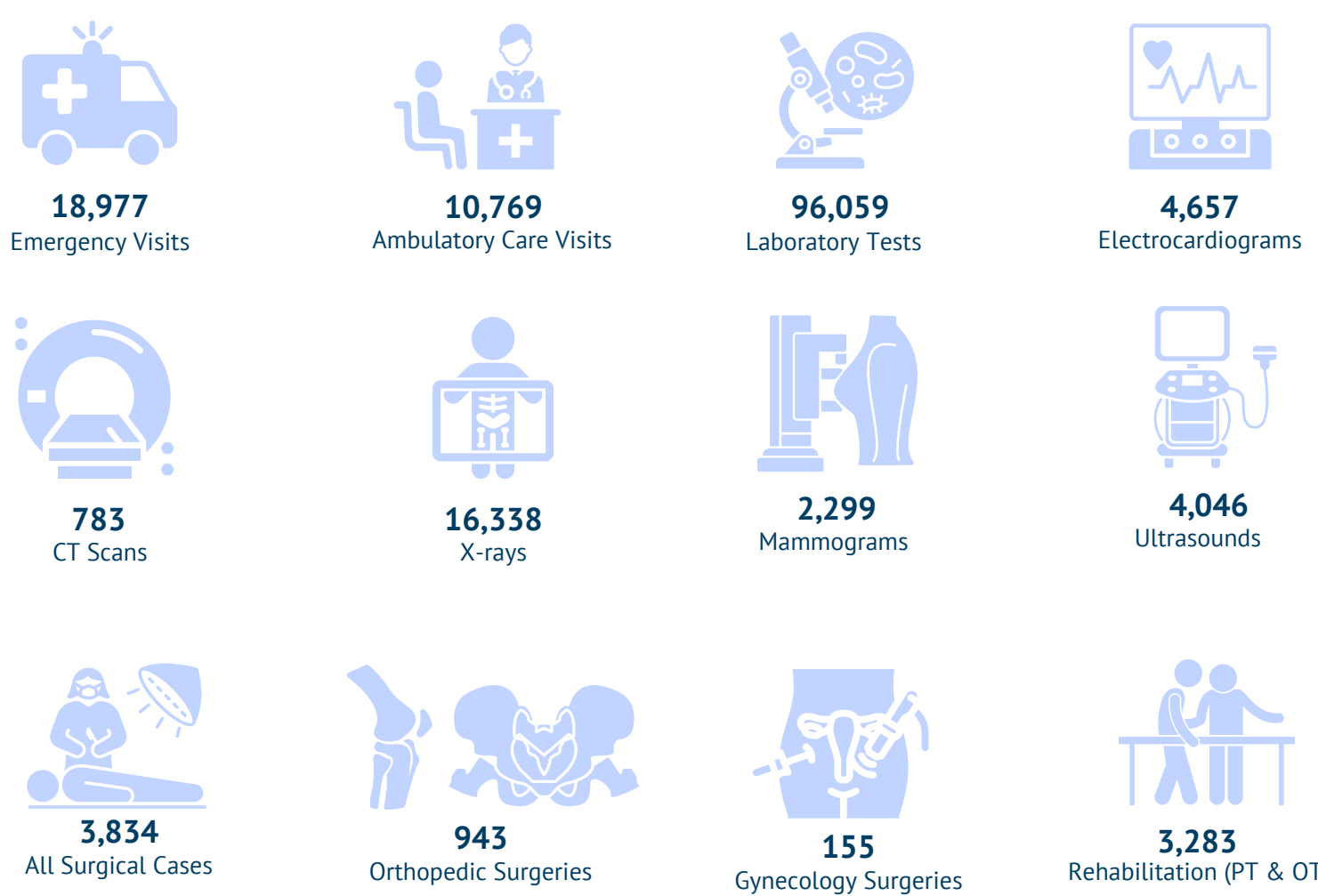
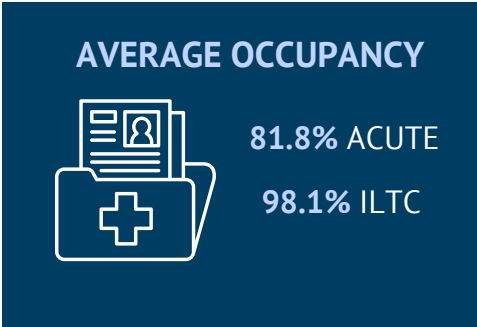
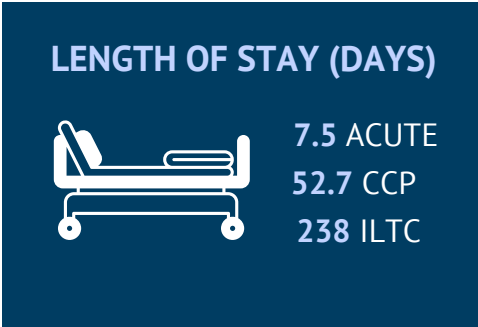
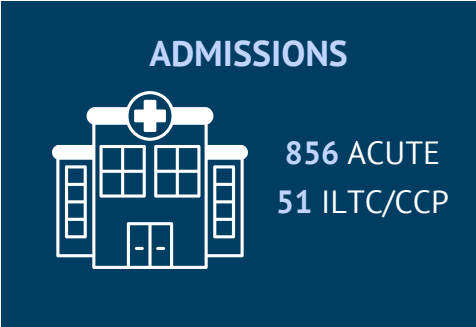
KDH has accomplished so much in 2024-25! From performing our first laparoscopic hysterectomy, to welcoming our first CT patient, to the ongoing development of the Emergency Department Integrated Medical Model that we are building with The Ottawa Hospital. The early stages of this model has provided excellent service over the last two years and enabled us to keep our emergency department open. We continue to move the needle in response to evolving acute care needs in our community and across the region.

