

# 2012 Report to the COMMUNITY



## Part of the community



Since we opened our doors 36 years ago, Queensway Carleton Hospital (QCH) staff, physicians and volunteers have touched the lives of literally hundreds of thousands of families in our community. We're proud to share a few highlights from the past year – how we are continually growing and changing to meet our community's needs.

Knowing where we want to go means knowing where we are, starting today. We are committed to being the hospital of choice, recognized for our exemplary patient care, people and performance. That commitment will never change.

People First. Caring Always.



Queensway Carleton Hospital

**For more information:**  
Queensway Carleton Hospital Communications Department at 613-721-2000, ext 5601  
3045 Baseline Road, Ottawa, ON K2H 8P4

Please donate on line at: [www.qch.on.ca](http://www.qch.on.ca)

## PATIENTS FIRST

### It's all about our patients At QCH, our patients are our focus.

From reducing wait times in the Emergency Department to helping seniors return home safely, we're seeing the benefits of this 'Patients First' approach to care.

Sometimes, little things make a big difference. For example, daily team huddles in the ER provide an instant picture of what the day looks like, keeping all staff up-to-date in this large and busy department. And a streamlined discharge model for Medicine patients is improving coordination to help prepare patients and families for their discharge home.

"It's about getting the staff's ideas and incorporating these into new ways of organizing care," explains Maureen Taylor-Greenly, Vice President, Patient Care and Chief



Nursing Officer. "We are focusing on the 'why' behind the way we do things, with the ultimate goal of a better care experience for our patients and a better work experience for our staff and physicians."

The Home First program, in collaboration with the Champlain Local Health Integration Network and Community Care Access Centre, is another great example. The expectation is that every patient will go home, with the most appropriate care in the most appropriate setting in place. The entire care team is involved in developing a personalized care plan to ensure a safe return home.

## Queensway Carleton Hospital receives highest Accreditation award

Last November, QCH welcomed surveyors from Accreditation Canada as part of a voluntary hospital-wide peer review program that evaluated QCH's performance against national healthcare standards of excellence.

Surveyors toured the hospital, directly observing care and talked to staff

and patients about their experience. They reviewed patient records, other documentation and processes. Staff completed self-assessment surveys on how well QCH meets the standards.

The result? QCH recently received *Accreditation with Exemplary Standing*, the highest award possible. "This

external professional review process verifies our use of best practices to provide a safe and progressive care environment. It showcased the exemplary patient care that takes place at QCH daily," notes Tom Schonberg, President and CEO. "I couldn't be prouder of our team."

## Building for the future – today

We're almost there! Phase Three, the largest of our ambitious expansion project, is well underway.



This summer, the new four-storey patient care wing will open. The \$126 million James Beach Health Care Centre will be home to ten new surgical suites, a satellite Dialysis Clinic (a new program at QCH), an outpatient Rehabilitation Clinic and a new home for our Ambulatory Care Centre. Upcoming renovations will see enhanced and expanded Diagnostic Imaging facilities and equipment as well.

Already, patients are seeing the benefits. We recently celebrated the opening of the new Cardiopulmonary Department providing a much larger and more welcoming environment for patients and families.

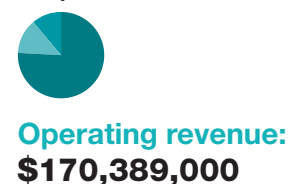
And we won't stop there. We want to ensure our community gets the care it needs – close to home.



## Our Care

Emergency visits	72,516
Day surgery cases	12289
Surgical inpatients	4675
Medical inpatients	4248
Psychiatry inpatients	601
Childbirth mothers	2543
Births	2511
Clinic & Day Program visits	69,719
Diagnostic Imaging tests	142,748
Laboratory procedures	3,309,694
Cardiopulmonary procedures	211,934

Rehabilitation outpatients	76,754
Rehabilitation inpatients	712
Employees	1891
Nurses	763
Physicians	297
Dentists	1
Midwives	7
Volunteers	583
Volunteer hours contributed	44,953
Volunteer visits	14,405



**Operating revenue:**  
\$170,389,000

**Ministry of Health allocation**  
\$130,139,000 (76%)

**Patient revenue**  
\$22,243,000 (13%)

**Other revenue**  
\$18,007,000 (11%)



**Operating expenses:**  
\$171,330,000

**Compensation**  
\$125,742,000 (74%)

**Supplies & other expenses**  
\$34,760,000 (20%)

**Depreciation**  
\$10,828,000 (6%)

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



we are so thankful  
to our incredible donor and  
volunteer community

The Queensway Carleton Hospital Foundation and its donors have had an incredible year. The *Care Grows West* campaign - which began five years ago with a bold and ambitious goal to raise \$35 million for expanded health care for West Ottawa and the Ottawa Valley – is now complete!



On March 30th, a celebration of success provided an opportunity for Dan Greenberg, *Care Grows West* Campaign Chair, to express his gratitude to campaign donors and volunteers. Dan also acknowledged campaign co-chairs, Chris and Erin Phillips, who said they were very proud to support the hospital where all three of their children were born.

The impact of the community's generosity is evident. Some of the many accom-

plishments include the opening of the Irving Greenberg Family Cancer Centre in 2010, the new Cardiopulmonary Clinic facilities, and the soon-to-be-open James Beach Health Care Centre.

QCH Foundation Executive Director and Chief Development Officer, Melanie Adams sums it up: "We are committed to working with our incredible donors to ensure the best patient care experience for our friends, family and neighbors".



Dan Greenberg, Campaign Chair, Care Grows West and Melanie Adams, Executive Director, QCH Foundation