



2018-2019 Annual Report

Achieving excellence together



Achieving excellence together

As a community hospital, it is our people who are our strength. Our Board of Directors, Medical Advisory Committee and leadership teams are highly-skilled and ready to lead BGH into the future.

Listening to our people, patients, partners and community, we have developed a [multi-year strategic plan](#) to guide us on our path forward. We are proud of the hard work by our teams, and promise to keep you engaged in our progress. We are committed to our vision of **achieving excellence together**.

BGH is also facing a time of health system transformation, and we know our patients benefit from strong partnerships. As a result, BGH is driven more than ever to build on our [relationships](#) with our teams and partners.

Our community, through the Brockville and District Hospital Foundation, has also shown their commitment to us. Their financial support of our [93-bed patient tower](#) will enable our hospital grow by an additional 22 beds beginning in 2020.

As we look to the future, we need to continue to build upon the successes from the past year to keep pace with the needs of our community and partners. Like all hospitals in Ontario, we must remain focused on how we [manage our resources](#) while committing to delivering the best healthcare experience.

Sincerely,

Jim Cooper

Chair, Board of Directors

Nick Vlacholias

President and CEO

Dr. Robert Malone

Chief of Staff

Healthcare Experience Highlight

In 2018, my brother, who has complex mental health needs, was found in his apartment in an unconscious and unresponsive condition. The first responders took him to Brockville General Hospital's Emergency Department.

After examination, my brother was moved to the Intensive Care Unit, where he stayed for approximately 10 days. He received wonderful care from the doctors, nurses, and support staff. These professionals saved my brother's life.

Everyone in the Intensive Care Unit was so helpful. Most of my family, including myself, live out-of-town. The doctors and staff worked with us by phone to provide regular updates. This cooperation was very much appreciated by my family.

My brother recovered enough to be moved to a regular room and was transferred to the Garden Street Site for rehabilitation, where he remained until he was discharged.

Thanks to the doctors, nurse practitioner, social workers, speech pathologists and numerous wonderful nurses who cared for him. Thanks also to BGH's partners at Lanark, Leeds, and Grenville Addictions and Mental Health in Brockville, who supported us through this challenging experience.

I can only say that living in the Greater Toronto Area, if that had occurred to him in the Toronto area, I am doubtful he would have received the same level of attention and care, which were instrumental in helping him survive and recover.

On behalf of the family, we extend our heartfelt thanks and gratitude for saving our brother.



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Our Mission

Driven by the needs of our community, we collaborate with our patients, their families and our partners to deliver the best healthcare experience.

Our Values

We believe...

Together, we are **accountable** to deliver excellent healthcare.

Everyone deserves **compassion** and **respect**.

Professionalism matters: be proud and be actively present.

Teamwork is key to our success.

When each of us live these values, we fulfill our mission with **integrity** and move closer to achieving our vision.

Healthcare Experience

Trusted, quality healthcare; where and when patients need it.



Partnerships

Leverage partnerships to meet the needs of our community.



Team Well-Being

Invest in our people to be the best at what we do.



Resource Sustainability and Growth

Deliver quality through smart resource use.



Partnership Highlights

Primary Care Teams and Addictions and Mental Health

In our community, primary health care teams see over 1,000 patients daily. BGH is working closely with Primary Care Teams and Addictions and Mental Health services to ensure patients receive the right care in the right place at the right time.

Building on these strong relationships means our shared patients have better discharge plans once they leave the hospital. Together, we can provide the best healthcare experience.



Southeastern Ontario Academic Medical Organization (SEAMO)

SEAMO is a Clinical Teachers' Association of Queen's University, Kingston Health Sciences Centre and Providence Care which supports the delivery of healthcare, medical research, education and academic medicine in Southeastern Ontario. BGH benefits through this partnership by offering:

- An added recruitment attraction to doctors practicing in our community
- A balanced compensation for those interested in furthering education
- Added hands on experience to students and new graduates
- Attracting new doctors into our community

Team Well-Being Highlights

Critical Care Skills Fair

Building on the shared skills of our people and community partners, our Critical Care Program developed a Clinical Skills Fair for staff. This included 17 stations for practicing skills including wound care, phlebotomy, ECGs, mock emergency codes training, over 10 educational posters and wellness activities. Over 130 staff, physicians, and external partners attended.

Workplace Happiness Action Team

BGH's Workplace Happiness Action Team (WHAT) had another busy year of peer-run activities, including the *Team Member of the Year* awards. With 11 nominees, Dr. Eileen TenCate, Hospitalist, and Mary Ann Libby, Personal Support Worker, were selected as the 2017-18 Team Members of the Year, with an honourable mention going to Angela Norman, Ward Clerk in our Intensive Care Unit.

BGH Appreciation Week

In recognition of the great work staff, physicians, and volunteers do at BGH everyday, BGH hosted a week full of fun, free activities for staff to enjoy. The week included long services awards events, a pancake breakfast, BBQ and treat carts.

