



2019-2020 Annual Report

Achieving excellence together

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This past year has reminded us all that nothing is more important than the health and well-being for ourselves and our loved ones. This has been made clear as we navigate the COVID-19 virus pandemic.

Our healthcare workers are not only heroes, but they are the heart of Brockville General Hospital. We'd like to thank our community for recognizing our many talented and compassionate physicians and staff. They have risen to the many challenges put before them this year. Their tenacity, professionalism and compassion is to be commended. Thank you to our over 850 staff and nearly 200 physicians.

To better support our healthcare heroes to deliver the best patient care, this past year was focused on building a strong foundation for our hospital.

- We continue on a path of health system transformation and navigating life with COVID-19. This has caused us to reimagine all elements of care in our hospital and the impact on our patients and partners. We will continue to evolve to balance the responsibility of keeping our patients and healthcare providers safe, while delivering the best healthcare experience.
- Our local and regional partnerships have been strengthened in our approach to delivering safe, quality care. Our colleagues at the Leeds, Grenville and Lanark District Health Unit and primary care teams have been instrumental in keeping our community safe. Patients benefit from strong partnerships, and BGH is driven more than ever to build on our strong relationships with our teams and partners to keep our community safe.
- BGH received an incredible 15% funding increase from the Ministry of Health. This funding gives us the opportunity to invest in our dedicated staff, physicians and volunteers, empowering them to continue to deliver safe, quality care.
- Our community has shown unwavering support for our hospital and our people. This came in many forms, including over \$20 million towards our new tower, thanks to the support of the Brockville and District Hospital Foundation, and through the many acts of kindness and generosity during the initial wave of the COVID-19 virus. We appreciate the donations of personal protective equipment, food, messages of love, and, much, much more!

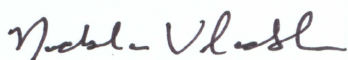
As we look to the future, we need to continue to build upon the successes from the past year to keep pace with the many changes in the face of COVID-19 and the evolving needs of our community and partners. Like all hospitals in Ontario, we must remain focused on how we manage our resources while committing to delivering the best healthcare experience.

Sincerely,



Jim Cooper

Chair, Board of Directors



Nick Vlacholias

President and CEO



Dr. Michael Fuoco

Acting Chief of Staff





Achieving excellence together

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

Safe, 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

Delivery of safe, quality care through smart resource use.



Partnership Highlights

Ontario Health Teams

BGH is a participant in the Lanark, Leeds and Grenville Ontario Health Team (LLG OHT), which is in the planning stages. This collaboration will include partners from all three sectors, including home and community, primary care, and hospitals. These partners will enable the full spectrum of health services.

