

CLOSE TO HOME

OLIVIA JOY MAY BE TOO YOUNG

to understand the importance of having health care close to home - but her mom Patricia certainly does. She chose to give birth to Olivia at Queensway Carleton Hospital because the hospital was close by and its reputation is second to none.

Dr. Sumeet Sadana agrees. Last year, he was part of the team of health care professionals who welcomed more than 2,600 new lives into the world. And as Chief of Paediatrics, he knows the importance of ensuring each new life gets off to the very best start.

At Queensway Carleton Hospital, 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 are pleased to introduce you to a few of the many people who have seen the benefits of this care - close to home.



Queensway Carleton
Hospital



2009 | 2010

GREAT START

IT ALL BEGINS HERE.

For more than a decade, the Queensway Carleton Hospital Childbirth Centre has been the place where so many babies from the Ottawa area have taken their first breath – including little Olivia Joy. Moms with healthy, low-risk pregnancies can have their babies in a progressive and home-like setting, close to home in the west end of the city.

Now, that care is being enhanced. QCH has been selected to provide a Level 2 Special Care Nursery – for babies who might need a little extra attention in the first few days of their life. Moms delivering anytime after 34 weeks in their pregnancy will be able to stay at QCH instead of being transferred to another hospital. Enhanced training for physicians and staff, as well as additional specialized equipment, is in place so that these moms and babies can receive this care.



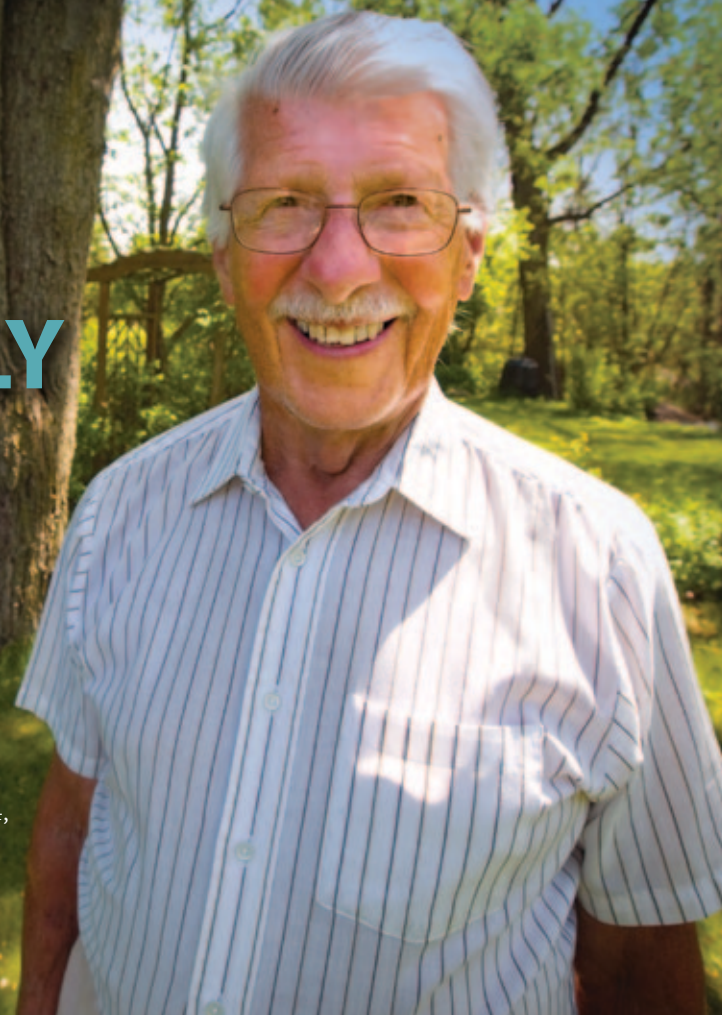
“We’re very fortunate,” says Dr. Sadana. “We have an exceptionally dynamic team of dedicated health care professionals in the Childbirth Program. And we’re looking forward to providing advanced care where needed so that more babies can stay closer to their mothers.”

Olivia Joy couldn’t agree more. She’s off to a very good start!

