

# ANNUAL REPORT 2022-2023



Optimizing health and wellbeing in Haliburton County.



## Dear Community

Three years have passed since the COVID-19 pandemic was announced by the World Health Organization. Under the incredible leadership of then Haliburton Highlands Health Services (HHHS) President and CEO Carolyn Plummer, the staff of HHHS provided outstanding health care and protected our patients, staff and physicians from a disease that took the lives of millions around the world. A recent audit by our infection control team confirmed that there were no inpatient deaths directly related to the COVID virus. This success was achieved thanks to our community, our world class leadership team, staff, and Foundation.

Throughout 2022-23, HHHS continued to improve patient care processes and resources including optimizing Epic, the regional clinical information system which streamlines the way health information is accessed and shared by physicians, staff and patients, and rolling out the free patient portal, MyChart where patients can access their own personal health record. Improvements to the organization and our technology would not be possible without the support of our community and the Haliburton Health Services Foundation. Your unwavering support and dedication to HHHS makes a difference each and every day.

Physician recruitment efforts continued to be an essential focus and was supported by the County of Haliburton's Physician Recruitment Coordinator. Our staff and physicians that support our small rural hospital and our communities are committed to safe quality patient care locally. Emphasis on recruitment, increased training positions, enhancement of hospital services, such as CT scan and mammography, will show those looking for work that Haliburton is a strong, progressive and modern health care community in addition to being a great place to live and enjoy our natural resources.

Thank you for continuing to support our hospital and foundation in the community. From home care to long-term care, primary care and our hospital organization, your support continues to allow HHHS to grow and serve our amazing community. We look forward to continuing to partner and grow with you.

Warmly,

|                         |   |
|-------------------------|---|
| <b>Veronica Nelson,</b> | Interim President<br>& CEO HHHS                       |
| <b>Dr. Norm Bottum,</b> | Acting Chief of Staff<br>& President of Medical Staff |
| <b>David O'Brien,</b>   | HHHS Board Chair                                      |

## Hospital

Thank you to our community for your support and collaboration during an exceptionally busy year as we began the recovery from the pandemic. Haliburton Highlands Health Services' (HHHS) vision is to be leaders in innovative rural health care through our mission to promote wellness and access to essential, high quality health services. HHHS provides the community with acute inpatient and emergency care, long-term care, end-of-life care, mental health and addiction services and many community support services. Our facilities also support primary care and outpatient services.

During the 2022-2023 fiscal year, HHHS continued to invest in our people. Our incredible staff, volunteers, and residents truly make HHHS a leader in rural health care.

## Investing in our people

HHHS invested in our people through digital tooling. Now, HHHS physicians and nursing staff can access patient documentation and information through handheld devices and workstations on wheels. These important pieces of technology ensure that patient clinical documentation, medication dispensing, and point of care digital tools follows our patients seamlessly from the moment they are in our care, to the moment they are discharged. Our patients now have the ability to view their own medical record in the comfort of their own home through the MyChart application.

## Investing in our volunteers

Volunteers are an essential part of the fabric of HHHS. Throughout the pandemic, HHHS volunteers continued to help our community through their involvement in the community, inside our long-term care (LTC) homes and hospital, with fundraising and events, through various committees, and of course as our Board of Directors. Your time, energy, and care continue to be an asset to our community. We can't thank you enough for all that you do!

## What our community is saying:



*"I'm thankful I can stay home and look after myself. We are lucky to have what services we do have available."*

*"Gives me a sense of freedom and I am able to stay in my home"*

*"I enjoy the friendly visiting calls I receive; my volunteer helped me look up my ancestry on the computer."*

*"We can be somewhat isolated, so this program was a good time for us to get together and discuss things that are going on in the community"*

*"I have met so many wonderful people in my community since starting with the seniors' groups, walking/exercise."*

*"Very pleased with our services, enjoys talking to someone when calling the CSS line - phone calls are always returned."*

# Highland Wood & Hyland Crest Long-Term Care

As pandemic restrictions lifted, programming and visitors were welcomed back into both long-term care homes. Trick-or-treaters, and a thoughtful Remembrance Day celebration were two highlights for our residents. We are happy to report that our second mural has been completed by Luann Coughlin at Highland Wood long-term care home. It is beautiful! Please stop by and have a look.

