

ANNUAL REPORT

Committed to Care

2024-25



Our Commitment to Caring

The Perth and Smiths Falls District Hospital (PSFDH) is a fully accredited acute care health care organization located on two state-of-the-art sites. PSFDH is situated in Algonquin Territory in the heart of the [Rideau Canal region](#) and proudly provides health services to more than 75,000 people in the surrounding communities. The PSFDH delivers a broad range of acute and secondary services and programs such as emergency care, diagnostic imaging (CT scan and MRI services), obstetrics, general and specialty surgical services, dialysis as well as laboratory and infection control services.

PSFDH is committed to care through the dedication of our volunteers, leadership, staff, and physicians – working together to serve every person with excellence, every time.

At PSFDH, the commitment to compassionate, high-quality care remains at the heart of everything we do for our patients and families. In 2024/25, the PSFDH Team continued to put patients first – advancing care excellence, embracing innovation and technical change, and fostering a healing environment. This annual report highlights the outstanding dedication and achievements of the PSFDH team, whose dedication and commitment has strengthened the Hospital and its ability to not only meet but exceed the ability to serve the community with pride.

Our Strategic Plan – Year 2

The role of the Hospital [Strategic Plan](#) continues to serve as a guiding force for the direction, programs, services, and future of PSFDH. It emphasizes:

- Providing an exceptional experience for persons we serve, every time
- Meeting the changing needs of our community
- Supporting and empowering our people
- Ensuring our future sustainability

[Read the Strategic Plan](#)
[Balanced Scorecard](#)

In the second year of the Strategic Plan, a few of the key projects and initiatives implemented focused PSFDH Team efforts on enhancing safety, optimizing flow and capacity, broadening services, and upgrading our infrastructure and space.

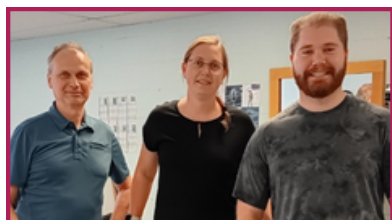
Providing an Exceptional Experience for Persons We Serve, Every Time

Another Successful Laboratory Accreditation

In the summer, both laboratories of PSFDH received full accreditation from the Institute of Quality Management Program in Healthcare (IQMH). The teams met the accreditation requirements during the review which took place in July. The IQMH program is now part of Accreditation Canada.



ACCREDITATION
CANADA



Introducing the New “Mobility Team”

On Monday, July 22, we launched a “Mobility Team” designed to enhance in-patient mobility and improve health outcomes. This team will concentrate on physiotherapy and occupational therapy to promote mobility and support recovery, particularly for frail and elderly patients. The program will embrace a multi-disciplinary approach, incorporating the expertise of Physiotherapists, Occupational Therapists, Rehabilitation Assistants, Nurses, and Physicians.

Engaging with Our Patients and Families Through Feedback Surveys

Creating an exceptional experience for our patients, families, and team members is one of the Hospital’s priorities. One way this is possible is by placing the patient experience at the heart of everything that we do. Listening to feedback and making changes informed by our patients’ experiences improves the overall care experience. In the late summer, the Hospital introduced “QualtricsSM”, a new system of measuring the patient experience that shows the PSFDH Team how we are doing.

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Supporting & Empowering Our People

In April, the PSFDH Team also celebrated the amazing work of the volunteers who support not only staff and physicians but patients and visitors. The work of all volunteers – the Auxiliaries, Board of Directors and Patient & Family Advisory Council is not easily measured. The PSFDH Team is grateful for the giving nature of volunteers.

As part of our commitment to support our people, the 2024/25 year included celebrations for nurses, healthcare professionals, and volunteers, honoring their dedication and expertise. During Health Care Professionals Week in November, we held the Staff Recognition and Long Service Awards event, recognizing a total of 1305 years of service among our employees and physicians.



Clockwise L-R: Diana Lee,
Dr. Cecilia Kerner,
Laboratory Staff

The **Beverley McFarlane Award** honors our former CEO's values of teamwork, community service, and excellence. It recognizes a team member exemplifying these qualities, awarded this year to Diana Lee, RN.

The **Physician Excellence Award** recognizes a physician for outstanding medical expertise, exceptional patient care, and significant contributions to the Perth and Smiths Falls District Hospital. This year, Dr. Cecilia Kerner, OB/GYN, receives the award.

The **Team Excellence Award** honors a team for exceptional collaboration, innovation, and excellence in patient care. It recognizes efforts to improve clinical outcomes, enhance community services, ensure safety, and promote a positive work environment. This year, the award was given to the Laboratory Services Department for their dedication and collaborative spirit.

A Full Circle of Care: From Recruitment to Retirement

In 2024, Dr. Kate Stolee and Dr. Paul Anderson retired from their amazing medical careers marking the culmination of decades of compassionate, patient and family centred care to our hospital and community. Their contribution has left a legacy that continues to inspire both colleagues and patients alike.

While PSFDH celebrates the impact of these long-serving physicians, the hospital continues to focus on the future. PSFDH was again recognized as the number one site in the Easter Region for accommodating first-year medical students from both Queen's University and University of Ottawa, reflecting our deep commitment to education, mentorship, and the development of tomorrow's healthcare leaders.



Lanark County Support Services (LCSS) is proudly sponsored by the PSFDH and the organization continues to build strong, collaborative relationships with businesses and organizations throughout the county. To date, LCSS works with 70 businesses and organizations.



