

## Corporate Services

### Major Completed Projects in 2018-2019 (funded by Ministry of Health and Long-Term Care)

- ✓ New Haliburton water treatment system, including well remediation
- ✓ New Nurse Call Systems (both sites)
- ✓ IT server rooms air conditioning upgrade (both sites)
- ✓ Minden kitchen air conditioning upgrade



### Haliburton Water Treatment System →

- ◆ Two 500-gallon treated water tanks
- ◆ Ultra-Violet disinfection & reverse osmosis filtration

### Master Planning

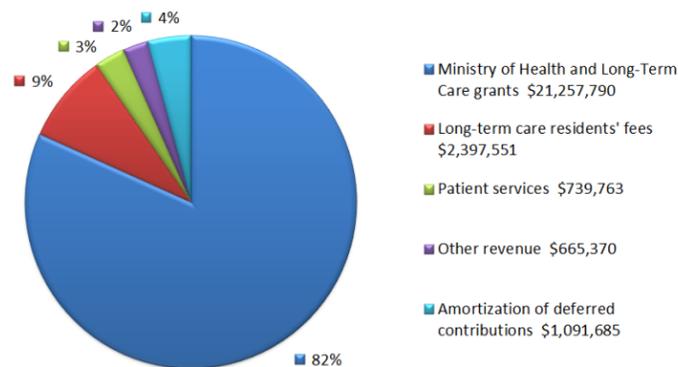
One goal of the HHHS 2018-21 Strategic Plan is to complete a long-range master plan, which will help ensure HHHS is positioned to respond to current and future local health service needs. Through funds received from the 2018-19 Small Rural Hospital Transformation Fund, HHHS has embarked on the first phase of the planning process, including a building condition assessment for both Minden and Haliburton sites. The second phase, including extensive consultation with internal and external stakeholders will begin later this year.

## Financial Performance

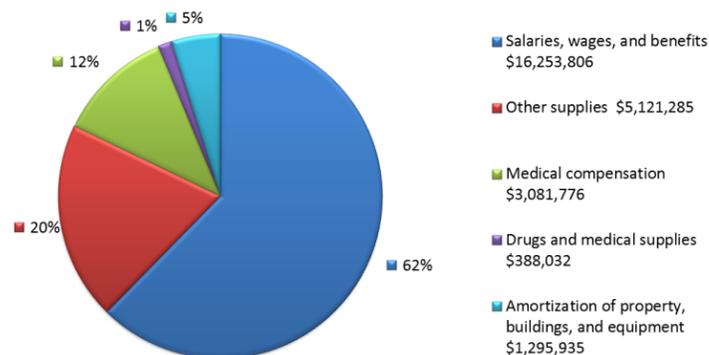
### Positive Financial Results for 2018-19:

- ◆ HHHS ended the year with a slight surplus of \$11.3K vs Budget Plan of \$35.9K
- ◆ Hospital Consolidated Margin of 2.97% and Current Ratio of 1.4

### Haliburton Highlands Health Services Corporation Sources of Revenue for the Year Ended March 31, 2019



### Expenses for the Year Ended March 31, 2019



### Minden Health Care Auxiliary

Submitted by Co-Presidents Marie Lennard & Anne Stephens

Thanks to all our volunteers in 2018-19 who have helped make our events so successful, including a booth at Canada Day, Tag Day, Christmas Lunch & Sale & Raffles, Wine on Wheels, and our inaugural Feasting in the Highlands.

The proceeds from these events were used by the Minden Auxiliary to purchase:

- ◆ For the Minden Emergency Department – a NeoNatal warming unit
- ◆ For Hyland Crest Long-Term Care Home – 2 blanket warming cabinets



Upcoming events include "Feasting in the Highlands" raffle, a live theatre event on October 5, and the Christmas Lunch & Sale on November 23.

### Haliburton Hospital Auxiliary

Submitted by President Jacquie Clarkson

Thanks to the generosity of many and the enthusiasm of our volunteers, we were very successful in being able to purchase not only the equipment on our fundraising list, but additional items as well. We raised over \$80,000 for these items this year.

This includes:

- ◆ For the Haliburton Emergency Department – an Echocardiography Stretcher
- ◆ For the Physiotherapy Department – a Recumbent Bicycle
- ◆ For Acute Care – 5 new beds!
- ◆ For Highland Wood Long-Term Care – Maxi Move Lift and Vital Signs Equipment



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

### HHHS Foundation

Submitted by Executive Director Lisa Tompkins



THANK YOU to a generous community for your support in 2018-19!

