



Queensway Carleton
Hospital

HEALTH CARE INNOVATORS



2008 | 2009



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Dr. Angel Arnaout is changing the face of cancer care at Queensway Carleton Hospital.

Her ground-breaking surgery techniques are setting the stage for a new Centre of Excellence focused on patient-centred care.

And she's not alone. Advances in technology, expanded programs and services, new buildings - and most importantly, new ways of caring - are happening throughout the hospital and out into the community. From pre-operative clinics to new equipment, QCH is transforming care.

These innovations are driven by a committed group of people who want to make a trip to the hospital the best it can be for patients and families. Staff, physicians and volunteers are coming together to make that happen.

QCH is 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 want to share our progress - innovations in care, innovations in technology, and the innovative people behind it all.



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Beyond bells & whistles

More than 400 patients are helped by Queensway Carleton Hospital's Diagnostic Imaging team every day. In fact, in the past two years, the number of diagnostic tests performed has increased by 11,000. The DI team is involved throughout a patient's care journey, from emergency care to pre-surgery preparation to ongoing monitoring.

Several new advances have resulted in faster diagnosis, less invasive procedures and shorter wait times. QCH has some of the best tools that doctors and radiologists need to prepare for surgery for cancer and other diseases.

For example, a second SPECT CT nuclear gamma camera has arrived combining the hybrid technology of CT (computerized technology) and nuclear medicine. The camera allows radiologists to look at organs functionally (the nuclear medicine image) and structurally (the CT image), resulting in better pin-pointing of disease sites. It is particularly helpful in finding so-called sentinel nodes in the early stages of breast cancer exploration.

QCH's CT Scanner has been upgraded to a 64-slice model, providing better cancer detection and diagnostic capabilities. The new scanner conducts full body scans in as little as 15 seconds, allowing more patients to be cared for each day.

The new breast MRI (magnetic resonance imaging) technology provides far greater detail in the detection of breast disease. Breast MRI uses magnets and radio waves to produce detailed three-dimensional images of the breast tissue.

While technology is the enabler of this enhanced care, it's the team behind the equipment that truly makes a difference. QCH's team has embraced these new innovations, always remembering the most important part of every procedure – the patient.



A vision for the future

QCH prides itself on its vision to be the community hospital of choice, recognized for its exemplary patient care, people and performance.

To be accountable to our community and hold true to this vision for the future of health care, the Board of Directors monitors the hospital's financial situation with care. We were pleased to finish the year with a balanced budget.

QCH is committed to continuing to work closely with the Ministry of Health and Long-Term Care, the Champlain Local Health Integration Network (LHIN) and our regional and community partners to optimize the use of acute care resources and the availability of appropriate care for our community.

QCH has evolved from a community hospital providing essential health care, to a regional leader, providing exceptional and comprehensive care. We are committed to a strong foundation to support this growth – a sustainable, cost-effective operating position as we move forward.

Audited financial statements are available upon request. For more information about QCH, contact the Communications Department at 613.721.2000 ext. 5601 or visit www.qch.on.ca

Taking care to the next level

Staff and physicians at Queensway Carleton Hospital are always looking for new ways to care for and support a healthier community. These innovations are having an impact.

One of the best examples is QCH's Total Joint Assessment Clinic. Cases are reviewed within weeks instead of months and a multidisciplinary team quickly determines a patient's need for surgery or other intervention. Based on QCH's successful pilot, a regional model is now being adopted. And for the first time, the hospital's wait time for hip and knee replacements has bettered the provincial benchmark, providing greater access to care.

The Emergency Department is often the first point of contact for care. QCH is proud to have the shortest ER wait time in the city and credits new innovations with helping to provide that care as quickly as possible. Through funding from Paramedic Services, a dedicated nurse is now available to assess and monitor ambulance patients while they are waiting to see a doctor. This allows the paramedics to get back on the road. Another innovation, called torpedo triage, allows specially-trained nurses to order preliminary tests. This ensures that all of the information is available when the physician is ready to see the patient, shortening the time from triage to discharge.

Our elderly have unique needs and at QCH, we are introducing initiatives to support them during their stay. A new program, one of the few of its kind in Canada, combines standard medical therapy with a specialized approach for elderly patients at risk. The focus is on treatment and the sharing of information for optimal care. Results show that the number of patients able to return to their own homes has increased significantly.

We also have Geriatric Emergency Management (GEM) nurses devoted to helping seniors navigate the health care system and get the support they need. Additional funding has just been

received to allow GEM nurses to spend even more time in the Emergency Department.

And QCH is teaming up with Bruyère Continuing Care to link appropriate patients with its Quick Response Unit, an alternative care model for seniors in crisis who have non-emergent care needs but could be at risk if discharged home.

Throughout the hospital, patient safety is a strategic priority with initiatives that result in better care and collaboration between staff, physicians, volunteers and patients themselves. In the Childbirth Centre, a new program teaches staff to learn, practice and communicate together. It is creating a culture of safety, raising staff confidence in handling emergency or challenging situations.

Our Safer Healthcare Now! program is aimed at improving patient care safety through sharing and implementing interventions known to reduce adverse events. For example, a series of new care procedures in ICU is transforming care and greatly reducing the chance of a patient developing ventilator-associated pneumonia.

