



REFLECTING ON A LANDMARK YEAR

40 years of care at Queensway Carleton Hospital

2017 REPORT TO THE COMMUNITY

It was a year filled with gratitude, as our Queensway Carleton Hospital (QCH) community celebrated 40 years serving West Ottawa and the surrounding region. It's been 40 years of striving to provide the best possible care to our patients and our community. In many ways, this year marked a new chapter in our hospital's journey, celebrating our past and planning for our future.

In this Report to the Community, we want to share with you some of the hospital's highlights that support providing you and your family with exemplary care. Together, we are committed to being your hospital of choice as we embark upon our next 40 years of care.

INNOVATIVE NEW CRISIS INTERVENTION SERVICE CONNECTS PATIENTS WITH RESOURCES



Meet Payam Noshad, a Registered Nurse who supports Queensway Carleton Hospital's new Crisis Intervention Service. Implemented in June 2016, the Crisis Intervention Service runs seven days a week, 12 hours per day, to provide faster and more effective care to patients in crisis in QCH's Emergency Department. Over the past three years, mental health visits to QCH's Emergency Department have increased 19%.

As a specialized mental health crisis nurse, Payam's role is to support patients and connect them to community mental health resources and follow-up care. The team helps patients avoid unnecessary admission to hospital and ensures that they have a plan in place before they leave QCH, providing a much needed sense of comfort.

"PATIENTS TELL US THAT THEY LEAVE QCH FEELING MORE HOPEFUL FOR FUTURE TREATMENT AND GRATEFUL FOR THE GIFT OF OUR TIME."

~Payam Noshad, Registered Nurse

The results of this new service have been tremendous; 99% of patients in need of our Crisis Intervention Service who have been discharged from the Emergency Department have left with community plans in place and the comfort of knowing what's next.

ENHANCED MENTAL HEALTH CARE AT QCH

To say it's from an era gone by might be an understatement. A product of the late 1970s, Queensway Carleton Hospital's Mental Health unit was not designed to support the optimal care of the thousands of patients our interdisciplinary mental health team cares for each year.

As we have had to accommodate more patients, the unit simply fails to offer enough room for personal therapeutic interactions with the many professionals that support and care for them.

This past year we were proud to announce, with local MPP and Minister of Infrastructure, Bob Chiarelli and our committed donors that we have received approval to move forward with the total redevelopment and expansion of our mental health unit.

The expansion and renovation is a giant leap forward in caring for our patients, fully transforming the current space into an environment designed for optimal healing and support.



AGING CARE FOR THE ELDERLY

In November 2016, Queensway Carleton Hospital officially opened its new Myers Automotive Acute Care of the Elderly (ACE) unit to the community. The 34-bed ACE unit is only the second of its kind in Ontario, uniquely designed to provide patients with a calm, quiet and family-friendly environment. Natural light fills patient rooms, glare-free flooring, extra wide hallways and spacious dining and lounge rooms invite families to be participants in the healing process, sharing in daily walks, meals and quiet times.

"FROM HER FIRST MOMENTS ON THE UNIT, THE DIFFERENCE WAS CLEAR. THIS IS A UNIT THAT WAS BUILT TO INSPIRE WELLNESS AND GET [PATIENTS] BACK HOME AS SOON AS POSSIBLE."

~ACE patient family member

The ACE unit's intentional design runs far deeper than its construction alone. QCH is proud to have a specialized, interdisciplinary care team specifically trained in elder care to meet the unique needs of our complex, aging patients. And just six months after opening its doors, preliminary results have truly been encouraging. Patients are requiring less time on the ACE unit than expected, returning to health and home sooner than anticipated. As the needs of our community change, QCH wants to be ready, and the ACE unit provides a solid foundation for care in the years to come.

HOPES RISING is a campaign inspired by the hopes of families throughout our community to enhance QCH acute mental health services for late teens and adults of all ages in the greater Ottawa region. Through its success, this campaign will help Queensway Carleton Hospital deliver the right mental health care, at the right time, by the right people and in the right setting.

Since kicking off HOPES RISING just over a year ago, the campaign has raised more than 50% of the fundraising goal of \$5 million – a true sign of a community invested in mental health services.

