



28th HHHS Annual Meeting

June 27, 2024

2023-2024 Annual Report of the
Corporation

Compassion – Accountability – Integrity – Respect

Overview



Hospital

Emergency Department

15-Bed Inpatient Unit

Diagnostic Imaging

Physiotherapy



Community Support Services

Adult Day Program

Diabetes Education Network

Friendly Visiting, Security Checks

Geriatric Assessment and Intervention
Network

Meals on Wheels

Medical Transportation

Mental Health & Addictions Services

Palliative Care Community Team

Supportive Housing / Assisted Living



Long-Term Care

Highland Wood – Haliburton 30 beds

Hyland Crest – Minden 62 beds



Board Chair Highlights

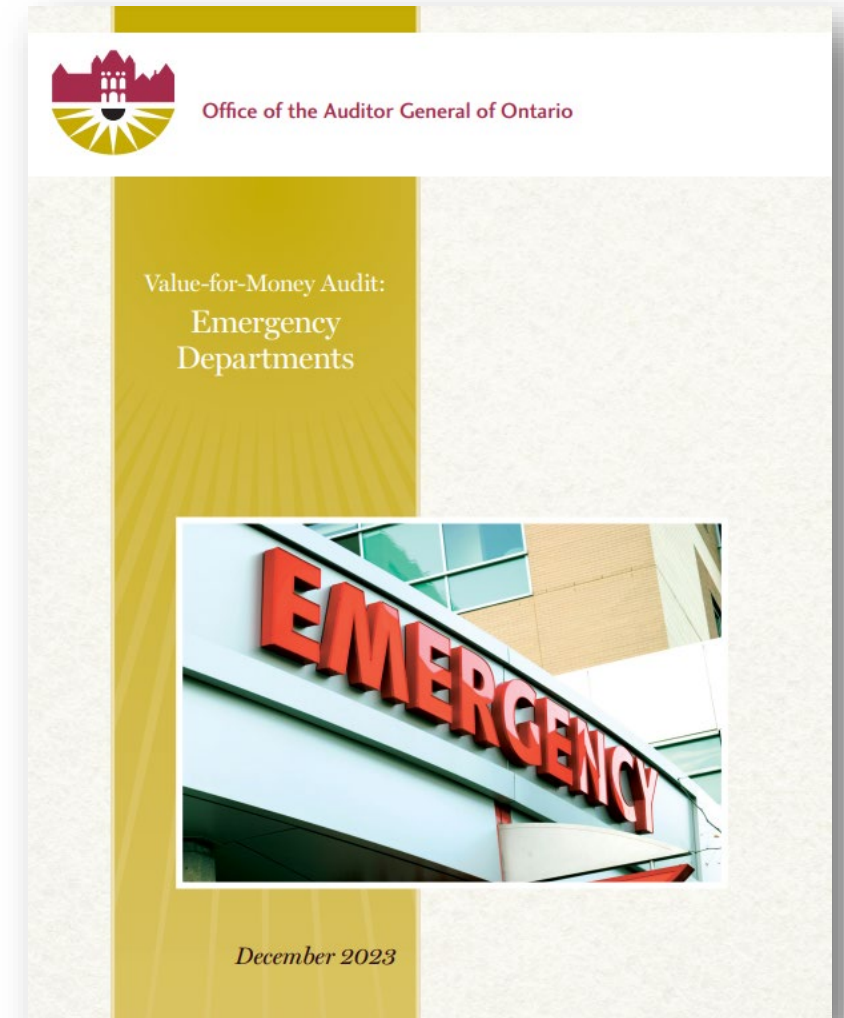
Options:

Continue status quo with ongoing very high risk of last-minute temporary ED closures, leaving Haliburton County without any emergency services.

OR

Consolidate the emergency departments to one site.

