

Corporate Services



Hospital Energy Efficiency Program (HEEP) Completed Projects in 2017-18: (Funded by Ministry of Health and Long-Term Care)



- ✓ Minden LED Lighting
- ✓ Minden Occupancy Sensors
- ✓ Haliburton Occupancy Sensors
- ✓ Haliburton Emergency Exit Signs
- ✓ Haliburton Water Circulation Pumps
- ✓ Haliburton Hot Water Tanks
- ✓ Minden Hot Water Tanks
- ✓ Haliburton Heat Exchanger



New Strategic Plan:

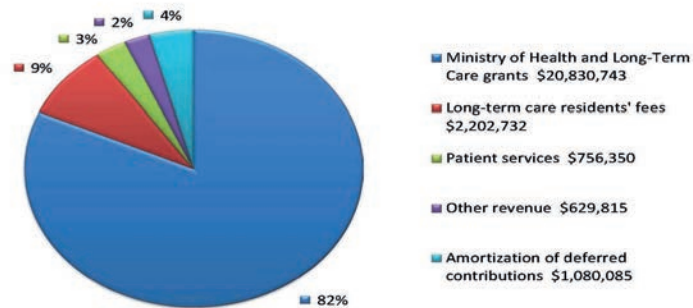
Our Board of Directors and our Leadership Team, in consultation with staff, physicians, and the community, have established a refreshed Strategic Plan for the next three years. The new Plan was developed to help us understand how best to build on our accomplishments and ensure we continue to provide high quality care and service to meet the needs of our community.

Financial Performance

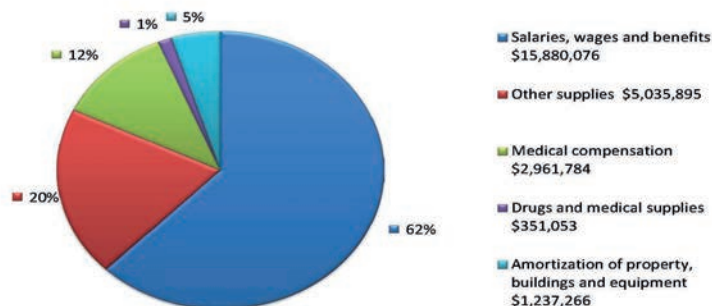
Positive Financial Results for 2017-18:

- HHHS ended the year with a slight surplus of \$32.5K vs Budget Plan of \$30K
- Consolidated Margin of 3.05% and Current Ratio of 1.32

Haliburton Highlands Health Services Corporation
Sources of Revenue for the Year Ended March 31, 2018



Haliburton Highlands Health Services Corporation
Expenses for the Year Ended March 31, 2018



Minden Health Care Auxiliary-Submitted by Co-President, Val du Manoir

Thanks to many successful events including a booth at Canada Day, Tag Day, Paint Night, Hoedown for Health dinner and auctions and our Wine on Wheels Raffle we were able to purchase equipment for the ED including:

- ♦ Replacement of Slit Lamp
- ♦ Laryngoscope
- ♦ Fetal Doppler
- ♦ Over-bed tables

Upcoming events include a "Feasting in the Highlands Raffle" for five \$100 gift certificates to local Restaurants, our 'Wine on Wheels Raffle', as well as a Card Party on September 21 and a Tea and Gift Shop Sale on November 24.



Haliburton Hospital Auxiliary-Submitted by President, Jacqui Clarkson

Congratulations to our fabulous volunteers for making 2017-2018 such an incredible success. We have an accumulative amount of over \$90,000 worth of equipment that we have been able to purchase for our hospital! This includes:

- ♦ Laryngoscope
- ♦ Blood analyzer/cell counter
- ♦ Wander Guard for Long-Term Care
- ♦ Rescussie Annie, affectionately called "Holly Burton"
- ♦ Cast Cutter
- ♦ Lighting for Long-Term Care



My thanks and gratefulness to all the volunteers for their time, energy and enthusiasm. Thank you to our staff and workers of our hospital for all they do.

HHHS Foundation-Submitted by Executive Director, Lisa Tompkins



THANK YOU for helping us to *Make Moments Matter*

Thanks to the generosity of so many, we achieved our fundraising goal of \$1,250,000 in May 2017. The new Haliburton Highlands Palliative Centre has been in operation since August 2017.

