

ANNUAL REPORT 2025/26

Here for Our Community - *Today and Tomorrow*

Compassionate Care Close to Home

Perth and Smiths Falls District Hospital (PSFDH) is a fully accredited acute care hospital serving our community from two sites. Located on the unceded traditional territory of the Algonquin people, in the heart of the Rideau Canal region, PSFDH is proud to provide essential health care services to more than 75,000 people across our surrounding communities.



PSFDH delivers a broad range of acute and secondary services, including emergency care, diagnostic imaging (CT and MRI), obstetrics, general and specialty surgery, dialysis, laboratory services, and infection prevention and control. Together, these services support timely, safe, and high-quality care close to home.

At PSFDH, our shared commitment to caring is reflected in the dedication of our volunteers, leadership team, staff, and physicians, who work together to deliver excellent care to every patient, every time.



Throughout 2025/26, the team remained focused on advancing the strategic priorities for our patients and families. This report highlights the compassion, collaboration, and achievements that continue to strengthen our hospital, support the PSFDH Team and its ability to serve the community.

This year also marked the 30th anniversary of PSFDH's amalgamation, celebrating three decades of unified care since the 1995 merger of the Perth and Smiths Falls sites. For 30 years, the hospital has proudly delivered high-quality care close to home, supporting the health and well-being of our communities.

As staff, physicians, volunteers, and community leaders came together to reflect on this milestone, we also look ahead with a continued commitment to service excellence providing an excellent experience for the persons we serve, every time.

Delivering on Our Strategic Promises: Strategic Plan - Year 3

In its third year, PSFDH's Strategic Plan continues to guide our priorities, strengthening our programs and services while laying the foundation for a sustainable and responsive future. It reflects our continued commitment to:

- Provide an exceptional experience for persons we serve, every time
- Meet the changing needs of our community
- Support and empowering our people
- Ensure our future sustainability

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

Working Together Toward Excellence: Accreditation 2026

Throughout the year, teams worked diligently in preparation for the May 2026 Accreditation Canada survey, building on our previous accreditation in May 2022. Accreditation through the Qmentum program is an ongoing process that evaluates organizations against standards of excellence and provides an independent assessment based on leading practices across the health care system.

Accreditation preparation strengthens the delivery of care and services for our patients and families, while supporting team members in confidently performing their roles. To support engagement, we introduced Jerome the Gnome, our accreditation mascot, who helped guide staff with education, tips and tricks, and interactive activities.

Our preparation reflects our continued commitment to quality improvement and safe, high-quality care.



Supporting & Empowering Our People

As part of our commitment to supporting our people, 2025/26 included meaningful celebrations recognizing the dedication of our nurses, healthcare professionals, volunteers, and broader care team. In June, PSFDH hosted its annual Staff & Physician Service and Awards Night, bringing team members together to honour the exceptional contributions of our employees and physicians.

This year, we proudly celebrated an extraordinary service milestone reflecting the deep experience, commitment, and compassion that defines our organization. The event also highlighted outstanding achievements through special awards, recognizing individuals who exemplify the passion, excellence, and quality care that sets PSFDH apart.

We extend our sincere appreciation to all staff and physicians for their unwavering dedication to our patients, our community, and one another.

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. Annelise Miller**, received the award.

The **Team Excellence Award** honours 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 **Finance Department** for their dedication and collaborative spirit.

The **Beverley McFarlane Award** honours our former CEO's values of teamwork, community service, and excellence. It recognizes a team member exemplifying these qualities, awarded this year to **Sarah Thompson, Occupational Therapist**.



Providing an Exceptional Experience for Persons We Serve, Every Time



The Perth and Smiths Falls District Hospital has been a proud sponsor of [Lanark County Support Services](#) since 1981.

The Transition Support Services (TSS) program supports young adults with developmental disabilities as they transition from local schools to community life. Through strong partnerships with families, schools, and community organizations, the TSS team works closely with students to identify their goals and provides personalized guidance to help them build the skills and confidence needed for their next steps.