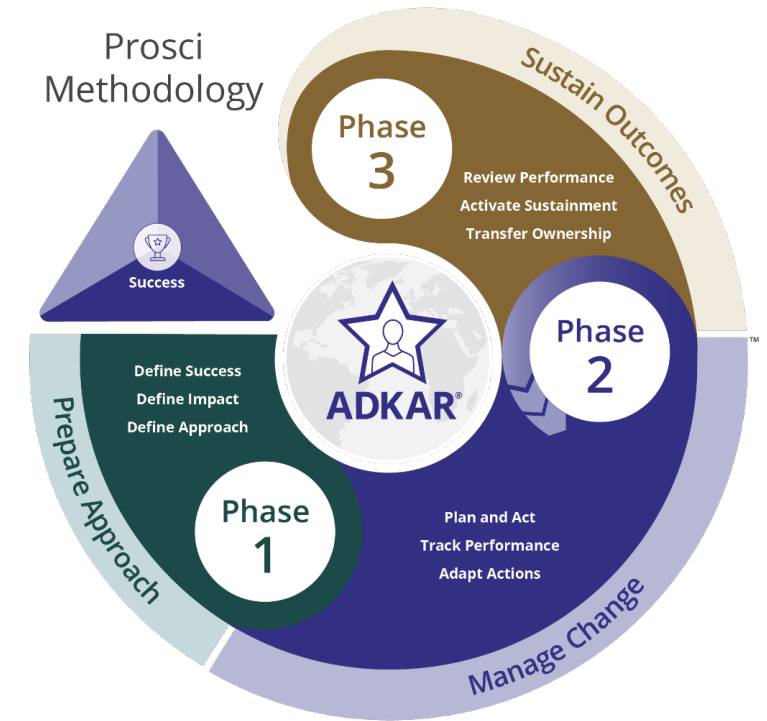
https://www.auditor.on.ca/en/content/annualreports/arreports/en23/AR_emergencydepts_en23.pdf



Board Chair Highlights

Process Improvements:

- Improved communications
- Improved support to the community and staff
- Community engagement and co-design



*Optimizing Health and Wellbeing in
Haliburton County*

Board Chair Highlights



Celebration:

- Stabilized emergency department
- Opened Urgent Care Clinic and Community Nursing Clinic
- New CT Scan services starting July 9
- New Mammography this Fall
- Hired new CEO

Optimizing Health and Wellbeing in Haliburton County

5-year HHHS Strategic Plan



Optimizing health and wellbeing in Haliburton County.

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

COMPASSION | ACCOUNTABILITY | INTEGRITY | RESPECT

New HHHS Team Members



Human Resources Director

Peter Kronenberg (August 2023)

Chief Nursing Executive & VP Clinical Services

Jennifer Burns West (September 2023)

Chief of Staff

Dr. Keith Hay (September 2023)

Emergency / Acute Care Manager

Victoria Miscio (January 2024)

Chief Financial Officer & VP Support Services

Ulvi Iskhagi-Bayat (April 2024)



Human Resources

As part of COVID Recovery, Human Resources (HR) has:

1. Relaunched Corporate Orientation
2. Relaunched Recognition Program for Service Awards
3. Developed HR Metrics Scoreboard



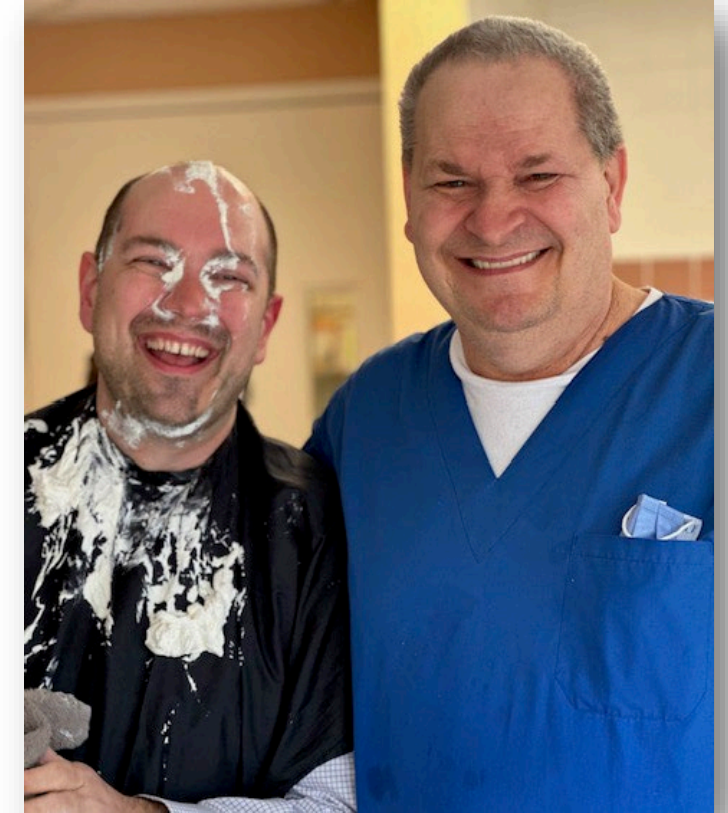
26 RNs/RPNS



13 PSWs



41 Others



'PI' Day

Peter Kronenberg, HR Director &
Mike Leblanc, Support Services Aide

Acute Care

- ✓ ED Consolidation
- ✓ New IV Pump Rollout
- ✓ Kaizen Event to reorganize Emergency Department
- ✓ Built relationships with Community Partners (i.e. Haliburton County Paramedics)
- ✓ ED Education Days