Funds raised will support an extensive renovation of the aging Mental Health Unit at Queensway Carleton Hospital, provide enhanced emergency programs and services for people in mental health crisis and, help strengthen connections to community mental health support services.

For more information please go to hopesrising.ca



VOLUNTEERS BRING NEW "VIBE" TO ACE UNIT

QCH is fortunate to benefit from the generosity of over 500 volunteers who give more than 44,000 hours of support to QCH each year. As QCH has grown, so too has our committed team of volunteers. And so, as our Acute Care of the Elderly unit welcomed its first patients this fall, QCH also launched its newest volunteer program, Volunteer Involvement Benefiting Elders or "VIBE" as they are happily known on the ACE unit.

QCH's VIBE volunteers focus on the small, every day interactions that help maintain a baseline of functional and cognitive stimulation for patients' health and well-being. Patients are accompanied by VIBE volunteers to the dining room to socialize during meals and they remind patients of the importance of hand hygiene and hydration throughout their stay. Reading the morning paper together or sharing in an afternoon crossword puzzle helps to encourage cognitive stimulation.

Like the ACE Unit's physical construction, the VIBE program is designed with purpose, to support the care of our elderly in the best possible way as integral members of the ACE care team.

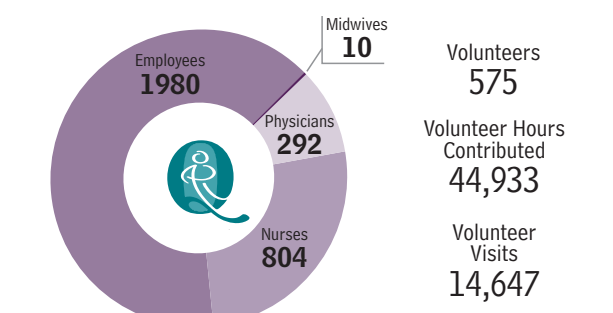
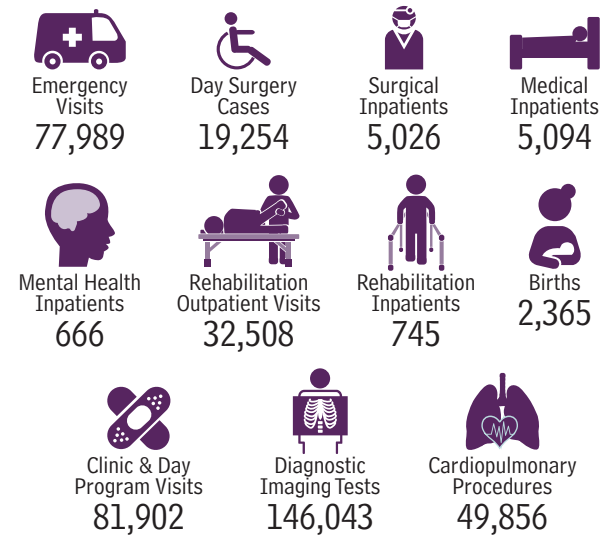


PRECIOUS MINUTES MATTER

When every moment counts, the hospital's new "Code OB" ensures that the clinical team is alerted to the possibility of an obstetrical emergency and is ready to act within minutes. In collaboration with the Canadian Medical Protective Association, a multidisciplinary team made up of physicians and clinicians from obstetrics, anesthesiology and nursing collaborated to dramatically drive down the time to delivery for obstetrical emergencies at QCH.

The "Code OB" project far exceeded the team's expectations – decreasing time to delivery in an obstetrical emergency by 50%, surpassing the team's goal of 30%. With support from across the hospital, this project increased collaboration and ultimately improves the care of our tiniest patients and their families.

OUR CARE • By the Numbers



OPERATING REVENUE		
Ministry of Health Allocation	155,917,000	(75%)
Patient Revenue	24,138,000	(12%)
Other Revenue	27,265,000	(3%)
OPERATING EXPENSES		
Compensation	139,307,000	(68%)
Supplies & Other Expenses	47,947,000	(24%)
Depreciation	16,160,000	(8%)

Audited financial statements for April 1, 2016 to March 31, 2017 are available at www.qch.on.ca