Supporting 23 participants across the region, TSS provides individualized, time-limited support focused on employment, independence, and social connection. Over the past two years, 14 individuals have successfully moved on to work, volunteer roles, and community supports. This program reflects a commitment to aligning services with the evolving needs of our community, helping young adults build meaningful and independent futures.



Lanark County
Mental Health

Since becoming operational in November 2025, the LIFT (Lanark Integrated Flexible Treatment) mobile clinic has made a meaningful difference across Lanark County.



The program supports individuals facing addictions, limited access to primary care, and precarious housing situations including those living in encampments by delivering care directly in the community.

In its early months, the team supported more than 70 clients through nearly 440 visits, using a converted ambulance equipped for basic testing and outreach. Alongside clinical care, the program provides essential supplies and harm reduction supports to those unhoused.

Funded by Health Canada as a two-year pilot, there are plans to expand the program to reach more communities across the county. PSFDH is proud to support Lanark County Mental Health as a program sponsor, helping improve access to care and community outcomes.

Meeting the Changing Needs of Our Community

Promoting Equity & Pride

The PSFDH Workplace Wellness Committee is proud to support inclusive communities through a donation to Queer Connection Lanark, advancing its Diversity, Equity and Inclusion (DEI), Pride programming, and youth initiatives.



This contribution was made possible through the generosity of staff participating in the weekly Denim Day fundraiser, with June proceeds dedicated to celebrating Pride Month and supporting local inclusive programming for residents and youth.

In August, Mackenzie Richardson, Chair of the PSFDH Workplace Wellness Committee, presented the donation to Elizabeth Snyder of Queer Connection Lanark reflecting the hospital's ongoing commitment to fostering a culture of inclusion, belonging, and community partnership.

Boosting Access to Care

PSFDH expanded MRI capacity this year with the introduction of extended evening hours, strengthening access to timely diagnostic care. Currently performing approximately 3,100 MRI exams annually, the addition of evening hours, launched October 16, allows PSFDH to support an additional 70 to 85 exams per week, helping to reduce wait times and improve the patient experience.

This investment reflects PSFDH's strategic priority of meeting the changing needs of our community. As demand for diagnostic imaging continues to grow, the hospital is adapting services to ensure patients receive high-quality, accessible care close to home when our community needs it most.



Patient & Family Advisory Council: At the Heart of Care

This year, our Patient and Family Advisory Council (PFAC) remained a valued partner in advancing care at PSFDH. Through meaningful collaboration with staff and leadership, members shared their lived experiences to help inform decisions, shape improvements, and strengthen the patient and family perspective across our organization. Their ongoing involvement continues to ensure that care delivery at PSFDH reflects what matters most to the people and communities we serve.

PFAC members also supported key organizational priorities, including accreditation preparation activities, where their feedback helped strengthen patient-centred approaches and readiness across teams. In addition, they contributed perspectives that informed management and leadership recruitment initiatives, helping to ensure we continue to build a team aligned with our values and commitment to patient- and family-centred care.



Perth Site



Smiths Falls Site

By the Numbers

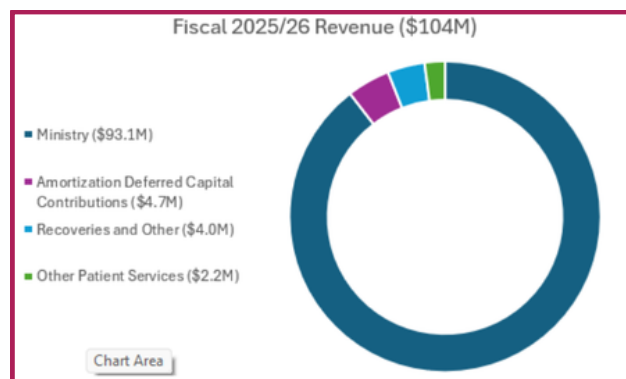
	62,871		366,634		
Medication Orders		Dispensed Medications			
	1,154		601 Units		249,922
Chemotherapy Visits		Transfusions		Lab Tests	
	37,202		10,522		3,876
X-Rays		Ultrasounds		MRI Tests	9,562
	38,442		4,058		4,067
ER Visits		Admissions		Discharges	
	346		334		233
Full Time Staff		Part Time Staff		Physicians	145
	220		340,985 kg		
Babies Delivered		Clean Linen			

Advancing Our Future Sustainability

Our Funding at a Glance

In 2025/26, the Perth and Smiths Falls District Hospital (PSFDH) continued to benefit from strong public investment in health care.

