

COMMUNITY REPORT

2007/2008

From vision to reality

When the doors of the new Peterborough Regional Health Centre (PRHC) opened, and the first patients and visitors were welcomed, it marked an historic moment for the hospital and the community it serves. After ten years of planning, the future of health care had arrived.

The new PRHC is a testament to all those who rose to this enormous challenge – delivering a state-of-the-art regional hospital on time and on budget, while continuing to demonstrate commitment to the hospital's core values of accountability, innovation and respect.

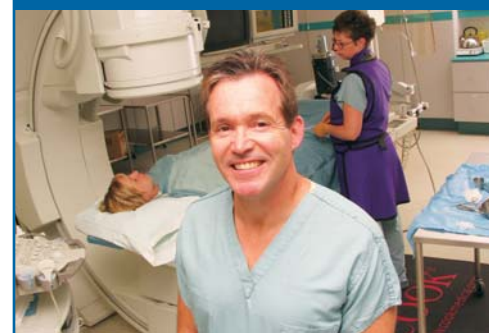
During a time of extraordinary change, PRHC's exceptional staff, physicians and volunteers realized a remarkable number of achievements during the year. Here are just a few of the year's most noteworthy announcements and events.

- Starting off the year on a high note, in early summer PRHC was formally recognized and rewarded with a full three-year accreditation by the Canadian Council on Health Services Accreditation.
- Recruiting talented professionals remained a priority. The Health Centre attracted a total of 283 new staff members including 33 physicians (15 permanent and 18 locums), 101 registered nurses, 43 allied health

professionals and 106 individuals from other professions.

- PRHC's volunteers continued their tireless dedication with more than 625 volunteers contributing thousands of hours. Volunteer tour guides and wayfinders also played a critical role in the move to the new hospital, helping thousands of staff and visitors become familiar and comfortable with the new facility.
- Held in early May 2008, a weekend-long celebratory event was kicked off with an official ribbon-cutting attended by The Honourable George Smitherman, Minister of Health and Long Term Care, along with other local, regional, provincial and federal representatives. A staff and volunteer ceremony took place later the same day. Finally, more than 6,000 members of the community had a chance to tour the new facility during a two-day community open house.
- As the fiscal year came to a close, PRHC received a timely base increase of \$27.4 million in post construction operating funding. The funds allowed PRHC to begin the work of increasing beds in the new hospital, expand services, and recruit the necessary staff.

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Advancing Our Strategic Directions

Supporting the Health Centre's mission to "care for our patients with expert hands and creative minds" are five strategic directions that guide our work. The following accomplishments demonstrate these directions in action.

New Hospital Transition Plan

In the many months since construction began on the new hospital, the site has transformed into a stunning 494 bed, 715,000 sq ft, state-of-the-art health care facility. It boasts over 2,000 rooms, and features five courtyards designed to take advantage of the light, nature and geography offered by its beautiful location. The following are highlights from the year leading up to its completion.

- By summer, construction had reached 75 per cent completion and an average of 530 workers were on site every day. Reaching 96 per cent by the end of March, it was just down to the details as furnishings and room accessories were added and new equipment was installed throughout the building.
- Hospital-wide clinical standardization began in the fall as all departments looked for ways to improve both their physical function and internal processes well in advance of the move.
- Working with locally-owned Health Care Relocations (HCR), November saw the official announcement of the move date. Paper and equipment purges were



A view of one of the new hospital's five interior courtyards.

An enormous amount of planning preceded this building and its completion signals a new era for health care in Peterborough and the surrounding region. We are excited about our new home but we are even more excited about what the building will mean in terms of patient care, access, improving wait times and service. This was the community's dream. They built it and now PRHC is by your side.

Paul Darby, President & CEO

held and staff learned the logistical details of the upcoming move.

- Beginning in March, 300 physicians, 2,000 staff and 600 volunteers began receiving a general orientation that covered everything they needed to know before going to work in the new facility.
- Further levels of orientation remained a priority in the weeks that followed as staff received specialized training on the building's many advanced new systems including the latest in meal delivery, infant protection, patient wandering, integrated phone, and nurse call systems.

Enhancing Quality of Care

PRHC staff, physicians and volunteers continued to develop initiatives that allow for both qualitative and quantitative improvements in patient-centred care and service delivery.

- PRHC's Regional Renal Program sustained its robust growth thanks to the April launch of a temporary six-station satellite hemodialysis unit at Ross Memorial Hospital in Lindsay.
- A new assessment tool designed to decrease harm from falls and reduce potential length of stay by identifying at-risk patients was put into practice across the hospital by the end of the calendar year.



Fresh expectations for this hospital have been set. We will be even more accountable and provide even better service. We will, every day, live our values of Accountability, Innovation, and Respect.

Dr. