



Queensway Carleton Hospital



Patients first! ALWAYS

Queensway Carleton Hospital is about people and it's about community. Together we're making a difference!

Health care is changing and so is QCH. We continue to expand the care we provide – all the while making sure we put patients first in everything we do. It's our job to find innovative solutions to reduce wait times and ensure safe, quality care for our community.

At Queensway Carleton Hospital (QCH), we're committed to being the community hospital of choice, recognized for our exemplary patient care, people and performance. In this year's Report to the Community, we'll share just some of the ways we are achieving our vision – every day.

[Click here to keep reading and learn more.](#)



Queensway Carleton Hospital

The right CARE in the right PLACE

No one wants to get sick. And hospital stays are no fun. So QCH is working hard to find ways to make the patient journey a little easier and a little faster.

Access challenges often begin in the Emergency Department so we started there. With Local Health Integration Network (LHIN) support, QCH was able to open 24 flex beds this year, reducing wait times for admission and providing focused care for elderly patients. The Transition to Home program provides seniors with extra time to recover and restore to a level of independence that allows them to go home with the appropriate community supports in place.

QCH's partnership with Valley Stream Manor, as well as our close collaboration with the Champlain Community Care Access Centre and its Home First program, are also having an impact. Last year, 65 to 70 hospital beds were regularly occupied by seniors waiting for a bed in

another facility such as rehabilitation or long-term care. That number is now about 35.

Other programs are also benefiting our patients. QCH is leading a regional Total Joint Assessment Clinic, shortening hip and knee replacement wait times across the region.

QCH is working hard to reduce wait times, improve access to care and advance quality. We are focusing on the Emergency Department wait times for admitted and non-admitted patients, cancer surgery and colon cancer screening. Best of all, Ministry incentives to reduce wait times are being reinvested in clinical programs and new ways of caring – all part of QCH's commitment to our community.

Here we grow again



Construction cranes and bulldozers are a familiar sight at QCH as we continue to expand to serve our growing community. In October, the community celebrated the start of Phase Three - the largest and final phase of our expansion project.

A brand new four-storey building on the hospital's west side will be home to the Ambulatory Care wing and ten new operating rooms. It will also include a new Dialysis unit – a first for QCH in partnership with The Ottawa Hospital's Regional Dialysis Program. Extensive



renovations to the original building will include increased Endoscopy capacity; an additional Mammography

suite; a second MRI unit and a second CT Scan Suite – all resulting in improved diagnosis and shorter wait times. An ambitious schedule will result in an official opening in less than two years.

Hand-in-hand with new buildings come new green initiatives and little things make a big difference. In Food Services, changes such as replacing plastic utensils with biodegradable ones have helped contribute to a 40% reduction in waste going to landfill sites. QCH's co-generation energy unit provides two-thirds of the hospital's electrical needs in a cleaner form. And low-use toilets and updated cooling units are reducing water consumption.

We're building for the future – expanding to meet the needs of our growing community.

One extraordinary WOMAN.

One extraordinary gift.
One champion for women's health.

Shirley Greenberg recognizes that *Care Grows West* isn't about bricks and mortar – it's about making sure that the people in our community continue to receive the outstanding, personal and compassionate care that QCH is known for.

Shirley has made the extraordinary decision to once again support women, health care and the residents of west Ottawa and the Valley through her breathtaking gift of one million dollars!

[Click here for her amazing story.](#)



A commitment to safe, quality care

It seems so simple, but hand washing is the single most important thing we can do to prevent infection. At QCH, our volunteers make it easy, greeting each visitor at the door with a hand pump of sanitizer gel.

In fact, QCH's *Ask me if I have washed my hands* initiative involves much more, focusing on programs to raise awareness among staff, patients and visitors to empower everyone to speak up and take ownership of their good health. It's having a significant impact.

Our community has an important role to play in ensuring a safe environment at QCH and this year, after extensive community consultation, we introduced an updated Patient Bill of Rights and Responsibilities to bring the message home. It outlines the guiding principles and behaviours that QCH staff strive to achieve in their relationships with patients, families and the community; as well as the role that patients have to play in taking responsibility for their own health care.