By the Numbers



Other Patient Activity

YOY Δ

2023/24

2022/23

ED Visits

↓ 29%

17,480

24,701

Urgent Care Clinic Visits

New

4,479

n/a

Community Nursing Clinic Visits

New

515

n/a

Inpatient Discharges/Admissions

↑ 12%

585

517

Patient Days

↑ 12%

5,116

4,549

Occupancy (based on 15 beds)

↑ 12%

93.2%

83.1%

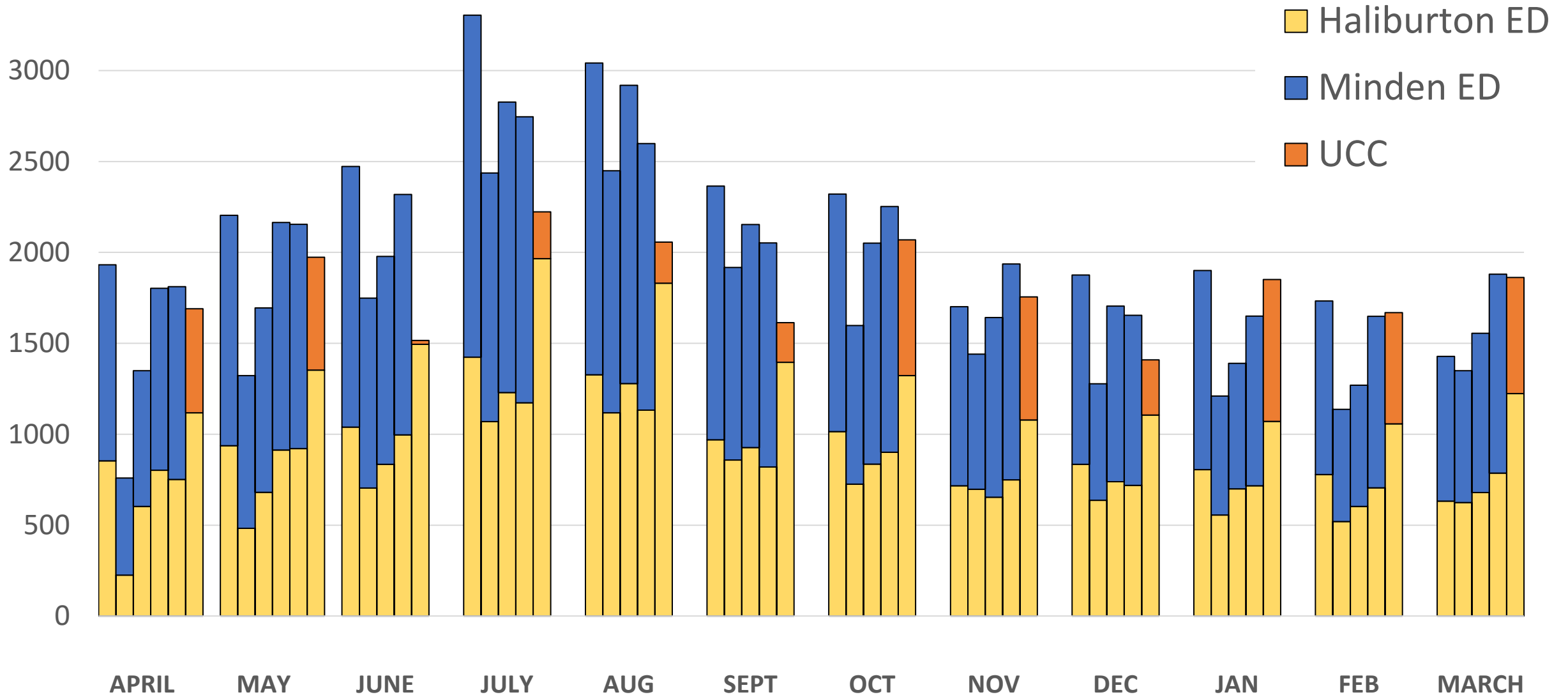


“Thanks To All the Amazing Staff!” From a generous donor

ED/UCC Monthly Volumes

FY 2019/2020 to 2024/2025

As at May 31, 2024



Diagnostics



CT Scan



Mammography



By the Numbers



Other Patient Activity

YOY Δ

2023/24

2022/23

X-ray Exams

↑28%

10,440

8,138

Ultrasound Exams

↑19%

2,054

1,731

Echocardiography Exams

↑117%

405

187

Bone Mineral Densitometry (BMD)
Exams

↑8%

492

457

Laboratory Interventions – In-House
[point of care tests]

