

It's all here!

Meet the new QCH— here for you and your family.

Queensway Carleton Hospital (QCH) is almost 40 years old, but you'd never know it. Over the past several years, we've changed almost every part of the hospital – renovating spaces and adding new ones. The 'new' QCH is here for you and your family!

In this *Report to the Community*, we're pleased to share just a few of the constant innovations taking place at QCH. We are committed to being the hospital of choice, recognized for our exemplary patient care, people and performance.

In September, we welcomed the first patients to the James Beach Health Care Centre. It's the latest phase of our ambitious expansion, and the impact is clear. The four-storey tower includes ten

new surgical suites, a satellite Dialysis Clinic, the Rehabilitation Centre, and a new home for our Ambulatory Care Clinics and Central Supply. Diagnostic Imaging is also expanding.

Health care is changing and so is QCH. New spaces and services are transforming care – and so are the committed staff, physicians and volunteers that provide that care. Together, we are keeping pace with the needs of our communities.



People First. Caring Always.



Where does it hurt? कहाँ दुखता है?



In times of crisis, communication is key. And when English is not your first language, this can be a challenge. Our new language phones ensure that we can support patients and families in the language they understand the best. Patients and health care providers are connected via a translator with expertise in medical terminology. More than 300 languages are offered – as well as sign language via video.

Ottawa is made up of many diverse communities and we are committed to serving them all.

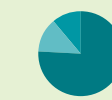
Our Care

Emergency visits	71,399
Day surgery cases	14,620
Surgical inpatients	4,872
Medical inpatients	4,438
Psychiatry inpatients	619
Births	2,490
Clinic & Day Program visits	68,501
Diagnostic Imaging tests	126,153
Cardiopulmonary procedures	189,242
Rehabilitation outpatients	74,644
Rehabilitation inpatients	690

Employees	1840
Nurses	762
Physicians	268
Dentists	1
Midwives	8
Volunteers	664
Volunteer hours contributed	45,491
Volunteer visits	14,351

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

At a glance

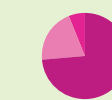


Operating Revenue:
\$176,146,000

Ministry of Health allocation
\$136,088,000 (77%)

Patient revenue
\$20,888,000 (12%)

Other revenue
\$19,170,000 (11%)



Operating Expenses:
\$176,928,000

Compensation
\$124,450,000 (70%)

Supplies & other expenses
\$39,709,000 (23%)

Depreciation
\$12,769,000 (7%)

Investing in care close to home

The Queensway Carleton Hospital Foundation is grateful for another fabulous year of support from our donor communities.

The opening of the James Beach Health Care Centre marks the culminating gift to complete the \$35 million *Care Grows West* campaign.

James Gary Beach was inspired to contribute to the Foundation as a result of a medical intervention at QCH that saved his life. He says 'the uncommon level of excellence' that he experienced was characteristic of the care and compassion that has become synonymous with his hospital.

Mr. Beach's gift was one of many that enabled the Foundation to transfer more than \$5.2 million to the hospital last year. Contributions were used to purchase critically-needed equipment and to support the community's funding share for the numerous redevelopment projects in recent years.

"We continue to be grateful for the heartfelt gifts that assist us with the ever expanding population that QCH serves," notes Melanie Adams, Foundation President and CEO. "We are honoured to recognize our donors who are so invested in ensuring that 'Care Grows West!'"



What a great idea!

What happens when 1,800 problem solvers put their heads together? Innovative care!

That's the theory behind QCH's new Centre for Continuous Performance Improvement. It provides tools to help front line staff identify problems and find solutions. New ideas are generated that result in a better work experience – and better patient care.

Take the new operating rooms for example. Each one has surgical carts that must be appropriately stocked for each procedure. The surgery team – from the environmental services staff right

through to the surgeons themselves – worked together to identify opportunities to improve the process. The result is standardized equipment carts for various cases, identified and ordered at the time of the OR booking. This simple change has resulted in reduced delays, cost savings, and ultimately increased patient safety. At some point, every staff member will be called upon to be part of the improvement journey. That's great news for our patients!

Leading the way

Technology innovations and expanded spaces are resulting in easier access, faster diagnosis and better connections among care providers.

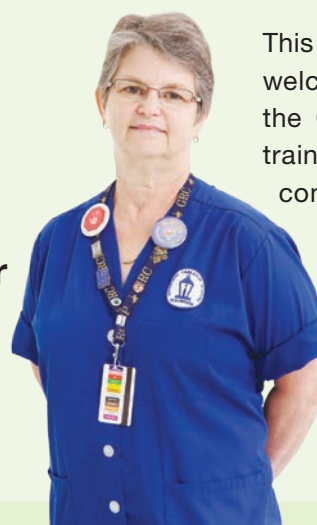


Our second MRI (Magnetic Resonance Imaging) machine arrived last June, allowing us to decrease wait times for an additional 3,000 patients each year. Clinical programs, such as orthopedics and cancer care, are seeing decreased wait times for tests and results.

QCH is also partnering with six other forward-thinking hospitals to lead the technology change and create a joint electronic patient record. It's called the CHAMP project – working collaboratively to promote greater information sharing and better, safer care across the region.

How can I help?

One of QCH's greatest assets is our team of committed volunteers.



This past year, that team expanded from 583 to 664 as we welcomed new volunteers in Spiritual Care, Dialysis and the Cancer Program. Every volunteer receives important training in areas such as patient safety and infection control, making them an invaluable part of the care team. We couldn't do it without them.

And our volunteers are not just those you see every day in their blue smocks. We also want to say thank you to the clergy, lay visitors and Hospital and Foundation Boards of Directors for your commitment of time and expertise.