A special thank you to Dr. Christina Stephenson retiring after 22 years of incredible impact. Thank you for all that you have done to support our residents. A special welcome and thank you also to Dr. Michael Armstrong, who is now our Interim Medical Director at Highland Wood. We are so happy to have you join the team!

## Building our capacity to thrive

Decision support has evolved from a manual process to having the ability to run electronic reports on real-time data using our clinical information system "Epic". Epic provides users with the functionality of customizing dashboards using data specific to their department or service to keep them informed of the departmental activities at a glance. The reporting capabilities are robust and align with reporting requirements to provincial and federal governing bodies. Reports can also be created using aggregated data from the Central East region for use in benchmarking.

Inside the walls of our organization, HHHS continues to be a leader in Emergency Preparedness. Together with staff, residents, family, County EMS, and Chief Fire officials, we ran tabletop exercises, and mock code green evacuations, to ensure that our teams are prepared in case of an emergency. In addition, we have added accessible automatic doors at the Haliburton site to ensure that all community members feel welcome.

## Our Community is our Home

Community Support Services was pleased to bring back many in-person programs. Noting that the majority of services and initiatives continue to be in high demand and are experiencing growth. Highlights from the past year include:

Mental Health Services restarted 'Art-Making for the Health of It' program due to popular demand. The sessions will be open to new members only.

The Emergency Response System has seen an increase in new clients.

Return of programs such as The Diners Club, Home Help and Home Maintenance, Social Recreation programs, Nursing Foot Care and many more.

Community Programs in conjunction with the Kawartha Lakes Haliburton Ontario Health Team launched a new digital one-stop service, CareDove, to consolidate and promote the many services making it easier for clients to sign-up for programs, and access referrals to other community services.

# Patient Care By the Numbers

## Annual Emergency Department Visits

|            |        |
|------------|--------|
| Haliburton | 10,413 |
| Minden     | 14,288 |

## Acute Care

|                |       |
|----------------|-------|
| Weighted Cases | 659   |
| Patient Days   | 4,549 |
| Discharges     | 453   |

## Outpatient Services

|                           |       |
|---------------------------|-------|
| Haliburton X-Rays         | 5,579 |
| Minden X-Rays             | 4,964 |
| Bone Mineral Densitometry | 584   |
| Ultrasound                | 2,040 |
| Echos                     | 257   |

# Community Support Services

## Meals on wheels

Over 20,000 meals delivered to isolated seniors.

## Medical Transportation

8,494 rides for medical appointments.

## Foot care

Over 500 foot care appointments.

## Adult Day program

74 clients participated in an engaging and caring program and supported their caregivers.





## A Foundation for the Health of the Highlands

The Haliburton Highlands Health Services Foundation successfully navigated an exciting 2022-2023 fiscal year with the generous support of our incredible community. The Foundation exceeded their goal and raised over \$1M thanks to your participation at events such as the Matt Duchene Charity Golf Classic, the Moose FM Radiothon and the "Believe in the Magic of Giving" holiday campaign. The 50/50 lottery jackpot continues to grow and is a fun way to give each month. The Foundation's incredible volunteers brought valuable skills and energy to every task and helped make HHHSF's goals a reality. The Haliburton Highlands Health Services Foundation is humbled and grateful to our generous and caring community, who continue to support local health care. Thank you from the bottom of our hearts!



## Strategic Plan

We are excited to share more about our new strategic plan this Fall.

Be sure to check out our website: [hhhs.ca](http://hhhs.ca)

### VALUES:

compassion | accountability | integrity | respect

### PURPOSE:

Optimizing Health and Wellbeing in Haliburton County.

### STRATEGIC DIRECTIONS:

- Provide high-quality, compassionate care designed to exceed expectations
- Nurture a supportive culture that allows our team to thrive
- Be recognized as a great place to work, visit and live
- Foster partnerships to provide more seamless, integrated care
- Understand and secure our future resource needs

Thank you to our community for your ongoing support.



## HALIBURTON HIGHLANDS HEALTH SERVICES

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