In the past year, LCSS committed to creating a lasting, positive impact on both the environment and the community through the "Just Good Compost" project. The project required reliable employees and found a partner through our job coaching support. LCSS helped connect and facilitate employment for approximately 16 individuals over the year. For more information on the project, please visit: <https://justgoodcompost.com/our-team/>.

Another connection with the community was through showcasing Ryan H. who is a talented photographer and artist. Ryan currently has one of his paintings proudly displayed in the Carleton Place Public Library. His story highlights how community collaboration opens doors and creates space for individuals to share their gifts in ways that enrich both our organization and the wider community.



Meeting the Changing Needs of Our Community

A Welcome Addition to the PSFDH Family: A Midwife

In the fall 2024, PSFDH officially welcomed Lauren Tignanelli as the first hospital-based midwife, a significant step in expanding personalized maternal care. Lauren began serving as the Hospital's first full-time midwife in September. She will collaborate with Obstetricians, participate in the weekly Obstetrical Clinic to build continuity of care, and support the postpartum program. This service enhancement will strengthen our commitment to improved maternal and infant health outcomes in the community. The program also provides another option for families and parents.



Bridge House: A New Chapter in Community Support

In June, the Hospital, in partnership with Lanark County Mental Health (LCMH), launched Bridge House a 13-bed supportive housing facility located at a former retirement residence in Smiths Falls.



Bridge House is dedicated to serving individuals who are unhoused, underhoused, or chronically homeless. Supported by funding from Lanark County, the program offers more than just shelter. Residents receive access to services addressing social, addiction, and mental health needs, with the goal of fostering long-term stability and reducing reliance on hospital and other community resources.

Early outcomes have been encouraging. All units have remained fully occupied, residents are receiving ongoing support from LCMH staff, and some individuals have already transitioned into independent living which is a indication to the program's impact and success.

Enhancing Our Future Sustainability

Our Funding at a Glance

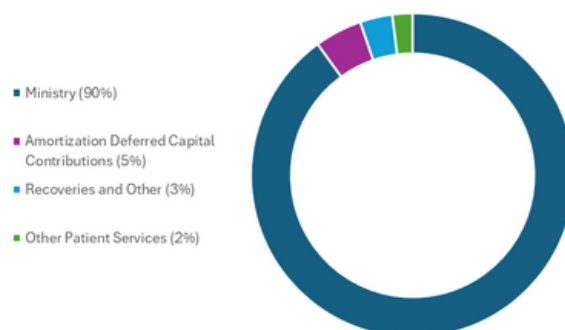
In the past year, 90% of the PSFDH's revenue came from the Ministry of Health, reflecting strong public support for our healthcare services. PSFDH also received 5% through the amortization of deferred capital contributions, 3% from recoveries and other sources, and 2% from other patient services. These combined resources help PSFDH continue delivering high-quality care to our community.

How We Invest in Care

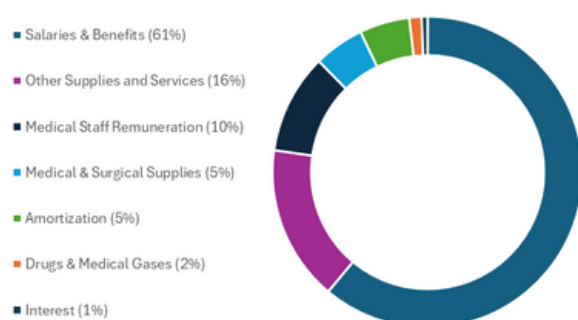
Every dollar PSFDH receives is carefully invested to support patient care and hospital operations. This year, most hospital expenses (61%) went toward salaries and benefits for the team of dedicated staff, while 10% supported medical staff remuneration. PSFDH allocated 16% to other essential supplies and services, 5% to medical and surgical supplies, and another 5% to amortization of capital assets. The remaining expenses included 2% for drugs and medical gases, and 1% for interest costs. These investments reflect PSFDH's ongoing commitment to delivering safe, high-quality care to our community.

[2024/25 Audited Financial Statements](#)

Fiscal 2024/25 Revenue (\$98.7M)



Fiscal 2024/25 Expense (\$99.0M)



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Blueprints for Building and Department Enhancements

PSFDH successfully obtained approximately \$669,000 from the provincial government to fund various building projects. These include renovations to the Smiths Falls Site Emergency Room and enhancements to communications and technology to support both sites. Throughout the year, numerous additional building improvements were made to ensure our facilities remain efficient and secure.

New Telephone Communication System

As part of the technology and communication enhancements and improvements, PSFDH shifted to a new telephone system that provides telephone service through a Voice over Internet Protocol (VoIP). This new system allows calls to be made and received over the internet rather than traditional phone lines. Approximately 300+ new units will be deployed and operational throughout the hospital sites. The new cloud-based system will provide a continuity of communication should the hospital have internet connectivity issues.



Enhanced ER Resuscitation Space in Smiths Falls

This year, the Emergency Department underwent a significant renovation made possible through generous provincial funding, aimed at enhancing patient care.

The upgraded ER resuscitation room enhances critical care delivery with advanced equipment and improved layout, enabling faster, more efficient response in life-threatening emergencies.

Lumeo: A Regional Approach to Supporting Our Patients



Launched in December 2024, the PSFDH joined with five area hospitals to implement a new health information system, Lumeo. The system is an efficient and secure way for your healthcare providers to share information, and for you to access your medical record and information about your health history, appointments, test results and treatments.

As part of the overall Lumeo health information system, each hospital will be launching the "My Health Record" Patient Portal in late 2025 which will be a secure online platform where you can log in to access your digital health records shared by our six partner organizations.

By the Numbers

