



OUR VISION FOR A BETTER TOMORROW



THE MOST PROFOUND IMPROVEMENT
TO HEALTHCARE IN OUR COMMUNITY SINCE 1888

TRANSFORMATION CMH

CAMBRIDGE
MEMORIAL
HOSPITAL
Foundation



Patrick Gaskin
President & CEO
Cambridge Memorial Hospital

I WANT

Since joining Cambridge Memorial Hospital (CMH) in 2009, I have witnessed exceptional care offered by our physicians, staff and volunteers to the residents of Cambridge, North Dumfries, and the Waterloo Region. Each and every day, they tend to the sick and save lives. They ease anxieties and support families, offering compassionate care to those in need. All this happens in a facility we outgrew long ago.

Today, Cambridge is part of a thriving region, with a growing population.

The residents of Cambridge and those in surrounding areas have been waiting patiently for the redevelopment and expansion of their hospital.

The good news is that it has started.
It's here. Now.

Our Capital Redevelopment Project is underway, and the transformation of CMH has begun. Once finished, it will forever enhance the care offered at our hospital and advance healthcare in our region.

We're on a transformative journey that will go beyond the bricks and mortar of a hospital. **It is the most profound change to our local healthcare system since we opened our doors in 1888.** In 128 years, it is the largest, single healthcare investment that Cambridge and North Dumfries has ever seen.

Please read this magazine to learn about your hospital. Learn how this transformation will affect you. Learn how you can help make this a reality.

A handwritten signature in black ink that reads "Patrick Gaskin".

Patrick Gaskin
President & CEO



TRANSFORMATION

CARE STANDARDS HAVE IMPROVED SIGNIFICANTLY. CAMBRIDGE MEMORIAL HOSPITAL IS CHANGING, TOO.

When Kate and Reg Cressman, long-time residents of North Dumfries, came to CMH in 1971 for the birth of their first child, the hospital's Labour & Delivery unit was brand new.

"I was delighted to give birth in the latest, most up-to-date maternity ward of the time" said Kate. She knew the hospital could serve her needs and that of her baby's. She was proud and pleased with the new facility that would tend to Galt, Hespeler's, Preston's and North Dumfries' residents and their growing families.

Recently, when Kate came in for knee surgery, she was delighted to receive the same level of care and compassion that she received as a new mother years prior. However, very little of the hospital facility had changed.

Today, that's changing.

"We need a hospital facility that can meet our community's growing demands and attract healthcare professionals" said Reg, "and that's why we're doing our part to help raise awareness and funds for CMH."

"And we're encouraging all businesses and residents, including those in North Dumfries, to do their part to make this expansion happen," added Kate.



Reg & Kate Cressman

CMH welcomes over 1,500 babies each year in a family-friendly and focused environment

A Special Care Nursery is available for small, premature or ill babies after birth

I WANT A

CARING FOR FAMILIES IN OUR GROWING COMMUNITY

— *stories from the community*

When little two year-old Chloe began to turn blue in her struggle to breath, her mom Jennifer knew they urgently had to get her medical care. They headed to the closest Emergency Department (ED) – Cambridge Memorial Hospital's.

"We didn't know what to expect when we arrived, upset and afraid for our little girl. But the ED staff went into immediate action, even before we made it into the building," Jennifer said, adding, "from the ED doctors and nurses to the security guard, everyone responded to our little girl in crisis. It was a great relief."

Little Chloe's case was just one of the over 56,000 annual Emergency Department visits to Cambridge Memorial Hospital.

"CMH is our hospital. With two active little ones, we know Cambridge Memorial is always there for us and integral to our family's good health. It's the little things that matter, too," shares Jennifer. During one ED visit when Chloe was ill and vomiting, a housekeeper immediately offered a fresh change of clothes for her.

Another time, the ED doctor didn't like the sound of Chloe's cough and investigated further. Sure enough, she had pneumonia. "They were on top of it," said Jennifer, "and having the opportunity to room in with your sick child, like CMH does, is a great comfort for both the child and parents."

When pregnant with her second child, Jennifer

Little Chloe's case was just one of the almost **56,000 annual Emergency Department visits** to Cambridge Memorial Hospital





HEALTHY FUTURE

knew from her Emergency Department visit that the Prenatal and Labour & Delivery teams at CMH would skillfully care for her and her baby. “The staff’s exceptional care for both Chloe, and me as her mom, changed my mind about where I’d deliver the child I was then expecting. I wanted CMH.”

