

**Report from the Pembroke Regional Hospital  
to the  
Catholic Health Sponsors of Ontario / Meeting of the Members  
June 2020  
Report for Fiscal Year 2019 – 2020**

We are pleased to submit this report from the Pembroke Regional Hospital to the Members of our Corporation and Sponsor, the Catholic Health Sponsors of Ontario, for the fiscal year ending March 31, 2020. As requested, this report deals with the three questions posed below:

**What was most inspiring over the last year at your organization?**

While it is difficult at the moment to think about anything other than the COVID-19 pandemic, we recognize that the pandemic really only began to impact us in a significant way during the last month of fiscal year 2019/20 and that there were a whole host of accomplishments to celebrate in the first eleven months of the year. These include:

- A new investment of \$1.1 million in our Community Mental Health Program
- The successful recruitment of a seventh radiologist and a third psychiatrist
- A renewed focus and energy in a palliative approach to care and advanced care planning
- Further approvals to proceed with a \$10 million renewal of our surgical space
- A multi-million dollar investment in new diagnostic imaging equipment

However, without a doubt, the most inspiring thing at the Pembroke Regional Hospital this past year was seeing the entire health care team pull together in the face of the pandemic. While early on we sadly had a patient die from COVID-19 in our care, we were able to put in place all of the required protocols and effectively prevent the transmission of the virus within our hospital and within our community.

**What most challenged you?**

The uncertainty of the early days of the pandemic as it surfaced in China and then began to make its way across Canada. The volume of information, and at times conflicting information, and ever changing directives challenged our team to be the best that we could be as we prepared for the worst.

**What are the one or two bold moves CHSO could make to further Catholic health care?**

Big question! Undoubtedly, Catholic health care will need to be bold, progressive and enabling as we move towards health system transformation in the province of Ontario. And, while the pandemic has shifted this initiative to the back burner for now, the eventual integration of the health system, if done well, can only serve to improve our citizen's healthcare experience and their health outcomes. Catholic health care must embrace the change and look for ways to move the system forward into the future.

Thank you for receiving this brief report. We would like to take this opportunity to thank our Members and staff of CHSO for their support and guidance over the course of the past year. We value our relationship and look forward to our work together in the year ahead.