AGING GRACEFULLY

ALAN GRIFFIN KNOWS

that some things are worth fighting for. In World War II, he flew Hurricane fighter planes to protect the city of London. In 1954, he immigrated to Canada to start a new life. And in the early 70s, he teamed up with his neighbours to rally for a new hospital – the Queensway Carleton.



As Ottawa’s west end population ages, Allan and others like him are realizing the benefits of living ‘down the street’ from QCH first-hand. The needs of seniors are carefully considered in every part of the hospital’s planning and service offerings.

For example, QCH has Geriatric Emergency Management (GEM) nurses in the Emergency Department, devoted to helping seniors navigate the health care system and get the support they need to go back home. The Geriatric Day Hospital has more than doubled the number of patients who can benefit from this outpatient assessment program. Additional staff has been hired to provide more targeted therapeutic care for seniors. A new interdisciplinary COPD Clinic teaches patients how to self manage their disease and early results show an improved quality of life and fewer Emergency Department visits.

QCH is working with its community partners as well. An arrangement with Prince of Wales and Valley Stream Manors allows elderly patients to be cared for in the retirement homes while awaiting long-term care placement. This partnership eases bed pressures, resulting in fewer cancelled surgeries. In addition, a Palliative Care physician from Bruyère Continuing Care now works with the QCH team to provide additional support for end-of-life care.

Throughout the organization, QCH has adopted many Senior Friendly Hospital practices and the philosophy is built into everything from staff orientation to external signage.

“People don’t realize how important the hospital is until they have problems,” sums up Alan. “The staff is unbelievable and we are very lucky to have Queensway Carleton here for all of us.”



A CARING TOUCH

KAREN HENRY-SMITH

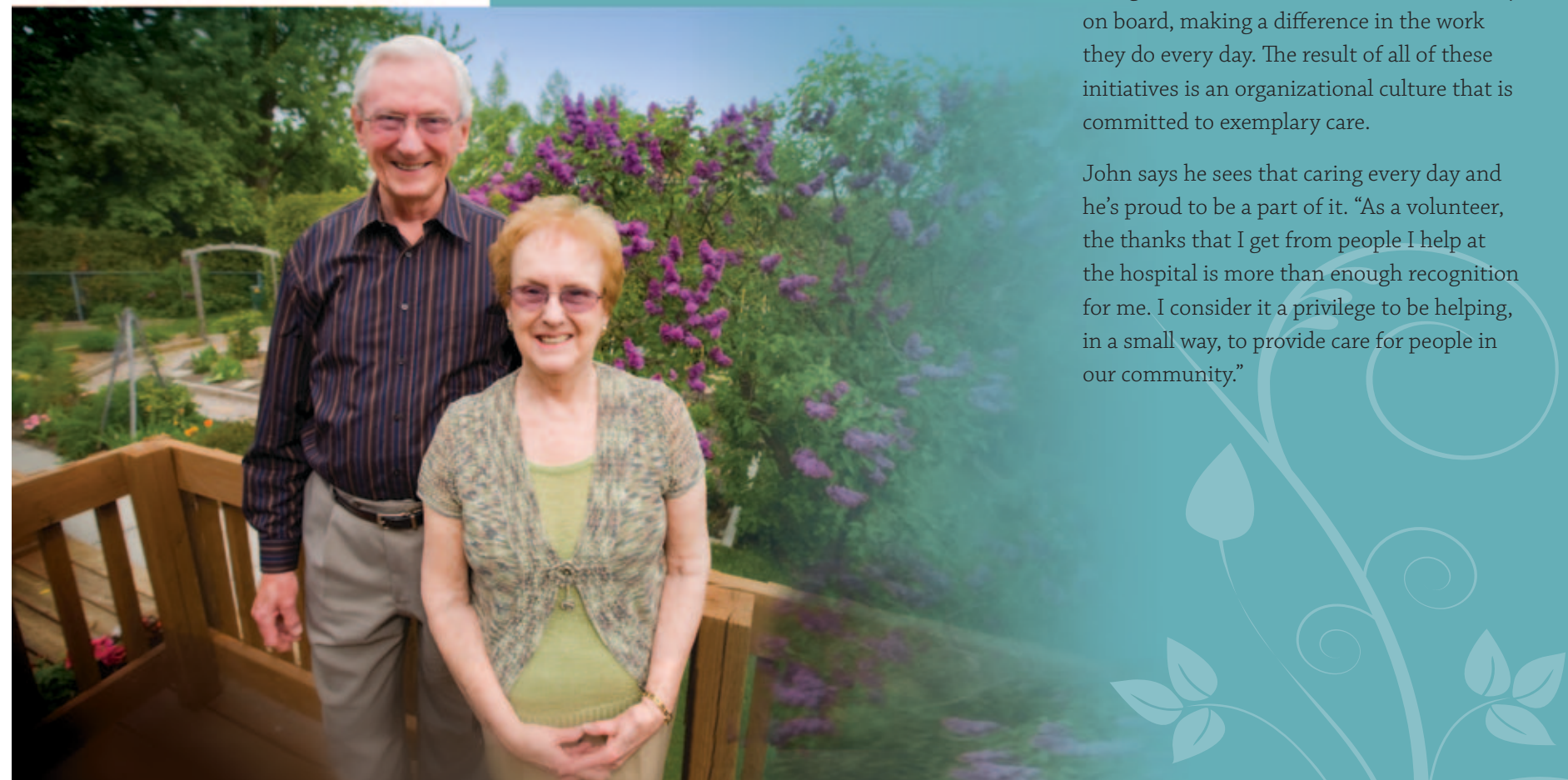
may not be a warrior, but she has slayed a few dragons. As a breast cancer 'thriller', she is now a member of the Busting Out Dragon Boat team – thanks in part to the care that she received at Queensway Carleton Hospital.