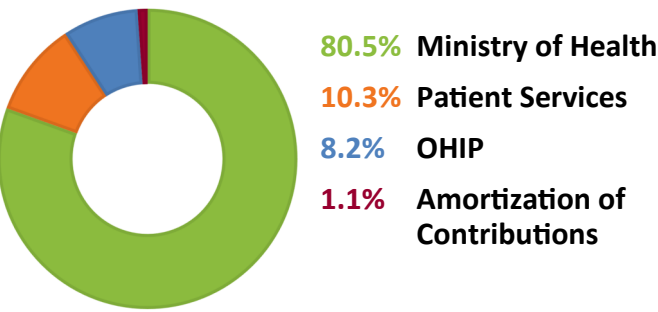


Resource Sustainability and Growth Highlights

As one of the most efficient hospitals in Ontario, BGH presents a balanced operating position.

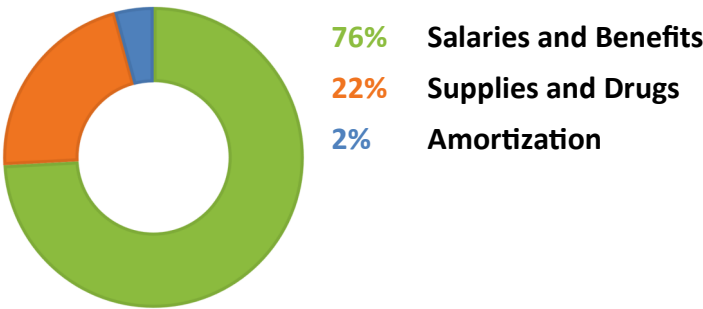
Looking ahead to the Province of Ontario’s health system transformation, coupled with the opening of our new patient tower, BGH must continue to closely monitor finances while balancing operational and patient care needs. Audited financial statements are available on our website at www.brockvillegeneralhospital.ca.

Revenue



Total \$84,020,451

Expenses



Total \$84,013,983

In 2018-19, BGH made key investments to enhance patient care.

With the support of our staff, physicians, volunteers and patients, we enhanced our emergency department waiting area, including the triage and registration process. By increasing the hours of operation for CT scans, we were able to reduce patient wait times. With help from the Brockville General Volunteer Association, we invested in our staff and physicians by purchasing over \$30,000 towards minor equipment and tools.

BGH by the Numbers



\$84 Million operating budget



138 patient beds, plus one respite
Additional 22 beds, starting in spring 2020



Over 27,800 emergency visits
Over 10,000 surgical cases
Over 95,000 diagnostic imaging and ambulatory care visits



Over 180 physicians credentialed
Over 850 staff





Redevelopment Project

Patients will begin receiving care in our new tower in spring 2020.

Our new, 5-floor, 93-bed patient tower will be 175,000 square feet, doubling the size of the facility currently located at our Charles Street site. BGH will close it's Garden Street site and return the building to the Sisters of Providence.

The new tower will include:

- Mental Health and Addictions Program – 29 beds
- Inpatient Rehabilitation and Restorative Care Programs – 32 beds
- Complex Continuing Care/Palliative Care Programs – 32 beds



To provide the best patient experience, 80% of patient rooms will be private and newly designed windows will allow patients to view the outdoors from their beds. Each level will also have an outdoor courtyard space.

Accessing the new building will also be easier, with a dedicated bus lane and a patient pick up/drop off zone. There will be two new, accessible entrances off Pearl Street and Ormond Street.

Thank you!



In 2018-19, the Brockville and District Hospital Foundation, with the support of our generous community, raised over \$2.8 million to enhance patient care at BGH.

Fundraising dollars support equipment purchases and hospital programs. These funds were raised by the Foundation's new Giving Outside the Box initiative, Signature Events, memorial gifts, grants, proposals, the Annual Appeal campaign, and more.

In the midst of supporting BGH for these needs, the Foundation's Under One Roof Capital Campaign Cabinet have been working tirelessly to raise the local share of \$20 million for Brockville General Hospital's Phase II Redevelopment Project.

For more information, please contact:

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In 2018-19, the Brockville General Volunteer Association's nearly 300 volunteers donated \$100,000 and dedicated over 28,000 hours to enhance the patient experience at BGH.

Areas of clinical support include Palliative Care, Surgery, Critical Care, Clinics, Visiting, Meals, Pet Therapy, and more.

Patient experience and fundraising activities include the Ceiling Tile Project, BGVA Art Gallery, Cafes, Gift Shops, Welcome Desk, Lottery Desk, and more.

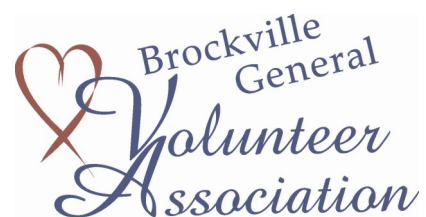
For more information, please contact:

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