Our 2017-18 fundraising efforts resulted in \$1,038,950 in transfers to HHHS for the new Palliative Centre, and to fund new/upgraded priority capital equipment across the Health Services spectrum, including:

For Emergency Departments:

- ♦ Portable Ultrasound
- ♦ Complete Blood Count Analyzer

For Diagnostic Services:

- ♦ NEW Bone Densitometry equipment—providing a new service!

For Long-Term Care:

- ♦ Accessible bathtub/chair

For Community Programs:

- ♦ New/upgraded Emergency Response System units
- ♦ Furniture equipment for Adult Day Programs

As well as:

- ♦ New treatment table and equipment for Physiotherapy Departments

Haliburton Highlands Health Services

2017-18 Annual Report to the Community

Leaders in Innovative Rural Health Care

Advancing
Partnerships

Investing in our
People

Building our
Capacity
to Thrive

Transforming the
Health Services
Experience

Compassion

Accountability

Integrity

Respect

(705) 457-1392 / (705) 286-2140
www.hhhs.ca

Haliburton Highlands Health Services receives funding from the Central East Local Health Integration Network. The opinions expressed in this document do not necessarily represent the views of the Central East Local Health Integration Network.

Message from
Haliburton Highlands Health Services
Board Chair, Dave Bonham and
President & CEO, Carolyn Plummer



We have had another successful year at HHHS! The past year was filled with many accomplishments, and we are proud of how far we have come as an organization. Through the hard work and dedication of our staff, physicians, and volunteers, and through the many partnerships we have built and strengthened within our community, we have continued to grow – enabling us to provide even more services locally within Haliburton County, and to continue supporting the health of the Highlands.

Our biggest expansion and perhaps our biggest achievement of 2017-18 has been the opening of our new palliative care unit, allowing us to provide palliative services to more people in a home-like environment that helps support loved ones as well. We also added a Bone Densitometry service; both of these expansions were made possible by the support of the HHHS Foundation and the generosity of our wonderful community. We are also proud to have added our Community Paramedicine program in partnership with the Haliburton County Paramedic Service. Additionally, existing services have been enhanced; for example, we received funding through the Central East Local Health Integration Network and Behavioural Supports Ontario for additional supports in our Long-Term Care homes to help enable the best possible care for our residents, and we received funding from both the Haliburton Hospital Auxiliary and Minden Health Care Auxiliary to purchase much needed equipment to help us provide top quality care for our patients and residents. And finally, we have made significant improvements to our existing facilities through grants from the Central East Local Health Integration Network and the Ministry of Health and Long-Term Care, including upgrades that have allowed us to achieve some energy efficiencies while creating a better environment for our patients, residents, and clients. All of this and more was accomplished while maintaining a healthy financial position; we are proud to report that we have finished 2017-18 with yet another slight surplus. With a stable organization, and a recently completed strategic plan, we are looking forward to the years ahead.

We would like to thank all of our staff, physicians, volunteers, and our health service provider partners for the significant contributions they have made in helping us achieve and exceed our goals; the Board of Directors for ably governing the organization through another successful year; and all of our patients, residents, clients, and members of the community for inspiring us to be leaders in innovative rural health care and helping our community to thrive.

Board Executive:
Dave Bonham, Board Chair
Jeff Gollob, Vice-Chair
David Gray, Treasurer/Chair, Finance Committee
Jan Walker, Chair, Quality Committee
John Kay, Past Board Chair

Directors:
Jane Adams
Scott Addison
Paul Morissette
Dorothy Owens
Don Pierson

Ex-Officio (Appointed) Board Members:
Carolyn Plummer, President and CEO
Dr. Kristy Gammon, Chief of Staff
Dr. Norm Bottum, President of Medical Staff
Linda Hunter, Interim Vice-President, Clinical Services /
Chief Nursing Executive



Back row: John Kay, Jane Adams, David Gray, Don Pierson, Paul Morissette
Front row: Dorothy Owens, Dave Bonham, Carolyn Plummer, Dr. Kristy Gammon
Missing from photo: Jeff Gollob, Jan Walker, Scott Addison, Dr. Norm Bottum, Linda Hunter

Hospital



Our new Palliative Centre opened its doors to patients in August 2017. The expanded space enables us to provide the best possible care to patients who are reaching the end of their lives, while also supporting their families, loved ones, and friends in a home like setting. We are now able to provide this much-needed service to more people in the community, and enhance all palliative care and hospice programs at HHHS.

HOSPITAL STATISTICS:

Emergency Departments -
Haliburton 12,431 visits
Minden 15,512 visits

Acute Care -
583 weighted cases
4,962 patient days
375 Inpatient discharges

Telemedicine -
Clinical visits 1,415
km Saved 398,903 (approx.)
Hours saved 7,731.75 (approx.)



Emergency Department Staff keeping their skills up-to-date



At the Minden site in January 2018, a new diagnostic service became available to area physicians and their patients—Bone Mineral Densitometry (BMD). Bone Densitometry is a test, like an X-ray, that quickly and accurately measures bone density. It can be used as a baseline study, to monitor those who are at high risk of developing osteoporosis and to monitor the effectiveness of treatment post diagnosis.

Long-Term Care

In the fall of 2017 Highland Wood was successful in obtaining BSO (Behavioural Supports Ontario) funding for training and specialized staffing as part of the Ministry of Health and Long-Term Care’s Dementia Strategy. In December of 2017 Sue Long, Registered Practical Nurse and BSO specialist joined the Highland Wood team and has been very instrumental in implementing programs, tools, and networking resources to improve the care we provide to residents living with dementia.



Exit diversion by means of creative murals constructed on the door ways of Long Term Care Homes is a way to improve safety and reduce attempts to wander by those living with dementia. Local artist Shannon Munro’s custom creations on the doorways of Hyland Crest is just one of the Montessori Methods we are using to soothe the distress of residents living with dementia.



Community Programs

Highlights:

- ◆ Successfully launched the Community Paramedicine program in October of 2017 in partnership with the GAIN team. Ninety-nine clients enrolled in the program; 59 clients had their first visit and there were 267 visits in the first five months of the program.
- ◆ Hospice Palliative Care programming is continuing to expand to meet the needs of the community. The Palliative Care Nurse Navigator received 171 new referrals to the program for a total of 223 unique clients seen throughout the year. Eighty percent of our clients who chose home as a preferred location to die were able to die at home. The Hospice program expanded its programming and saw a 70% increase in new referrals to the program (124 clients in the program) served by a robust and enthusiastic complement of 50 volunteers. Programming was expanded to include more offerings to support grief and bereavement with 28 new referrals, 22 of whom attended our newly launched monthly grief support groups.
- ◆ HHHS is a proud partner with Point-in-Time on the Youth Wellness Hub initiative that will see the creation of a youth-led safe and engaging space that will provided coordinated access to a multiplicity of services.
- ◆ The Adult Day Program was expanded to offer a day per week of programming in Highlands East, meeting the needs of 12 frail seniors in a typically underserved community in our County.



GAIN: 192 Clients seen and 1,465 visits
Brokered Workers (home help/home maintenance): 64 clients served and 377 visits
Home First/Home at Last: 163 clients served
Meals on Wheels: 22,735 meals delivered
Transportation Program: 13,669 rides
Emergency Response System: 263 clients enrolled
Adult Day Program: 54 clients regularly attended programs
Supportive Housing/Assisted Living: 79 clients supported
Foot Care: 44 Clients seen and 144 visits

Diabetes Education Program:
2,792 clinical interactions
(exceeds provincial targets)



MENTAL HEALTH AND ADDICTION SERVICES		
Total new referrals, of 593 clients served	281/593	
Total visits	5,302	
New referrals, Elderly (65+)	39/96	
Visits, Elderly	576	
New referrals, Youth Early Intervention (14 to 34)	43/70	
Visits, Youth Early Intervention	1,264	
Patients, Psychiatry (non EPI)	102	
Visits, Psychiatry	312	

The “Making Art for the Health of It” program has been so popular that Mental Health Services is expanding the space in order to accommodate both the demand and more people!

Our Volunteers

DID YOU KNOW?

- ◆ Our 5 most active volunteers spent over 950 hours each volunteering.
- ◆ Our volunteers drove over 550,000 km taking people to medical appointments last year.
- ◆ Our volunteers delivered over 20,000 frozen meals.
- ◆ Our Hospice clients received 1,489 hours of volunteer time.
- ◆ Our Community Support Volunteers, together, spent over 20,000 hours helping people out in the community.
- ◆ Our Hospital and Long-Term Care volunteers have an immeasurable impact on the patients and residents they serve.
- ◆ HHHS has over 300 active volunteers... come join our Volunteer Team and make a difference in your community!