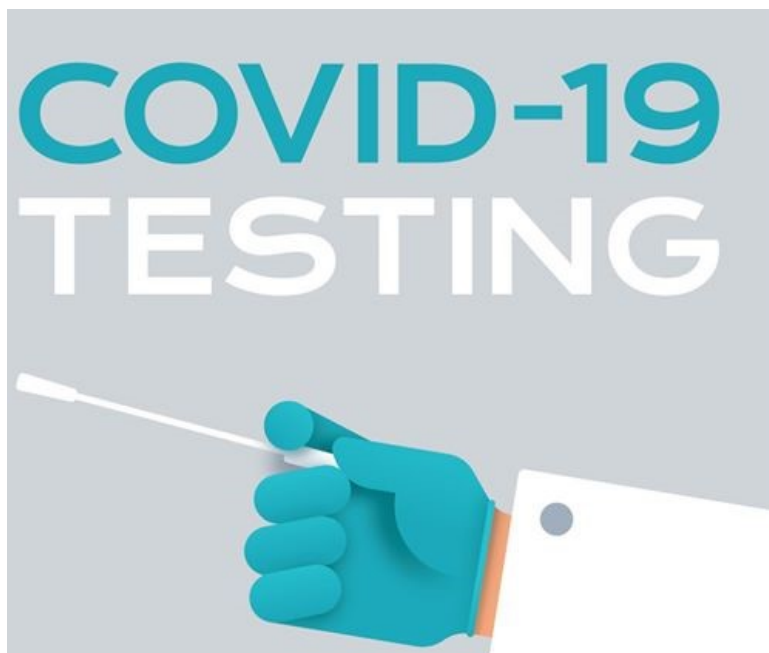
COVID-19 assessment centre

To keep our community safe and to help to contain the spread of the COVID-19 virus, an assessment centre was established in Brockville. BGH is proud to work with the Leeds, Grenville and Lanark District Health Unit, Upper Canada Family Health Team, Leeds Grenville Community Family Health Team, Athens District Family Health Team, and Prescott Family Health Team.

If you think you have COVID-19 symptoms or have been in close contact with someone who has it, use this self-assessment, at covid-19.ontario.ca/self-assessment, to help determine how to seek further care. You may also visit the Assessment Centre at the Brockville Memorial Centre, located at 100 Magedoma Boulevard, Brockville.

Lanark, Leeds Grenville Addictions and Mental Health

A corporate services arrangement with Lanark, Leeds and Grenville Addictions and Mental Health (LLGAMH) allows us to deliver the best care for people living in our communities with addictions and mental health issues. BGH provides back-office services to LLGAMH, and has also provided support in training and education to ensure the LLGAMH staff were prepared to keep themselves and their clients safe during the COVID-19 pandemic.



Team Well-Being Highlights

Workplace culture

In late 2019, healthcare workers felt an increased workload associated with the increased patient volumes. In addition, there was (and remains) an increase in workloads in preparation to open our new patient tower. Staff are also tasked with working with aging equipment and technologies.

Despite these challenges, a pulse engagement survey in spring 2019 showed a 16 per cent increase, jumping to 77 per cent satisfaction.

The COVID-19 pandemic has proved to our community and the Hospital that we have an incredibly talented, compassionate workforce. BGH remains committed to investing in our people to be the best at what we do.

Mental health of healthcare workers during COVID-19

The COVID-19 pandemic has increased stress and anxiety on healthcare providers. BGH implemented on-site, peer support to provide immediate resources to help staff and physicians manage their wellness. Most consultations have been tracked to identify how we can better support staff in the future. In a May 2020 report, it showed,

- 194 healthcare workers accessed the onsite support,
- 132 reported anxiety/stress as their biggest concern,
- 54 reporting grief as their primary concern.

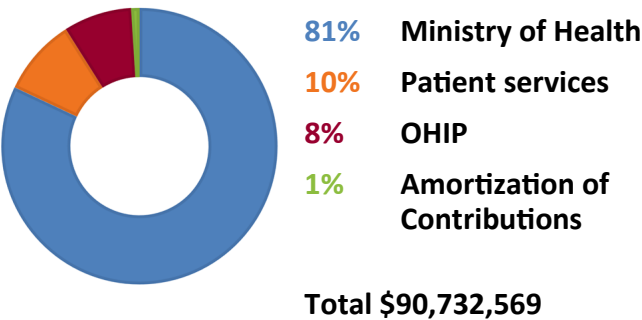
BGH's Mental Health Crisis Team, social workers and spiritual care coordinator provided this service. The team believes that self-identified concerns are being underreported, and they continue to connect with staff and physicians regularly.

Resource Sustainability and Growth Highlights

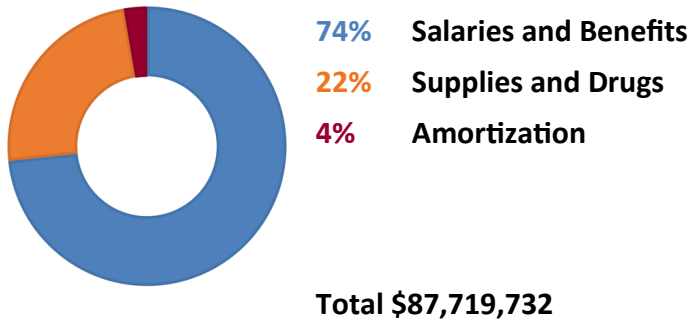
As one of the most efficient hospitals in Ontario, BGH presents a surplus budget.