2018-19 fundraising efforts resulted in \$383,000 in transfers to HHHS to fund new/upgraded priority capital equipment across the Health Services spectrum, including:

- ◆ Telemedicine equipment for Haliburton and Minden sites
- ◆ Portable Digital X-Ray
- ◆ Nurse Call System
- ◆ "Piccolo Xpress" Chemistry Analyzer
- ◆ Accessible bathtub/chair for Long-Term Care
- ◆ Accessible Transport Van
- ◆ Support for Seniors' Gift-a-Meal program
- ◆ Support for Medically-Required Transportation program
- ◆ Additional furnishings for Palliative Centre suites, including smart device charging stations

PLUS! Thanks to the generosity of so many, we are half-way to our goal of \$525,000 for cardiac telemetry equipment!

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New Cardiac Telemetry Equipment for HHHS



## Haliburton Highlands Health Services

# 2018-19 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](http://www.hhhs.ca)

Haliburton Highlands Health Services receives funding from the Central East Local Health Integration Network (LHIN). 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, Jeff Gollob and  
President & CEO, Carolyn Plummer**



Another successful year has come to a close at Haliburton Highlands Health Services (HHHS). We are pleased to report that the year has ended on a positive note, despite many challenges encountered along the way. We are incredibly proud of the efforts and commitment of our staff, physicians, volunteers, and community partners, and the extraordinary teamwork demonstrated throughout the year.

One of the highlights of this past year is the work that has been done across the organization to help improve access to local healthcare services. First, our new centralized intake initiative provides an assessment for clients in the community who call about services, and matches them with relevant programs and services – both within and outside of HHHS – to better meet their needs.

Through the efforts of the HHHS Foundation and the generosity of our community, we were able to purchase new state-of-the-art telemedicine equipment, which helps support patients by allowing them to access specialist services that are not available locally without having to travel outside of the area.

Our Accessibility Committee completed and implemented a semi-annual accessibility audit, which is co-lead by persons living with disabilities; through this process we have been able to identify a number of opportunities for improvement that will help facilitate better access to our facilities and services for everyone in our community.

We would like to thank our staff, physicians, volunteers, and our health service provider partners for the significant contributions they have made to help make this year successful; the Board of Directors for their leadership and steady governance, the HHHS Foundation, along with our Haliburton and Minden Auxiliaries, and our patients, residents, clients, and members of the community who provide us with the inspiration to continue strengthening our services to support and improve the health of our community.

**Board Executive:**

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

**Directors:**

Jane Adams  
Scott Addison  
Theresa MacDermid  
Paul Morissette  
David O'Brien  
Irene Odell  
Dorothy Owens  
Don Pierson

**Community Members:**

Kelly Mitchell,  
Finance Committee  
Linda Dietrich,  
Quality Committee

**Ex-Officio (Appointed) Board Members:**

Carolyn Plummer, President and CEO  
Dr. Kristy Gammon, Chief of Staff (until Feb. 2019)  
Dr. Keith Hay, Interim Chief of Staff (starting Feb. 2019)  
Dr. Norm Bottum, President of Medical Staff  
Dr. Diane Duff, VP Clinical Services / Chief Nursing Executive

**Staff:**

Marlene Vieira, Executive Assistant  
Telephone: 705-457-2527  
Email: mvieira@hhhs.ca

HHHS Board of Directors 2018-19



Back row: John Kay, Theresa MacDermid, David Gray, Jeff Gollob, Paul Morissette, Dr. Keith Hay, Don Pierson, Dave Bonham  
Front row: Irene Odell, David O'Brien, Carolyn Plummer, Dorothy Owens, Jane Adams  
Missing from photo: Scott Addison, Dr. Norm Bottum, Linda Dietrich, Dr. Diane Duff, Dr. Kristy Gammon, Kelly Mitchell

## Hospital

Providing residents and patients a variety of activities is a key strategy for maintaining and improving physical and cognitive functioning, especially for seniors. Funding this year through the Behavioural Supports Ontario program has allowed us to offer education for staff across HHHS, purchase equipment and supplies, and has improved our ability to offer **person-centred care** that is fun and fulfilling. →



← Grants from the Senior Friendly Network of the Central East LHIN has allowed us to fund many education workshops and conferences for our staff and to purchase some senior friendly equipment. This includes comfortable seating in the Emergency Departments and "pocket talkers" to enhance conversations between staff in key areas of the hospital and Long-Term care homes by amplifying sound for persons with hearing impairments.



