



Queensway Carleton
Hospital Foundation



**HOPES RISING
A CAMPAIGN FOR
MENTAL HEALTH AT QCH**

HOPESRISING.CA

2018 HOPES RISING UPDATE

HOSPITAL UPDATE

Due to an unrelenting increase in the number of adults of all ages requiring acute mental health services, our Mental Health Program urgently needs to transform its space and the care it delivers to meet the needs of the communities we serve.

A full-scale review of the Mental Health program had 2 goals: improve access to care and improve the patient experience.

It is well known and supported by our own patients and families that environment plays a vital role in providing appropriate, compassionate and effective mental health care. Our current space needs multiple improvements to provide a welcoming, tranquil and healing atmosphere where patients and families feel that their privacy and wellbeing are always at the forefront.

INPATIENT SERVICES

To increase the focus on treating the person, not only the illness, a peer support program to connect current patients with peers who had a successful experience was added to Queensway Carleton Hospital.

Both health outcomes and patient satisfaction are up!



"What really excites me about the plans for the Queensway Carleton Hospital's Mental Health Unit is that it starts in the emergency room –they're going to be taking care of the patient from the moment they enter the hospital"

~ Barbara Crook, Hopes Rising Campaign Advocate

EMERGENCY SERVICES



Payam Noshad, Crisis Intervention Nurse at Queensway Carleton Hospital

A key change to Queensway Carleton Hospital's mental health program is the introduction of a Crisis Intervention Service, which dedicates specially-trained nurses to respond to mental health crises in the Emergency Department.

"You see the patient, they are in crisis and they're desperate for help. In two to three hours you can see the difference," Payam Noshad, Crisis Intervention Nurse at Queensway Carleton Hospital.

With a nurse dedicated to seeing the patient soon after the ED team assesses that they need enhanced mental health services, the process of receiving the focused mental health assessment and treatment can start quickly without having to wait long hours or having to be admitted.



3D pictures of the Queensway Carleton Hospital Mental Health Inpatient Unit which will be located on level 3 above the current existing unit on the main level. The main level will eventually be renovated into an outpatient unit, providing extensive mental health consultations and support to former patients or referrals in the community.

OUR HOPE

Our mental health patients will receive care in the right environment, at the right time and from the right people.

Each year, more than 21,000 patients (many often in crisis) seek support from our skilled and kind healthcare professionals. The new Mental Health Unit will address all their needs and support patients as they journey to recovery in a warm, welcoming and patient-centred care space.

We are creating a place where patients can feel hope, not hopeless.

The renovation and new construction of an additional 7,000 square feet will include new inpatient beds, a palette of light colours and openness, and private patient rooms with access to contemporary recreational space and communal dining areas.

Plans include two newly offered exercise spaces, expanded group support spaces to promote healthy relationship development, a Comfort Room to promote independent calming and self regulation, and a safe and secure outdoor courtyard.

Our focus is on care that respects patient privacy and dignity.

CAMPAIGN ACTIVITY

TOM SCHONBERG, PRESIDENT AND CEO OF QUEENSWAY CARLETON HOSPITAL



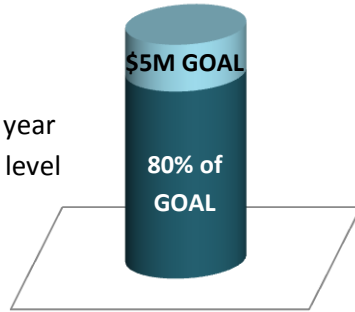
“Every single day we see many people in our hospital who struggle with anxiety, depression and other mental health challenges. It is critical we create the right physical environment that will allow our specialized staff to provide the best care for this population.”

CAMPAIGN FUNDS RAISED TO DATE

This has been an outstanding year for fundraising at Queensway Carleton Hospital.

We're at 80% of our goal!

Approaching the end of year 3 of a 5 year campaign, we are grateful to see the level of support coming from our caring community for Hopes Rising.

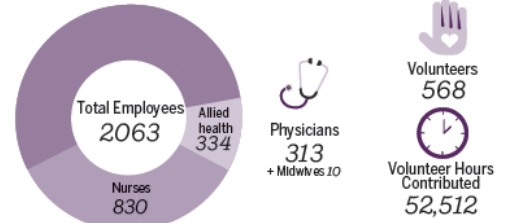
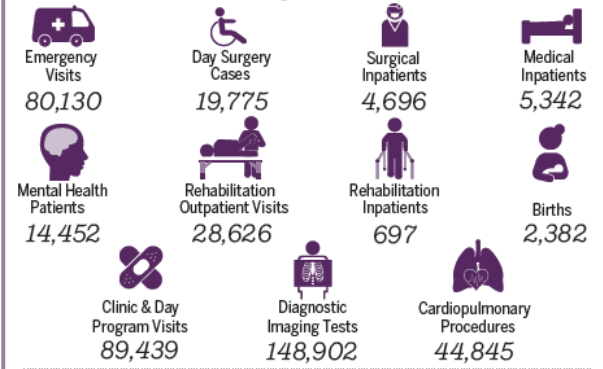


MOVING FORWARD

Design is complete for the new expansion to the Mental Health Unit and the hospital hopes to begin construction in 2019.

Together we are advancing health care and saving lives!

Our care - by the numbers



OPERATING REVENUE		
Ministry of Health Allocation	\$163,817,000	(76%)
Patient Revenue	\$25,537,000	(12%)
Other Revenue	\$27,076,000	(12%)
OPERATING EXPENSES		
Staffing	\$142,740,000	(69%)
Supplies & Other Expenses	\$47,465,000	(23%)
Depreciation	\$15,938,000	(8%)

Audited financial statements for April 1, 2017 to March 31, 2018 are available at www.qch.on.ca

HOPE BLOOMS AT THE FARM



A total of 450 guests gathered on May 24 for **Hope Blooms at the Farm**, an evening of prizes, auction bidding, live music by Séan McCann from Canadian band Great Big Sea, and great dining – all in support of Mental Health at Queensway Carleton Hospital.

Thanks to our amazing donors and supporters, an outstanding \$520,000 was raised towards our Hopes Rising Campaign.



We are now so much closer to delivering a renovated Mental Health Unit that supports hope, healing and recovery, and improved emergency care for people in the midst of a mental health crisis.

COMMUNITY EVENTS

Our community is instrumental to this project's success. We would not be where we are today without the strong community support and passion of our donors large and small.

Here are some 2018 events that have helped us get closer to our goal:

- Valentine's Charity Ball (February 10)
- Spare a Night for QCH (April 7)
- Trivia Night Fundraiser (April 13)
- Just Happy Golf (June 18)
- Dunrobin Village Meat & Grocery 15th Annual Charity Golf Tournament (August 25)

For more information on this project or any of our patient care initiatives, please contact Queensway Carleton Hospital Foundation
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