First and foremost, our achievements are based, in large part, on our incredible people – they are our most valuable asset. I would like to thank our people, whose dedication and effort on the front lines and behind the scenes allow us to provide the best possible care to our patients, families, and caregivers. I would be remiss for not mentioning our incredibly supportive Foundation, Auxiliary, Board of Directors, and community, without whom we would not be where we are today! I look forward to seeing what 2025-26 holds for KDH as we push forward together in a progressive, collaborative and inclusive manner.

Frank J. Vassallo



Exceptional Care, by the Numbers (2024-25)



GLOSSARY

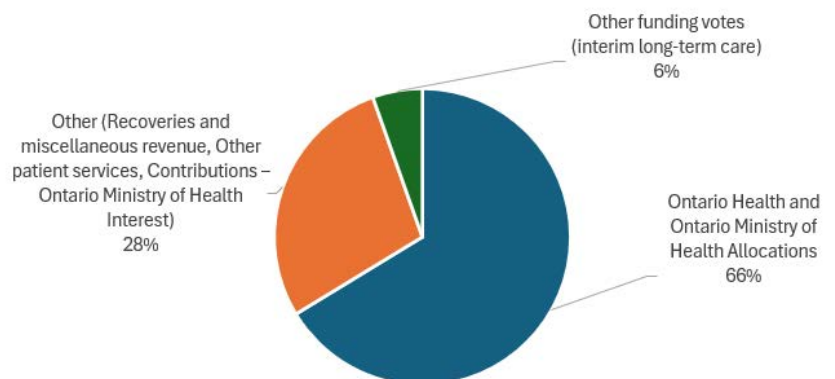
ILTC: Interim Long-Term Care Unit
CCP: Convalescent Care Unit
OT: Occupational Therapy
PT: Physical Therapy