It's the latest addition to QCH's Quality Improvement Plan, led by our volunteer Board of Directors. The plan is driving change and facilitating shared dialogue. The Ministry of Health's Excellence Care for All Act has introduced many new initiatives to ensure quality and safety – but, in many cases, QCH was already there. We're proud to be leading the way.

QCH is living proof of what can be done when everyone is committed to the same vision. Our community deserves nothing less.



FASTER DIAGNOSIS



When a patient is waiting for test results, time seems to stand still. With QCH's new Cardiology PACS system, we're helping to change that.

A separate PACS (Picture Archiving and Communications System), dedicated to cardiology, means faster turnaround times for tests and diagnosis. This past year, 2500 patients benefited and the numbers keep going up. It's the final piece in the complete redevelopment of QCH's Cardiopulmonary Program which has expanded to three times its original size.

It's all part of our plan to use technology to provide better care – while never losing the caring touches that QCH is known for.



Queensway Carleton
Hospital

2010
2011

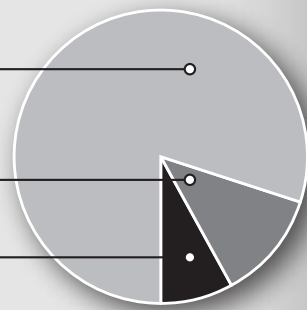
By the NUMBERS

Operating Revenue: \$163,937,000

Ministry of Health Allocation
\$124,993,000 (76%)

Patient Revenue
\$22,380,000 (14%)

Other Revenue
\$16,564,000 (10%)

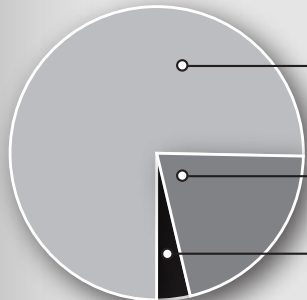


Operating Expenses: \$164,797,000

Compensation
\$118,939,000 (72%)

Supplies & Other Expenses
\$34,232,000 (21%)

Depreciation
\$11,626,000 (7%)



Our Care

Emergency Visits	69,199
Day Surgery Cases	12,573
Surgical Inpatients	4,564
Medical Inpatients	4,313
Psychiatry Inpatients	553
Births	2,539
Clinic & Day Program Visits	66,907
Diagnostic Imaging Tests	131,611
Laboratory Procedures	3,213,032
Cardiopulmonary Procedures	226,665
Rehabilitation Outpatients	70,101
Rehabilitation Inpatients	769
Employees	1,811
Nurses	750
Physicians	292
Dentist	1
Midwives	5
Volunteers	563
Volunteer Hours Contributed	42,318
Volunteer Visits	13,483



Audited financial statements are available from QCH's Financial Services.

For more information, please contact:

Queensway Carleton Hospital Communications Department at
613 721-2000 ext 5601 · 3045 Baseline Road, Ottawa, ON K2H 8P4
www.qch.on.ca

The extraordinary Shirley Greenberg



Shirley Greenberg (right) with (l-r) Dan Greenberg, Tom Schonberg, Barbara Cook and Marti Bergeron in front of a sketch of the soon to be built Shirley E. Greenberg Women's Breast Health Imaging Suite

Her generosity has no bounds and saying thank you just doesn't seem like enough. Shirley Greenberg's gift of one million dollars for women's health care will go a long way in helping our local community. Everyone at QCH - and everyone who will be touched by her generosity - is grateful.

The Queensway Carleton Hospital Foundation is pleased to announce the creation of the Shirley E. Greenberg Women's Breast Health Imaging Suite. The new facility will respond to the needs of the rapidly growing west end of Ottawa - helping us to expand our diagnostic services to keep pace.

In fact, QCH's current expansion project will see our Diagnostic Imaging Department more than double in size. With this expansion, we will be adding additional imaging equipment to increase services in general X-ray, Ultrasound, Mammography, MRI, CT Scans and Nuclear Medicine.

One area of care that is seeing incredible advancements is breast imaging services. We have changed from simple film-based images to a comprehensive program that includes breast MRI, full field Digital Mammography, Ultrasound, Vacuum-Assisted Breast Biopsy, and CAD (computer aided detection) software - all in less than two years.