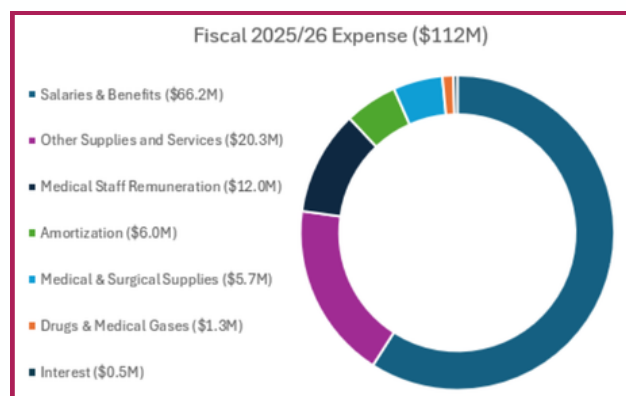
- 90% of total revenue was provided by the Ministry of Health, underscoring the province's commitment to accessible, high-quality care.
- 4% came from the amortization of deferred capital contributions,
- 4% from recoveries and other sources, and
- 2% from other patient services.



How We Invest In Care

Every dollar received is strategically invested to support patient care, staff, and hospital operations. In 2025/26, PSFDH allocated its expenditures as follows:

- 59% – Salaries and benefits for our dedicated staff
- 18% – Medical staff remuneration
- 11% – Essential supplies and services
- 5% – Medical and surgical supplies
- 5% – Amortization of capital assets
- 1% – Drugs and medical gases
- <1% – Interest costs



Investing in Infrastructure to Support Safe, High-Quality Care

Through funding from the Ministry of Health's Hospital Infrastructure Renewal Fund (HIRF), PSFDH advanced several key projects in 2025–2026 to strengthen our facilities and support a safe, high-quality care environment for all.

At the Smiths Falls site, work began on the installation of a new chilled water system, including a new chiller, cooling tower, and associated equipment to improve reliability and efficiency. Additional upgrades included a complete replacement of the fire alarm system, along with enhancements to sprinkler systems at both sites.

Strengthening Our Financial Future

With the support of our government partners, we secured additional funding and reduced our projected deficit from \$21.6M to \$8M.

This stronger position reflects the collective efforts across the organization and the impact of strong partnerships. Looking ahead, we are well positioned to build on this momentum as we continue to strengthen our financial sustainability and support high-quality care for our communities.

We are also deeply appreciative of the Ministry's financial support, which plays a critical role in enabling ongoing improvements and ensuring our facilities remain safe, modern, and responsive to the evolving needs of our community.

With Gratitude for Generous Support

We gratefully acknowledge the generosity of our donors, whose support has funded vital equipment that enhance patient care across our organization. This support is especially critical, as many of these capital investments are not funded through government operating dollars.

This includes a Panda Warmer, bariatric care equipment such as a cuddle bed, ventilators, defibrillators, stretchers, and new lab coagulation analyzers. In addition, a hematology analyzer was made possible through the generosity of an anonymous donor.

The cuddle bed, in particular, offers comfort and dignity in palliative care—allowing loved ones to lie beside patients, providing meaningful connection and support during difficult moments.

It is thanks to this generosity that we are able to invest in the right equipment to support safe, high-quality care and keep care close to home whenever possible. On behalf of the hospital team, we extend our sincere thanks for the ongoing support that makes a meaningful difference for our patients, families, and care providers.