↑24%

30,311

24,501

Laboratory Interventions – External
[blood tests sent to regional lab]

↑14%

10,592

9,311

“Everything you do is so wonderful and uplifting.” Client satisfaction survey comment

Long-Term Care Homes

Unique opportunities to our residents through meaningful recreation programming that makes life fun!

1. Therapeutic animal visits (Horses, puppies)
2. Outings to do past hobbies once enjoyed in the community (boat rides, fishing, lunch, picnic in the park, farm visits, live music in the park)



Resident-Focused Care: Hyland Crest

- Creates a home environment and removes barriers.
- Staff have created little seating areas and places for residents to gather and socialize.

**There's no place
like home!**



Long-Term Care Homes



Community Support Services

- Food Love Program
- Shortbread Cookie Collaboration with Abbey Gardens
- Wind Phone Initiative



Community Support Services

What's Changed:

- ✓ Foot care expanded to Wilberforce
- ✓ Supportive Housing hours increased
- ✓ Seniors' High Intensity Fitness programming expanded
- ✓ Diners Club expanded
- ✓ Adult Day Program has started going on outings



By the Numbers

Community Programs & Services

2023/24

Transportation Trips

9,554

Transportation – Clients Serviced

462

Meals on Wheels Delivered

21,400

Hospice Client Visits

492

Foot Care Clinic Visits

650

Assisted Living / Supportive Housing / Adult Day Program
[hours of care]

18,235



“My PSW went and picked up a walker that makes my life much easier for my difficult mobility issues.” Client satisfaction survey comment

Community Programs

- ✓ Mental Health – Best Possible Medication Histories
- ✓ Psychiatric Clinic addition
- ✓ Diabetes Education Network (DEN) meets Epic
- ✓ Geriatric Assessment Intervention Network (GAIN) wins regional award for “Going Above and Beyond”






Community Programs

- ✓ Palliative Care Community Team (PCCT) implemented a Clinical Coach for the Haliburton-Kawartha Lakes region
- ✓ Community Falls Prevention Program



By the Numbers

Community Programs & Services		YOY Δ	2023/24	2022/23
	Mental Health & Addictions Visits	↑63%	1,865	1,145
	MH BPMH – 4 months [Best Possible Medication History]	New	68	n/a
	GAIN Visits [Geriatric Assessment & Intervention Network]	↓19%	2,554	3,142
	DEN Visits [Diabetes Education Network]	↓24%	1,842	2,437
	Physiotherapy Clinic Visits	↓57%	765	1,792

“Very happy with all my services. Staff are always very helpful.” Client satisfaction survey comment

Volunteer Report

47 Episodic Volunteers (i.e. entertainers for LTC and ADP)

44 Transportation Volunteers (**most hours**)

34 Minden Health Care Auxiliary Volunteers

29 Long-Term Care (LTC) Volunteers

27 Meals on Wheels Volunteers

26 Foundation Volunteers

20 Board & Committee Volunteers

19 Hospice Volunteers

39 Various: Social Recreation, Diners Club, Friendly Visiting,
Adult Day Program (ADP)

285
Volunteers &
>20,000 hours
logged!



**'Zoo to You' at Highland
Wood**

*Pictured: Entertainer Yasmin
Schoenke with Sly the Snake.*

Volunteer Report

National Volunteer Week
Theme this year was **Making
Every Moment Matter.**



HHHS Needs You!

Long-Term Care
Hospice
Community programs
Volunteer Drivers
Social Recreation
Diners Club

To Volunteer Contact:

<https://www.hhhs.ca/volunteers>

for more information on how you can
get involved.