Jennifer is one of over 1,500 mothers and their partners who choose to deliver their babies at Cambridge Memorial Hospital every year. CMH’s Childbirth (Obstetrics) Program aims to provide family-centered care that values comfort, respect and choice, coupled with support for breastfeeding and skin-to-skin contact between mother and baby. “My birthing experience was very positive. The nurses were very attentive to both my needs and the baby’s, and the physicians were caring and knowledgeable,” said Jennifer, herself a Breast Feeding Buddy.

She shared another event that solidified Cambridge Memorial as their preferred hospital. “Georgia, our youngest, broke her arm when

she was one and we found ourselves in Emergency once more. When it came time to put on the cast, the nurse knew instinctively that Georgia was tired, in pain and didn’t want to be moved again. He squatted beside her and put the cast on without as much as a peep from her. It was all about Georgia and what was best for her. I want others to know about the excellent quality of care offered at Cambridge Memorial Hospital and the compassion that accompanies it.”



Chloe (5) and her sister Georgia (2), summer 2015



As a teaching hospital, we attract some of the brightest young minds in medicine today to come to Cambridge for their residency. Often, they stay to practice.

I WANT

OVER 128 YEARS OF CARING

Cambridge Memorial Hospital is a progressive acute care hospital and teaching facility committed to quality and integrated patient-centred care performed through the values of caring, respect, innovation, collaboration and accountability.

We offer acute care services such as surgery, emergency care, birthing, women's and children's services, medical care, intensive care, and mental health care supported by full diagnostic and laboratory services.

1st IN REGION FOR BREAST CANCER CARE

CMH's Breast Cancer Reconstruction Program is the only hospital in the region offering breast cancer treatment and reconstruction in one surgery. This innovative program also provides follow-up breast reconstruction surgery for the thousands of women in our region who have already had a mastectomy to treat their breast cancer.

ONTARIO'S 1st EMR-INTEGRATED PATIENT eREFERRAL SOLUTION

CMH is the first hospital in the province to introduce a real-time, paperless eReferral system for diagnostic imaging in the Waterloo region. Family physicians can efficiently order MRIs, CTs, ultrasounds, X-rays, mammography, Bone Mineral Density and Nuclear Medicine tests directly from their electronic medical record, thereby speeding up the referral process.

SURGICAL DAYCARE'S PATIENT TRACKER

CMH's Patient Tracker allows families to track their loved ones' care and progress by providing real-time updates within the unit's waiting area.



SKILLED CAREGIVERS

PATIENT VOICE + ACTION = BETTER PATIENT EXPERIENCE

CMH's Patient & Family Advisor Council is the first hospital-wide council in the Waterloo Wellington region. Their role is to advise the hospital on processes, policies and decisions that may affect patients and their families.

Cambridge Memorial Hospital is a medical teaching hospital affiliated with McMaster University's DeGroote School of Medicine.

We are a teaching site for:

- General surgery
- Orthopaedic surgery
- Anesthesia

Our new Medical Education Campus will provide training space and resources such as videoconferencing, to enhance CMH's caregivers' knowledge and skills.

Our small but mighty Pathology department has achieved what only 5 other Ontario hospitals have – **completing and reporting all cancer diagnoses within 10 days, 100% of the time!**



We are a BPSO (Best Practice Spotlight Organization) by the Registered Nurses Association of Ontario

In 2009, CMH earned this designation and since then have implemented seventeen (17) Best Practice Guidelines that promote and support quality care for patients and families, contribute to healthy work environments for staff, and encourage evidence based practice.



Noreen
Winkler



I WANT

PROVIDING SUPPORT, COMPASSION AND DIGNITY TO SAY GOODBYE

————— *stories from the community*

Sometimes, individuals who come into our Emergency Department (ED) are vulnerable elderly patients impacted by illness and disease from which there is no recovery. It is a reality in healthcare that in some instances, no matter how hard we try or what interventions we perform, the outcome will not improve the quality or quantity of life for the patient. So was the case when Noreen and her brother brought their ailing father, James, into the ED.

“We knew he was seriously ill, and there’s so many

things going through your mind that makes a difficult time like this that much harder,” she shares, “but the compassion, care and patience shown by CMH doctors and staff was above and beyond.”

With pneumonia in both lungs combined with other health issues, Noreen knew her dad’s time was limited.

“We had to make some agonizing decisions about his care that were beyond painful,” Noreen explains, adding, “But we were given all the information and time we needed. The medical staff never rushed or hurried us and they were beyond kind and respectful.”

“In the end, it was incredibly hard to do what Dad would have wanted and what we needed



COMPASSIONATE CARE

to do, but being at CMH allowed us to make the decisions that were best for him," she said.