Another key area is medical reconciliation, where medication taken at home and medications ordered during a hospital stay are reviewed and reconciled at the time of admission, during the patient's stay and prior to discharge.

Even simple ideas, like the 'Just Clean Your Hands' campaign, are having a positive impact.

Our volunteers are part of these collaborative efforts too. Recently, they celebrated a 90% participation rate in completing a series of training modules on hospital procedures such as infection control and privacy. More than 400 volunteers took part.

It's innovation at its best. QCH is committed to taking care to the next level – every day.



Creating synergy

There is an old saying that "there is no I in team", and at QCH, staff and physicians are proving that every day. A recent Workplace Culture Survey revealed a very high satisfaction rate by both physicians and staff, demonstrating that QCH is a workplace of choice.

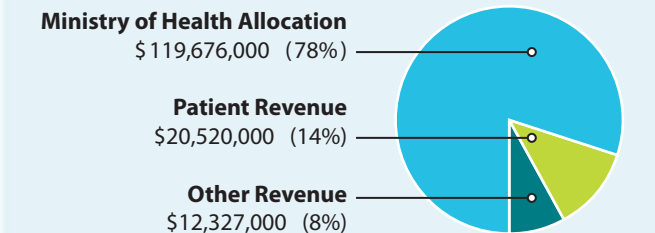
Last year's Employee Recognition Awards were expanded to introduce People Excellence Awards for an employee, a physician and a team that provide excellence in care delivery. This year, an Innovation Award will be added to recognize commitment to innovation by making things better and seeking new ways to demonstrate patient-centered care.

QCH's volunteers are also being applauded. This year, QCH introduced a new way to recognize the impact that volunteers make every day by honouring them for the hours they have served each year. More than 100 volunteers were recognized for donating anywhere between 100 and 1000 hours, highlighted their incredible dedication to the hospital and its patients.

QCH has just completed its Accreditation Survey, a voluntary national program offered by Accreditation Canada. During this process, a hospital's performance is evaluated against national standards of excellence. Results were overwhelmingly positive, with 96.8% of applicable standards being met. Areas for improvement are now being addressed by all staff.

Others are noticing QCH's team spirit as well. The Canadian Nurses Association honoured QCH with its 2008 Employer Recognition Award for Innovation, recognizing the supportive environment that exists for ongoing education and specialty certification. The power of the team is evident at QCH.

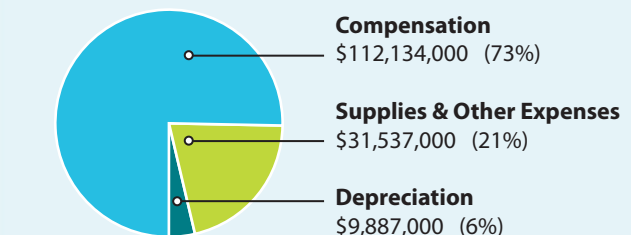
Operating Revenue: \$152,523,000



Caring for You:

Emergency Visits	67,424
Day Stay Surgeries	11,211
Surgical Inpatients	4,688
Medical Inpatients	4,123
Psychiatry Inpatients	540
Births	2,723
Clinic & Day Program Visits	58,209
Diagnostic Tests	120,101
Laboratory Procedures	1,239,219

Operating Expenses: \$153,558,000



Cardiopulmonary Procedures	206,030
Rehabilitation Visits	287,974
Rehabilitation Inpatients	1,199

Employees	1,835
Nurses	758
Physicians	248
Volunteers	505
Volunteer Hours Contributed	42,503
Volunteer Visits	13,369

Be a QCH Champion!

Innovation at Queensway Carleton Hospital wouldn't be possible without the generous support of our community. Together, we are putting great tools in the hands of great people – helping our staff and physicians to provide the very best care.

In the past few years, donations have provided the funds to equip new operating rooms; purchase a CT Scanner, a Nuclear Medicine Camera, and dozens of specialized diagnostic, surgical and treatment tools. These gifts help us care for more patients faster, and provide that care close to home at your community hospital.

As we prepare for the opening of the Irving Greenberg Family Cancer Centre later this year, we are expanding our own cancer diagnosis and surgery abilities with your help. In the last year alone, QCH increased its cancer surgeries by 30% - a direct result of your gifts and their impact on new operating rooms and equipment.

QCH has been built on the strengths and energies of generations of community champions and we invite you to become one of this generation's champions for great care close to home. Our Building on Our Strengths campaign will make your community hospital even stronger for the future.

Our goal is to raise \$35 million and to date, \$23 million has been generously pledged to the campaign. These gifts will enable the building of the Irving Greenberg Family Cancer Centre, a vast expansion to our existing hospital and huge improvements to our diagnostic, surgical and inpatient services. In fact, the campaign funds will contribute to a total project of more than \$200 million with the direct support of the Ministry of Health and Long-Term Care.

Please become one of our champions to help reach our goal and expand exceptional cancer diagnosis, surgery and treatment to West Ottawa and the Ottawa Valley.



DONATE ON-LINE

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: _____