



**QUALITY AND SAFETY**

Quality and Safety. Two simple words that mean so much. At Queensway Carleton Hospital (QCH), it's a commitment to ensuring every patient experience is the best it can be. It means staying on top of the latest leading-edge practices. And it requires everyone at QCH to be part of one team caring for our patients and families.

We want to be the hospital of choice, recognized for our exemplary patient care, people and performance in an environment of innovation and strategic partnerships.

In this year's Report to the Community, we're pleased to share some of our latest quality and safety initiatives. It's our top priority— every day.

**EXEMPLARY CARE**

Delivering the best quality is a whole hospital effort. We all want to do the best we can.

We couldn't be prouder! This year, QCH received the highest award possible from Accreditation Canada - Accreditation with Exemplary Standing.

Every four years, QCH is evaluated through Accreditation Canada's voluntary process. An on-site review looks at everything from admission and discharge processes to infection control rates. The findings evaluate QCH's performance against international standards of excellence. It's an opportunity to validate how we do things and look for ways that we can do them better. Staff, physicians,

volunteers, Board members, patients and community members are involved.

Our overall compliance rating was 99% and we met every one of the required organizational practices. The results reflect our team's commitment to safe and high quality care.

But it doesn't stop there. Each year, QCH develops a Quality Improvement Plan to continually monitor our work. Accreditation is all about improving quality, reducing risk, and strengthening accountability. And we're all for that!

**ADVANCING CARE FOR ALL AGES**

We are so grateful for our caring community. Thanks to your generosity, we have advanced care for all ages at Queensway Carleton Hospital. In fact, in 2015, our community helped us raise over \$4.7 million. Delivering on our promise, funds transferred to the hospital have purchased many vital pieces of equipment, upgraded patient information systems and technology, provided specialized learning for our nursing staff and supported the capital construction of the Myers Automotive Acute Care of the Elderly (ACE) Unit.

As we eagerly await our first patient on the ACE Unit later this year, we continue to work with the community to raise the remaining funds needed to fully prepare the unit with specialized geriatric equipment and furnishings. Thank you to our ACE Ambassadors.

In early 2016, we launched **Hopes Rising, A Campaign for Mental Health at QCH**. Already, we have secured almost \$2 million toward

our \$5 million goal, indeed bringing HOPE to our patients and their families dealing with a mental health crisis. Our mental health unit is located in the original part of QCH, built in 1976. It is overdue for renovations to provide a safe, healing therapeutic environment where each patient's dignity and privacy can be respected during these most vulnerable times.

Please visit [Hopesrising.ca](http://Hopesrising.ca) to learn more. We HOPE you'll join us!

From our Childbirth Centre to the Myers Automotive ACE Unit, you are advancing care for all ages. Thank you for your ongoing support!



**OUR CARE**

- Emergency visits **77,974**
- Day surgery cases **19,315**
- Surgical inpatients **4,972**
- Medical inpatients **4,643**
- Psychiatry inpatients **675**
- Births **2,397**
- Clinic & Day Program visits **85,380**
- Diagnostic Imaging tests **142,918**
- Cardiopulmonary procedures **262,376**
- Rehabilitation outpatients **93,087**
- Rehabilitation inpatients **678**
- Employees **1955**
- Nurses **798**
- Physicians **293**
- Midwives **10**
- Volunteers **556**
- Volunteer hours contributed **44,398**
- Volunteer visits **14,404**

**BY THE NUMBERS**

April 1, 2015 to March 31, 2016

- Operating Revenue \$200,640,000**
- Ministry of Health allocation **\$154,209,000 (77%)**
- Patient revenue **\$22,961,000 (11%)**
- Other revenue **\$23,470,000 (12%)**
- Operating Expenses \$199,236,000**
- Compensation **\$138,766,000 (70%)**
- Supplies & other expenses **\$44,822,000 (22%)**
- Depreciation **\$15,648,000 (8%)**

Audited financial statements are available from QCH's Communications Department or [www.qch.on.ca](http://www.qch.on.ca)



**SAFER SURGERY**

Describe a pill by its colour, size and shape and chances are that our pharmacy team can tell you the name of the drug. They are the experts and they can be found throughout the hospital helping keep our patients safe.

At QCH, we have a formal process called medication reconciliation to ensure that each patient's medications are reviewed at admission and discharge, as well as at each transition point in-between. It's all about communication. Pharmacy technicians work with patients, families and care providers to develop the initial medication history that stays with the patient throughout their stay. Any discrepancies can be quickly identified and corrected. And when the patient goes home, the list is reviewed again to ensure each patient is informed and prepared.

We want to reduce the number of medication errors and adverse drug reactions - both in the hospital and at home.

Last year, QCH was one of 18 Ontario hospitals chosen by Health Quality Ontario to take part in the National Surgical Quality Improvement Program - or NSQIP. The goal is to ensure the very best care using evidence-based guidelines. Other hospitals involved in this voluntary program have reported fewer complications, improved care and even shorter hospital stays.

**QUALITY MATTERS**

Patient outcomes are reviewed during their stay and once at home to look for unusual occurrences or complications. That data is then compared to 800 hospitals internationally to allow us to see how we are doing. From there, we can drill down and identify any opportunities for improvement.

It's all part of our focus on safety and quality. When things don't go as planned, we want to understand and learn. This will lead to better care and healthier patients.



**THE RIGHT PRESCRIPTION**

Meet Irene Nicholson. She is 101-years-old and is exactly the kind of patient who will benefit from QCH's new Myers Automotive Acute Care of the Elderly (ACE) Unit. This specialized acute care unit will focus on the whole person, not just one medical issue. It's the first of its kind in eastern Ontario and only the second ACE Unit in Ontario.

Construction is almost complete and now our health care team is getting ready as well. We are changing the way we care to be more senior friendly. Everything from respectful communications to the physical environment is being addressed. We want to promote comfort, safety, independence and well-being for seniors throughout the hospital.

To do so, QCH is part of the Nurses Improving Care for Healthsystem Elders (NICHE) program. More than 80 nurses have already completed specialized training. Everyone at QCH - even our volunteers - will be part of the learning. In fact, QCH has attained exemplar status with the program, recognizing our commitment to providing the very best care for seniors.



**A SENIOR FRIENDLY APPROACH**

**PROVIDING A NEW PERSPECTIVE**

It takes a team to provide care at QCH - and our team includes patients and families. In fact, the patient's voice is the most important one at the table. And now we want to do even more by ensuring they are part of every aspect of QCH - from advising hospital committees to improving discharge instructions and visiting hours, as well as participating on patient food tasting panels.

The patient's voice is the most important voice.

Our Patient and Family Advisory Council members share their ideas, provide feedback and help shape how care is delivered at QCH. For example, their suggestions to make a patient brochure easier to read or understand can actually reduce risk and truly make a difference.

It's our common sense perspective. Patients and families have a totally different vantage point. If we can see the care through their eyes, we know that care can only get better.



**GOING GREEN**

QCH is proud to support a greener environment through several initiatives that focus on reducing energy consumption and redirecting waste from the landfill to recycling. In fact, QCH was recently recognized with an award from the Ontario Hospital Association for energy excellence.

A great example is the reusable sharps container program. These plastic boxes are mounted on walls throughout the hospital to safely collect used needles and syringes. In the past, the boxes were discarded once full. Now QCH works with a company that empties, sterilizes and returns the containers for reuse. It keeps our patients and staff safe, but it's also environmentally friendly.

In the past year, QCH has diverted 2.5 metric tonnes of plastic from the landfill. That's the equivalent of 193,798 water bottles!



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