↑ New state of the art telemedicine equipment funded by the HHHS Foundation means we have been able to increase the number of telemedicine visits at both Minden and Haliburton sites this year. TelePsychiatry, which allows for assessment and counselling, and TeleDerm, which enables diagnostic grade photos of skin lesions thereby reducing the wait times for dermatology consults, are good examples of how telemedicine is transforming access to specialists at HHHS.

### By The Numbers – Hospital Statistics

Emergency Departments	Acute Care	Telemedicine
11,295 visits to Haliburton ED	568 weighted cases	1,531 clinical visits
15,470 visits to Minden ED	4,185 patient days	487,756 km saved (approx.)
	367 inpatient discharges	7,489 hours saved (approx.)

## Long-Term Care

Highland Wood and Hyland Crest are very excited to be participating in a Spread Collaborative project called "Embedding Palliative Approaches to Care," (EPAC) with support from the Canadian Foundation for Healthcare Improvement (CFHI). This project will assist the HHHS Long-Term Care homes in developing a better understanding of the needs of residents and families at end of life, increasing capacity and confidence in the palliative care they provide, as well take an in-depth look at how psychosocial care for residents and families and the healthcare team is delivered in the home, and identifying an improvement plan. The CFHI team came to Haliburton and hosted a "kick-off" workshop to the interdisciplinary team at the Pinestone Resort and Conference Centre on December 10, 2018 and in March 2019 staff from both Highland Wood and Hyland Crest attended the National EPAC workshop in Ottawa. The HHHS Long-Term Care team will continue to work to identify residents and families who could benefit from a palliative approach to care, as well as develop and implement comprehensive care plans that include early goals of care conversations with residents and families.



National EPAC Conference, Ottawa—March 19, 2019

## Community Support Services

**Highlights:**

- ◆ Implemented a **comprehensive centralized intake** to enhance access to and education about available supports and services. 170+ intakes have been completed; 60% have resulted in additional referrals to HHHS programs and services, and 15% in external agency referrals.
- ◆ **Mental health and diabetes teams** are working to support mutual clients through additional programming focusing on mental wellness and chronic disease management. A new Diabetes Support group is helping clients make changes for their physical and mental health, in addition to the self-management education program already provided by the Diabetes Education Network.
- ◆ **Social recreation programming** has been remodeled to be more robust for participants. → Community members may attend any of three sites (Haliburton, Minden, or Wilberforce) twice monthly for drop-in programs that feature health promotion programming and education, physical activity, games, crafts, cooking, and socializing. A Community Outreach Worker is always in attendance to answer requests and refer to additional supports and services.
- ◆ Through support from the Central East LHIN and HHHS Foundation, CSS purchased a **new accessible van** that can seat seven people plus two wheelchairs and will further our ability to meet the growing need for medically related transportation, including group transportation to regional dialysis programs, adult day programs, and mental health programming, as well as transportation needs for the Haliburton County Youth Wellness Hub. →
- ◆ **Mental Health Services** is working with multiple community partners and clients to improve the quality journey and access to services in our community. Renovations are nearly complete for the Youth Wellness Hub, and this initiative is co-led by HHHS and Point In Time to bring services such as mental health and addictions, primary care, vocational, justice, and housing supports under one roof in a one-stop-shop model.



### By The Numbers – Community Support Services Statistics

**GAIN:** 184 clients served and 1,661 visits  
**Home First/Home at Last:** 179 clients served and 915 visits  
**Meals on Wheels:** 20, 231 meals delivered to 305 clients  
**Transportation Program:** 13,435 rides  
**Social Recreation:** 675 individuals participated in programming  
**Adult Day Program:** 53 clients  
**Supportive Housing/Assisted Living:** 80 clients  
**Emergency Response Units:** 198 clients  
**Hospice Palliative Care:** 345 clients and 2,904 visits  
**Nursing Foot Care:** 114 clients served and 365 visits  
**Community Paramedicine:** 119 clients seen  
**Diabetes Education Network:** 771 clients and 2,332 clinical interactions  
**Mental Health Services:** 659 clients served and 7,113 visits  
**Psychiatry:** 375 visits



## Our Volunteers

- ◆ Our most active volunteer spent over 1,450 hours volunteering.
- ◆ Our volunteers delivered over 20,000 frozen meals.
- ◆ Our Hospice clients received 1,335 hours of volunteer time.
- ◆ Our volunteers drove over 800,000 km to take people to their medical appointments.
- ◆ Our Community Support Volunteers, together, spent over 21,000 hours helping people out in the community.
- ◆ Our Long-Term Care volunteers have an immeasurable impact on residents' lives, giving over 1,800 hours of volunteer time.
- ◆ HHHS has over 340 active volunteers – **come join our Volunteer Team and make a difference in your community!**

*Did you know?*