Karen's journey began at QCH with a diagnosis of breast cancer. From there, she visited almost every hospital in the city as part of her treatment – all the while wishing her care could be closer to home. Now, the new Irving Greenberg Family Cancer Centre is open and Karen can have her follow-up visits close by.

"I'm thrilled to think that cancer care is now closer to home for future patients," she says. "After each treatment, I dreaded the trip across the city back home to Kanata."

The new Cancer Centre and the expanded diagnostic services at QCH are changing lives. The upgraded CT Scanner, new breast MRI technology, digital mammography and a nuclear medicine camera are resulting in faster diagnosis, less invasive procedures and shorter wait times.

And Karen says it's the team behind the technology that really makes a difference. "From the volunteers who greet you at the front door to every staff member, admitting clerk, technologist, porter, nurse or doctor – the compassion and professionalism is felt everywhere. The staff makes a most difficult situation more bearable and I can't thank them enough."



BEHIND THE SCENES

JOHN AND JOYCE UBERIG know their way around Queensway Carleton Hospital – in more ways than one. They have both spent many years volunteering and helping patients find their way. Plus, Joyce recently had a knee replacement, benefiting from surgery and rehab close to home. And as a Board member, John sees what goes on behind the scenes and knows that the excellent care goes well beyond the clinics and operating rooms.

A great example is Accreditation, the voluntary national program to evaluate a hospital's performance against national standards of excellence. QCH recently received full accreditation from Accreditation Canada, meeting all of the requirements. "QCH is committed to quality and safety and is a shining example of client-centred care," notes Wendy Nicklin, President and CEO of

Accreditation Canada. "They are excellent partners and collaborators, and have even hosted international guests to outline the benefits and workings of accreditation." The next review will take place in November 2011.

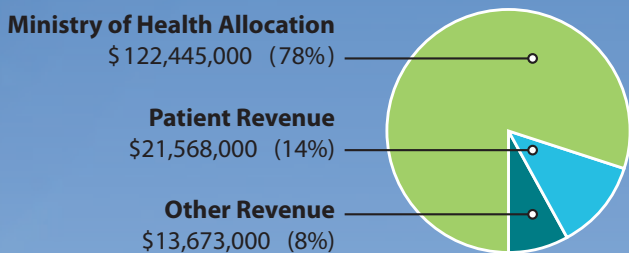
A key part of ensuring each patient has the best experience possible is a focus on safety. QCH has instituted patient safety rounds as opportunities for senior and front line staff to come together to candidly discuss safe, quality patient care. This open dialogue helps to identify patient safety concerns as well as potential hospital wide challenges that can be addressed.

The Patients First! Initiative is also having an impact, focusing on the patient's journey and what we can do to always make it better. Teams are identifying opportunities for improvement and working together to make changes. Front line staff members are already on board, making a difference in the work they do every day. The result of all of these initiatives is an organizational culture that is committed to exemplary care.

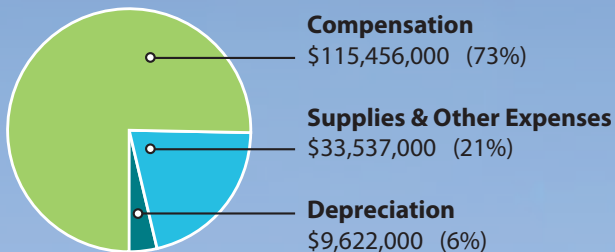
John says he sees that caring every day and he's proud to be a part of it. "As a volunteer, the thanks that I get from people I help at the hospital is more than enough recognition for me. I consider it a privilege to be helping, in a small way, to provide care for people in our community."

BY THE NUMBERS

Operating Revenue: \$157,686,000



Operating Expenses: \$158,615,000



Our Care

| | |
|-----------------------------|-----------|
| Emergency Visits | 69,777 |
| Day Surgery Cases | 12,607 |
| Surgical Inpatients | 4,667 |
| Medical Inpatients | 4,168 |
| Psychiatry Inpatients | 536 |
| Births | 2,625 |
| Clinic & Day Program Visits | 64,426 |
| Diagnostic Tests | 127,966 |
| Laboratory Procedures | 1,357,821 |
| Cardiopulmonary Procedures | 210,677 |
| Rehabilitation Outpatients | 73,770 |
| Rehabilitation Inpatients | 1,112 |
| Employees | 1,776 |
| Nurses | 736 |
| Physicians | 262 |
| Dentists | 1 |
| Midwives | 4 |
| Volunteers | 530 |
| Volunteer Hours Contributed | 42,012 |
| Volunteer Visits | 12,835 |



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

EXPANDING OUR COMMUNITY

NISHITH GOEL SAYS HE GOT INVOLVED WITH THE

Queensway Carleton Hospital Foundation because someone asked him. And that's been his approach to fundraising ever since. Today, Nishith is Chair of the Foundation's Board of Directors. "Unless you try, you don't know what you can do," he says. "You don't think about hospitals until you need them. In our community, we know there is a need and we need to tell people."

So the word is out. It's hard to travel through the west end of the city and not see the bright green Care Grows West signs and banners everywhere. They are telling the story of QCH's commitment to providing the very best care for West Ottawa and the Ottawa Valley. They are also asking for the community's commitment to ensure that care continues to grow to meet their needs.

Nishith and his wife Nita are two of the many faces behind the bold \$35 million campaign.

More than 6,500 individuals, businesses and community groups have supported the hospital this year, with donations totaling more than \$6.8 million. And the campaign is on track at \$25.8 million to date. The benefits are already being realized with new diagnostic equipment, a substantial increase in cancer and other surgeries this year, and the recent opening of the Irving Greenberg Family Cancer Centre.

The Foundation celebrated some very special gifts this past year including a breathtaking pledge of \$1 million from Sreedhar Natarajan and an exciting \$700,000 gift from TD Bank Financial Group to support cancer care and staff education.

"Dozens of volunteers work on the Foundation and Hospital Boards and Campaign Cabinet to help tell the story of Care Grows West and we can't thank our generous community enough for your support," says Nishith. "Together, we are all making a difference and showing we care."

Living Legacies

THE FOUNDATION IS HONOURED to be included in the estate plans of nine very special supporters who have left a legacy in their will to support care at QCH and provide a gift for generations to come. Generous gifts were gratefully received from:

Pearl Beaudoin
Anita & Hendrikus Bonnenberg
Marion Geraldine Cahill
John Charles Albert D'Aoust
Rhoda Gertrude Harris
James M. Inglis
Monique Gertrude Lafontaine Riese
Robert Marshall Robbins

DONATE ON LINE



www.qch.on.ca

and

follow us on **FACEBOOK**

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: _____