The Year at a Glance

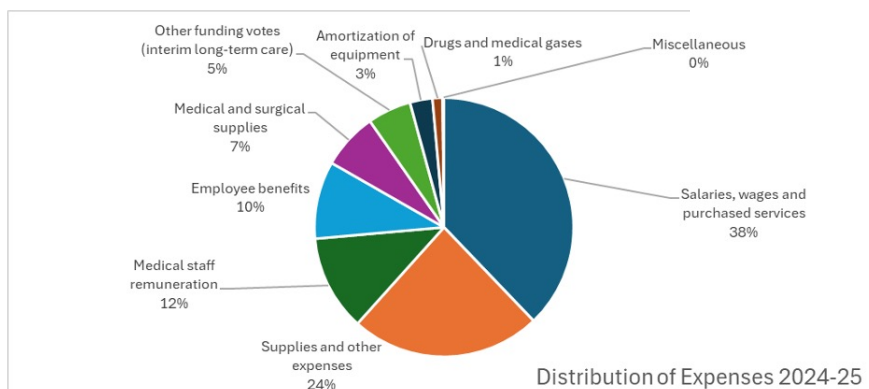
- * KDH launches laparoscopic hysterectomy surgical program (February 8, 2024)
- * KDH recognizes Auxiliary members for contributions at annual Volunteer Appreciation Tea (April 19, 2024)
- * Annual Memorial Service honours patients who have passed away (May 9, 2024)
- * KDH breaks ground on CT Scanner addition (June 17, 2024)
- * KDH implements new barrier-free parking system (July 8, 2024)
- * KDH welcomes new VP of Nursing/Clinical Services and CNE (August 19, 2024)
- * KDH Foundation gifts \$2.3 million for CT Scanner (January 31, 2025)
- * Canada's Chief Nursing Officer visits KDH (November 19, 2024)
- * KDH unveils new x-ray machine (November 20, 2024)
- * KDH launches new recruitment strategy on social media (December 2024)
- * Modular Unit to house CT Scanner arrives at KDH (January 15, 2025)
- * Auxiliary presents \$160,000 to hospital for CT Scanner (October 30, 2024)
- * KDH Staff Association hosts many events, including monthly barbecues throughout the summer and a pumpkin carving contest in the fall
- * KDH modernizes communication tools; rebranded and reformatted staff newsletter and mobile format Open Forum (early 2025)
- * KDH grows its surgical program volumes; decreases the surgical wait list
- * KDH improves staffing ratios on Med/Surg Unit (November 2024)
- * Launches psychological health and safety program for staff (late 2024)

Financials

Revenue: \$32,982,527
Expenses: \$33,799,242



Distribution of Revenue 2024-25



Distribution of Expenses 2024-25

Assets: \$46,404,470
Liabilities: \$46,239,848

KDH Auxiliary

- * Volunteer support in Interim Long-Term Care & Emergency Department
- * Attracting future healthcare professionals through volunteer opportunities
- * Fundraising for KDH patient care (Over \$50K raised at 2025 Hey Day / \$160K to CT Scanner)
- * Strengthen community ties
- * Run gift shop & coffee bar, Monday to Friday, from 9am - 4pm
- * 13,731 hours in 2024



KDH Foundation



Visit www.kdhfoundation.ca for more information about the KDH Foundation.

- * Proudly concluded the Crossroads Campaign—one of our most ambitious fundraising initiative to date.
 - * The campaign exceeded its goal, raising an outstanding \$2.3 million in support of a new CT scanner for KDH.
 - * The Tallman Family CT Scanner Suite is now fully operational, marking a significant leap forward in diagnostic imaging capabilities at KDH.
- Please note: the success of the Crossroads Campaign was made possible by an extraordinary community effort; from local businesses and service clubs to individual donors and legacy gifts, support came from every corner of the region. Special recognition goes to Louise Tallman, Honorary Chair of the campaign, and everyone whose vision, passion, and commitment turned an ambitious goal into a reality!

Person-Centered Care

Continually strengthen an organization-wide culture that places the importance of the patient, family, caregiver, team and partner experience at the heart of everything that we do.