Included in our transformational expansion plans will be a second Digital Mammography unit with a dedicated prone breast biopsy table. The size and space of the renovated area

will allow services to be grouped, creating a pleasant, confidential patient experience. And we will continue to grow our service to include and support the Ontario Breast Screening Program (OBSP) services in both Mammography and MRI.

Thanks to an incredible donation from Shirley Greenberg, this vision for our patients and our community will be realized in 2013. Our sincere thanks to this extraordinary woman!



Bring us HOME

The QCH Foundation is four years into its five-year campaign journey and we are proud to announce that \$30 million has been raised to date. What an amazing community! What an amazing odyssey! And it's not over yet.

The *Care Grows West* campaign, with a goal of \$35 million, was developed in response to the growing need for expanded programs and improved health care for one of Canada's fastest growing populations in west end Ottawa and the Ottawa Valley.

Many may not be aware of the effect that this population growth has had on QCH's staff, facilities and infrastructure. The doctors, nurses and staff at QCH are managing ever-increasing patient volumes, without sacrificing high level, compassionate, patient-centred

health care. They exemplify our *People First - Caring Always* philosophy.

Through the *Care Grows West* campaign, QCH will be able to augment its already outstanding patient care, offering innovative new services that bring that care closer to home for thousands of people.

Fundraising is a real and necessary part of our health care system. The Ministry of Health and Long-Term Care funds 90% of the cost of "bricks and mortar" within the approved expansion plans. Our community must contribute the remaining 10%. The community is also asked to fund the cost of new equipment while the Ministry takes care of the ongoing operating costs once in place. The scope of the entire

expansion project will mean an investment of more than \$225 million for our hospital in total construction and equipment. For every dollar we generate through *Care Grows West*, the government invests \$5.40.

Our very generous community has certainly recognized and responded to this need. And already the campaign funds are in action, resulting in benefits for our 400,000 plus local residents. The Irving Greenberg Family Cancer Centre, the tripling in size of the Cardiopulmonary Unit, a new Endoscopy suite, a new Nuclear Gamma camera, and a new

Digital Mammography unit are just a few examples.

On the horizon, the opening of a four-storey tower just west of the hospital will take care to a new level.

People come first at Queensway Carleton Hospital. Our staff, physicians, students and volunteers practice compassionate and highly personalized health care, meeting the needs of patients and their families with kindness, attention, understanding and compassion. Please consider supporting *Care Grows West*. Help us bring it home!

Donate on line: www.qch.on.ca

and follow us on Facebook!

www.qch.on.ca



I want to support Queensway Carleton Hospital - MY community hospital!
Please accept my donation of: \$50 \$75 \$100 Other: \$ _____
(Make cheques payable to Queensway Carleton Hospital Foundation. Thank you!)
Name: _____
Address: _____
City: _____ Prov: _____ Postal Code: _____
Telephone: _____ E-mail: _____

Please detach this form and send along with your gift to:
Queensway Carleton Hospital Foundation, 3045 Baseline Rd., Ottawa ON K2H 8P4
Donate by phone at 613.721.4731
Tax receipts issued for all donations. Charitable BN #13725 3571 RR0001

I prefer to give by: Visa MasterCard American Express

Card No.: _____ Exp.: _____

Name on card: _____

Signature: _____

FERGUSLEA PROPERTIES
PRESENTS
THE RHYTHM & RUM BALL
SEPTEMBER 10, 2011
SIX O'CLOCK IN THE EVENING
CASINO DU LAC LEAMY, THEATRE
3 BOULEVARD LAC LEAMY GATINEAU, QUEBEC

IN SUPPORT OF
THE QUEENSWAY CARLETON HOSPITAL FOUNDATION'S
"CARE GROWS WEST" \$35 MILLION
HOSPITAL EXPANSION CAMPAIGN

AN EXTRAVAGANT EVENING CELEBRATING THE SIGHTS, SOUNDS & TASTES OF BARBADOS

FOR MORE INFORMATION: WWW.QCHFEVENTS.CA | 613.721.4700 EXT. 1073 | CPAULS@QCH.ON.CA
INDIVIDUAL TICKETS: \$275 | TABLES OF EIGHT: \$2500