Enlarging our Emergency Department's size and capacity along with other hospital improvements will help patients and families like Noreen's facing life-changing situations. But it is CMH's staff that makes the difference to our patients lives, and that of their families.

"The way patients and their families are treated when the news is not good is very telling," Noreen said.

"I can't say "thank you" enough to the staff who helped Dad, my brother and I, and my entire family during this time. We will always be grateful for the kindness and exemplary care we received."



CMH's Hospital Elder Program (HELP) is a unique program developed by Yale University and is designed to prevent confusion and loss of function in our elderly patients. Extensively trained and supervised HELP volunteers provide non-clinical interventions that help our elderly patients maintain orientation and prevent cognitive decline.

CMH is the first hospital in the region to implement this evidence-based program

ONCE COMPLETE, CAMBRIDGE MEMORIAL HOSPITAL
WILL BE THE **MOST
ADVANCED**
HOSPITAL IN OUR REGION

I WANT A

PHASE 1

NEW PATIENT WING

240,000 sq. ft. of new construction will almost triple the size of CMH

PHASE 2

LEGACY REDEVELOPMENT

150,000 sq. ft. of renovations to original building - 4 levels completely transformed

WE WILL INCREASE EMERGENCY DEPARTMENT CAPACITY

40 treatment areas

up from the current 27, including dedicated care areas such as vision care

4 drive-in ambulance bays

Larger, more comfortable waiting rooms

Private waiting area

for patients and families seeking mental health services

WE WILL HANDLE MORE SURGERIES

Larger, state-of-the-art operating rooms

More operating rooms

Enhanced patient comfort and satisfaction with a fully renovated perioperative support space to

- Comfortably prep patients before surgery
- Attend to their needs during surgery
- Provide better conditions after surgery
- Offer a comfortable, calming family waiting area

NEW

Diagnostic Imaging & Laboratory

Fully renovated and expanded

Birthing Unit

7 new rooms

Surgery

3 new operating rooms

Mental Health Unit

5 new beds and 2 terraces

Intensive Care Unit

5 new beds

Rehab Units

17 new beds

Inpatient Rooms

23 new beds



MODERN FACILITY

WE WILL IMPROVE PATIENT CARE

New and expanded Intensive Care Unit

Increased size and beds to offer dedicated care for our most seriously ill patients

Larger and expanded Medical Unit

Allowing us to assess and diagnose more patients

Expanded Surgical Inpatient Unit

Allowing us to comfortably care for more post-surgery patients and help reduce surgical wait times

Extended Rehab Unit

Will offer 82% more beds to help patients recover faster and restore independence

WE WILL OFFER MORE MENTAL HEALTH CARE WITHIN OUR COMMUNITY

We will expand our Mental Health Unit and programs

to offer more care close to home to those facing mental illness

We will offer healing vistas overlooking the Grand River,

green spaces and downtown Galt that promote wellness and a sense of belonging

ONCE COMPLETE, THE NEW CMH WILL MEET TODAY'S STANDARDS IN

- infection control
- patient security and privacy
- access to appropriate care
- surgical space
- medical programs and services space
- high-tech specialized equipment
- providing an environment that promotes overall well-being through:
 - extensive natural light,
 - welcoming community spaces,
 - calming colours,
 - views of nature,
 - outdoor spaces,
 - intuitive wayfinding,
 - elder friendly environments,
 - and patient friendly walking routes



I WANT A

OFFER BETTER CARE FOR YOU, YOUR FAMILY AND COMMUNITY

REDUCE WAIT TIMES

through enlarged facilities and capacity

PROVIDE FASTER MEDICAL ASSESSMENT AND DIAGNOSIS

with expanded Laboratory and
Diagnostic Imaging Department

MAINTAIN PATIENT PRIVACY

with back of house hallways on the Main Level
to enhance patient confidentiality and provide
dignity as patients move between programs and
services

OFFER AN ENHANCED SITE CONFIGURATION

with adjoining care sites, such as Diagnostic
Imaging and Laboratory beside the Emergency
Department

OFFER MORE MENTAL HEALTH CARE

to encourage individuals to access
timely and effective care when they
need it



80%

of all patient rooms will be single occupancy

HOSPITAL THAT CAN

IMPROVE SAFETY AND SECURITY

80% of all patient rooms will be single occupancy to speed healing and reduce infections in a calm space designed for patient's needs and care management

HANDLE MORE PATIENTS AND HIGHER VOLUMES IN

- Emergency
- Surgery
- Intensive Care
- Mental Health
- Labour and Delivery

OFFER MORE BEDS

A 40% increase from 143 to 197

Be the strong foundation for a strong, healthy and thriving community

"The whole community needs to support Cambridge Memorial Hospital now for a healthier future. It's the neighbourly thing to do."