- * KDH continues to make great strides with the help of its Patient and Family Advisory Committee (PFAC), which consists of KDH staff and Advisors who are previous patients and/or families of patients who want to contribute and provide a patient perspective.
- * Introduces a new scratch cooking model, made in-house using fresh and healthy ingredients. The new scratch cooking model focuses on quality, choice and pleasant mealtime experience for our patients.
- * KDH focuses on patient access to and education on MyChart.
- * KDH is continuously improving the patient experience; we are communicating / incorporating feedback from the Patient Relations, PFAC, and our Patient Experience Surveys.
- * KDH furthers its work on incorporating EDI initiatives in all we do.

Service Excellence and Innovation

Be a rural health care facility that is differentiated, innovative, and able to provide excellent, safe care to meet diverse health needs.

- * KDH enhances the Diagnostic Imaging (DI) Department at KDH with a state-of-the-art CT Scanner and new X-Ray machine, thanks to fundraising efforts by the KDH Foundation / KDH Auxiliary / community. These diagnostic tools will improve quality of care for our patients and access to care by removing barriers such as travel and wait times. The first CT Scan took place on April 14, 2025 and to date, almost 1,000 CT Scans have been performed at KDH.
- * KDH continues to develop its partnership with The Ottawa Hospital (TOH) through an Emergency Department Integrated Medical Model (EDIMM) with support from TOH physicians and leadership.
- * KDH works alongside physicians to shorten wait times and increase patient flow in areas with critical access needs.
- * KDH finalizes the IT managed service agreement for improved access to specialized IT support for the hospital and users in collaboration with TOH.

Team KDH

Support our vital and dedicated care team and volunteers to be excellent at what they do, to have a healthy work life balance, and be assured of a safe and supportive workplace.

- * Regular staff recognition efforts through KDH's Annual Recognition Calendar, which is shared through all-staff emails / newsletter / social media posts.
- * Acknowledges staff through sharing an abundance of positive comments received from the Patient Experience Surveys.
- * KDH's Staff Association plans regular team-building events, including summer barbecues and a visit to the apple orchard in the fall 2024.
- * Launches the 'Healthcare with Heart' campaign to highlight our wonderful staff, volunteers and physicians, in addition to growing Team KDH.
- * KDH prioritizes psychological health and safety of staff through a joint program with CAHM and Your Health Space Team.
- * KDH supports the growth of its staff by offering education and skills training that enhances career opportunities.



Strong and Vital Partnerships

Optimize our collaborations with current partners and look to new partnership opportunities to build a more integrated and seamless health service ecosystem.

- * KDH is building an Emergency Department Integrated Medical Model (EDIMM) with TOH to share a pool of emergency physicians and ensure that we are able to keep our emergency department open 24/7.
- * Continues to build positive relationships with partners, including the KDH Foundation, KDH Auxiliary, Municipality of North Grenville, United Counties of Leeds and Grenville, provincial and federal partners, and local businesses.
- * Partners with Atlas Alliance alongside 10 other hospitals in the region to share our electronic health record system, Epic.
- * KDH recruits a social worker to collaborate with Ontario Health at Home (OH@H) to support patient transitions to care in the community.
- * KDH expands services in its surgical satellite site with TOH, alongside KDH's own surgeons.

Sustainability and Growth

Continue to build a culture of organizational resilience, growth, and sustainability

- * KDH emphasizes the importance of Equity, Diversity and Inclusion (EDI) by forming a new EDI Committee that aims to create real organizational change and safe spaces for all people within the hospital.
- * KDH bolsters recruitment efforts to grow Team KDH by leveraging a new recruitment strategy, promoting the new CT Scanner Suite, and launching the 'Healthcare with Heart' campaign.
- * Acknowledges the growth in our catchment area by developing a plan now for what will be needed in the future.
- * KDH enhances efficiencies with tools, technologies and processes that will sustain us now and in the future.