BGH looks forward to the opening of our new patient tower, which will allow us to better service the healthcare needs of our community. 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



Expenses



We are investing into patient care

- A new Patient Experience and Engagement role to support our Patient and Family Advisory Council
- A robust, digital Policy Centre, accessible to all BGH healthcare providers
- Development of a comprehensive Quality Improvement Plan
- Continued participation with Accreditation Canada
- A redesigned cystoscopy suite
- New infusion pumps and updated drug library
- Enhanced ultrasound coverage
- A community workshop aimed at increasing awareness/sensitivity and optimizing the care experience of 2SLGBTQ+ patients
- Virtual care and visiting technology ... And much more!

BGH by the Numbers





New patient tower opening in fall 2020

Patients will begin receiving care in our new tower in fall 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 its 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.

\$9.93 million funding increase for 2019-2020

In May 2020, the Honorable Steve Clark, MPP of Leeds—Grenville—Thousand Islands and Rideau Lakes announced \$9.93 million in new funding for Brockville General Hospital (BGH). This funding gives us the opportunity to invest in our dedicated staff, physicians and volunteers, empowering them to continue to deliver the safe, quality care.

The winners of this historical announcement are the people in our community who rely on our health care services and the dedicated staff, physicians and volunteers who are the heart and soul behind this care.

At an announcement in October, Jim Cooper, Chair of the Board of Directors and Nick Vlacholias, President and CEO of BGH were joined with MPP Clark and area hospital CEOs, Dr. Barry Guppy, President and CEO, Perth and Smiths Falls District Hospital Frank Vassallo, CEO, Kemptville District Hospital to celebrate increased funding in our communities.

“The Ministry of Health and MPP Steve Clark have shown us that the health and well-being of residents in Leeds Grenville and Lanark is a priority. A 15 per cent funding increase is a testament to the work of the incredible heroes at BGH. I’m proud and grateful to all of the staff and doctors who work tirelessly to help the sick and injured in our community. The past few months, during the COVID-19 pandemic, has taught all of us how important our health is. We are fortunate to have a strong community hospital.”



thank you!



In 2019-20, the Brockville and District Hospital Foundation, through the support of our generous community, raised over \$2.4 million to enhance patient care at BGH.

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

In addition, the Under One Roof Capital Campaign Cabinet announced over \$20.6 million towards our Phase II Redevelopment Project (pictured).

Unfortunately, due to the COVID-19 virus, several fundraising events planned for 2020 have had to be reimagined for a later date. The Foundation continues to work closely with our community and donors to safely, and effectively, support patient care at BGH.

For more information, please contact:

Joan Simon, Executive Director

613-345-4478

foundation@brockvillegeneralhospital.ca

www.bdhfoundation.com



In 2019-20, the Brockville General Volunteer Association's over 300 volunteers donated \$128,700 and dedicated over 28,000 hours to enhance the patient experience at BGH. In 2019, the Association celebrated it's 130th anniversary.

Over the past year, volunteers kicked off a recruitment and retention campaign aimed at increasing support for when the new patient tower opens at our Charles Street site.

This year also saw the last installment toward our \$200,000 commitment to the Phase II Redevelopment Project (pictured).

To keep our beloved volunteers safe, as a result of the COVID-19 virus, volunteer services were temporarily placed on hold in spring 2020. We look forward to seeing their smiling faces in the future.

For more information, please contact:

Liz Rogers, Volunteer Coordinator

613-345-5649 ext. 1254

erogers@brockvillegeneralhospital.ca

www.brockvillegeneralhospital.ca/BGVA



Achieving excellence together



Dedicated to the memories of
Audrey Hopkinson & Jarrod Wenborn
Two incredible nurses, friends and
colleagues, who are missed dearly.