Master Plan



Priority #5: Understand and secure our future resource needs



Programs & Services	Acute & Complementary Care	Long-Term Care & Senior Supports
Emergency Services	√	
Inpatient Medicine, Reactivation, Palliative Care	√	
Diagnostic Imaging (X-ray, BMD, echo, US, CT, Mammo, MRI)	√	
Lab, Pharmacy		
Endoscopy	√	
Acute Ambulatory Care & Physiotherapy	√	
Community Mental Health & Addictions	√	
Community Palliative Care	√	√
Community Support Services		√
Seniors Specialty Outpatient Care		√
Long-Term Care		√
Dialysis to be reviewed at next Stage		
By others: Urgent Care Clinic, Primary Care, Daycare		

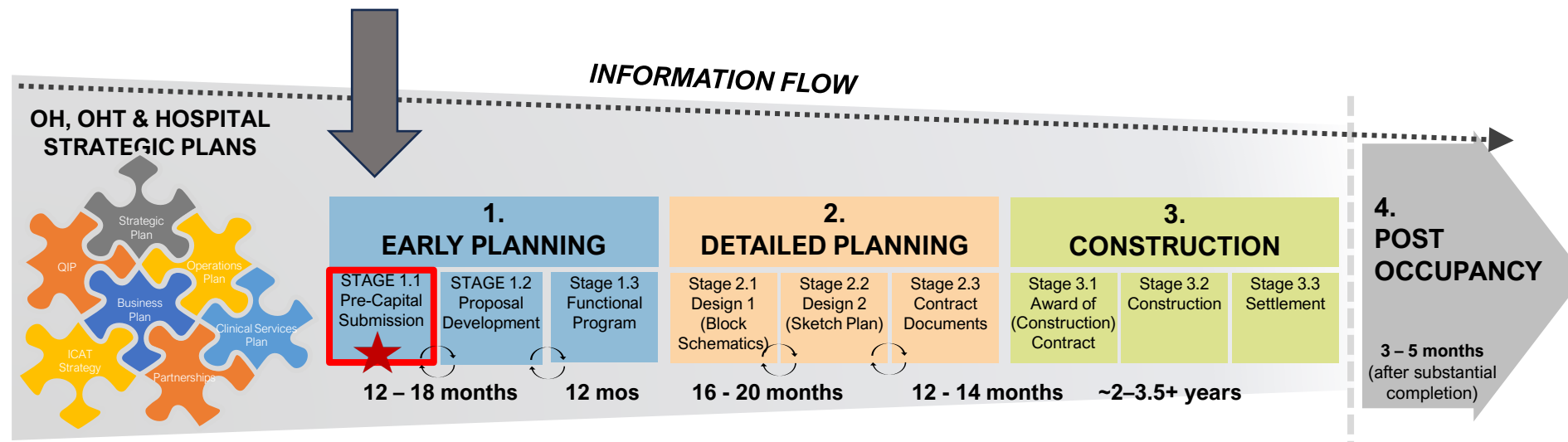
First Time:

Stage 1.1 Pre-Capital Master Program/Master Plan submitted

Master Program/Master Plan

Program area	Unit	2019/20	2029/30	2039/40	2049/50
Inpatient	Admissions	535	738	976	1,163
Inpatient	Days	6,019	8,172	11,111	13,560
Inpatient	Beds	15	24	34	41
Emergency	Visits	26,283	27,544	28,810	29,948
Endoscopy	Cases	-	1,183	1,289	1,362
Diagnostic Imaging	Exams	13,350	24,699	27,754	31,556
Ambulatory & Community Care	Visits	16,037	19,508	23,867	29,675
LTC	Beds	92	121	176	256

	Minden Site Brownfield	Haliburton Site Brownfield	Greenfield*
Option 1	Acute + Complementary	CSS/Seniors + LTC	
Option 2	CSS/Seniors + LTC	Acute + Complementary	
Option 3*			All Services
Option 4	All Services		
Option 5		All Services	



Report of the Chief of Staff

- ✓ COVID-19 Vaccination Policy change – no longer mandatory
- ✓ Implemented new physician staffing model in the ED
- ✓ Updated Professional Staff By-law & Credentialing Process
- ✓ Collaborated with County Physician Recruiter
- ✓ Implemented New Processes/Programs:
 - Professional Staff Resources Plan
 - Streamlined inpatient transfer process
 - ED/Hospitalists Welcome/Onboarding Package
 - Trillium Gift of Life Program



Minden Health Care Auxiliary

Members voted to carry on as an Auxiliary for the foreseeable future.



- Teas & Strawberry Socials
- Poinsettias
- Bird Feeders
- Supporting Urgent Care Clinic
- Long-Term Care Paint Uplift



Minden Health Care Auxiliary

A pilot project to sponsor clients for the Adult Day Program which started December 2023.

Both staff and recipients appreciate the support!

Long-time members have raised almost \$7,000 by hosting card parties in their home.



Thank you.

Please forward any questions, comments or
feedback to:
lernst@hhhs.ca