Reg & Kate Cressman

Please help us meet our goal of improving healthcare in Cambridge by supporting the TransformationCMH Capital Campaign.

cmhfoundation.ca/donate



The Ontario provincial government pays 90% of construction costs for new hospital buildings and renovations. **The community must raise the other 10%.**

WE RAISE FUNDS FROM THE GENEROSITY OF INDIVIDUALS, BUSINESSES AND THE COMMUNITY THROUGH:

SPECIAL EVENTS

such as golf tournaments, lottery, Best Bites and third party events who donate their proceeds to us

ANNUAL FUND

Trees of Caring, mail appeals

LEGACY AND TRIBUTE GIFTS

wills and estate giving; in memorial; special occasion tributes to celebrate weddings, anniversaries, birthdays and other events

MAJOR LEADERSHIP GIVING

individuals, businesses and community organizations willing to invest \$5,000 or more; recognition opportunities within the redeveloped and new facility begins at \$25,000 and \$50,000 respectively



CARING FAMILIES

Seeking 50 families to provide \$100,000 each

CARING BUSINESSES

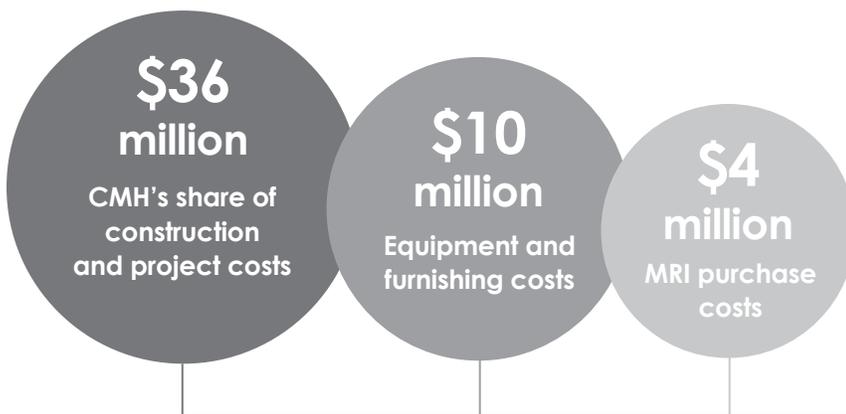
Seeking 100 businesses to provide \$50,000 each

I WANT TO HELP

FUNDS FOR EQUIPMENT AND FURNISHINGS USED WITHIN THE HOSPITAL ARE RAISED BY THE COMMUNITY

That's every wheelchair, bed, gurney, and bedpan, as well as high-tech equipment like surgical microscopes, vital signs monitoring equipment, oxygen saturation units, MRIs and CT-Scans.

Nearly \$50 Million has been transferred from the Foundation to the Hospital since our founding in 1982, thanks to the community's generosity.



The Provincial government has committed. We need to meet the community portion:

\$50 MILLION
TOTAL CMH SHARE

MAKE A DIFFERENCE TODAY

Here is my gift of:

\$1,000 \$500 \$300 \$100 \$ _____ other

I would like to become a monthly supporter!

Here is my first monthly gift of:

\$20 \$30 \$50 \$ _____ other

PAYMENT OPTIONS

SINGLE GIFT

- Credit card *(Please fill out information on the right)*
 Cheque *(Payable to Cambridge Memorial Hospital Foundation)*

MONTHLY GIFT

- Credit card *(Please fill out information on the right)*
 Cheque *(*I authorize Cambridge Memorial Hospital Foundation to debit my bank account on the 1st of each month)*

PLANNED GIFT

- I wish to learn more about leaving a gift in my will
 I have included CMH in my will

YOUR INFORMATION

Name: _____

Address: _____

City: _____ Province: _____

Postal code: _____ Tel: _____

Email: _____

CREDIT CARD INFORMATION

Name on card: _____

Card #: _____

Expiry: _____ Signature: _____

Charitable Business No. 11882 6288 RR0001



A COMMUNITY CARING FOR ITS FUTURE

The first meeting of the Galt Hospital Trust was held June 29, 1888. Our visionary ancestors understood that healthcare is a vital foundation for the community's health, wealth and well-being. Facing opposition, they rose to the challenge to provide care. The land was donated, reflecting the deep connection between a generous community and its hospital that survives to this day.

The quality of our local healthcare is in large part determined by the generosity of its residents. Please consider making a gift to CMH Foundation to ensure your family, neighbours and you have access to the best healthcare possible, right here in Cambridge.



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