

People First. Caring Always.



## The needs of our patients are changing – and so are we

Every day at Queensway Carleton Hospital (QCH), staff, physicians and volunteers look for new ways of doing things – new ways to care for the more than 400,000 people who call QCH their hospital.

In this Report to the Community, we want to share our vision with you. We are committed to being the hospital of choice, recognized for our exemplary patient care, people and performance in an environment of innovation and strategic partnerships.



# HEALTH CARE

for the Elderly.  
Dr. Miller and Cathie Gray have a dream. Now, it's becoming a reality.

## Dare to dream

A new kind of acute care for seniors in our community

### 34-bed unit will be the first of its kind in eastern Ontario

Dr. Fraser Miller and Cathie Gray have a dream. Now it's becoming a reality. The result will be a new kind of acute care for seniors in our community – one that focuses on the whole person, not just the issue at hand.

The ACE (Acute Care for the Elderly) Unit will meet an urgent need for specialized acute care for seniors. The innovative design will include

common areas to support patient mobility and a collaborative, senior friendly care model. Families will also play a big part in the recovery process.

As QCH's Chief Geriatrician, Dr. Miller is excited about the benefits. "It makes sense to change the way we care for the elderly. We want to help them remain independent and reduce their stay in the hospital."

In fact, discharge planning will begin upon arrival. "We want to plan a smooth transition home with the required support in place," adds Cathie Gray, QCH's Clinical Nurse Specialist in Geriatrics.

The 34-bed unit will be the first of its kind in eastern Ontario and only the second ACE Unit in Ontario. It will open within the next two years.

### QCH AT A GLANCE

April 1, 2013 to March 31, 2014

**Operating Revenue:**  
**\$199,094,000**

**Ministry of Health allocation**  
153,270,000 (77%)

**Patient revenue**  
\$22,490,000 (11%)

**Other revenue**  
\$23,334,000 (12%)

**Operating Expenses:**  
**\$188,682,000**

**Compensation**  
\$128,363,000 (68%)

**Supplies and other expenses**  
\$44,989,000 (24%)

**Depreciation**  
\$15,330,000 (8%)

### OUR CARE

Emergency visits	72,825
Day surgery cases	16,567
Surgical inpatients	5,074
Medical inpatients	4,612
Psychiatry inpatients	650
Births	2,528
Clinic & Day Program visits	76,546
Diagnostic Imaging tests	130,991
Cardiopulmonary procedures	243,583
Rehabilitation outpatients	82,130
Rehabilitation inpatients	718
Employees	1866
Nurses	777
Physicians	276
Midwives	8
Volunteers	617
Volunteer hours contributed	45,450
Volunteer visits	14,788

The 2013-2014 operating surplus reflects a one-time adjustment related to Ministry of Health funding settlements. Audited financial statements are available from QCH's Communications Department or at [www.qch.on.ca](http://www.qch.on.ca)

## That's a great idea!

360 small improvement ideas have been identified in just one year



When you visit QCH, you might see staff, physicians and volunteers huddled around a big white board talking about how to make the hospital a better place. Every day, the clinical and support staff in each patient area gather to identify issues and work together to find solutions. New ideas result in a better work experience – and better patient care. In fact, more than 360 small improvement ideas have been identified in just one year.

Take the stop sign mats idea for example. Catharene Smith and the team on C4 had concerns about visitors entering isolation rooms without proper gowns and masks. Door signs weren't working so large, reusable stop sign mats were placed on the floor just outside each room. "We saw improvements right away," notes Catharene. "It was great to come up with a solution together."

*Little things – making a big difference.*



You could call Dr. Doug Cochen and Dom Ielo the critical bridges linking clinical care and technology. As two leaders in QCH's technology evolution, they are making a real difference in how we deliver care.

The latest innovation is called a WOW – a 'workstation on wheels' that has just been rolled out (literally!) to each patient's bedside. Caregivers can monitor patients and document care in real time, right as it is delivered. "This is big," says Dr. Cochen. "It will result in safer care and better sharing of information among caregivers."

It's an investment in QCH, our staff, and most importantly, our patients.

## Taking the time to listen

Amy Klassen says she can relate with QCH patients who are living with mental health challenges. She has struggled in the past, and now she is supporting others. As QCH's new Peer Support Worker and an important member of the care team, Amy is there to listen and bring a unique perspective through real-life experience.

"I have been there. And now I am there to support them on their journey." Both one-on-one and family sessions are offered.

QCH is one of the first community hospitals in the region to implement this



model, with more than 200 patients supported to date. "In a way, this position adds resonance to my life. It's very rewarding to support someone else in a vulnerable position – and to offer them hope."

## Community visionaries



Arnie Vered has been on quite a journey. And through it all, his optimism and appreciation of the importance of great health care close to home has not wavered. He is a leader in business and in the community. Now, he's giving back to Queensway Carleton Hospital.

"QCH has done wonders for me and I appreciate this opportunity to help. It's a great facility with an unbelievable team. My family has been contributors to many of Ottawa's medical institutions, not knowing

that today I would be benefiting from the Irving Greenberg Family Cancer Centre. My hope is that together we can inspire others to rise to the occasion in support of QCH."

At a Visionaries Breakfast in February, a new appeal was launched to raise \$30 million for QCH. Arnie will lead the Advancing Care for All Ages campaign as its honorary chair. His long-time friend Ron Prehogan is campaign chair.

The Foundation transferred more than \$3.4 million to QCH this past year, thanks to the generosity of our donor community. The

Advancing Care for All Ages campaign will provide a new opportunity for continued investment in patient care for years to come.

**Thank you to Ron, Arnie and our caring community for your ongoing support through the Queensway Carleton Hospital Foundation!**

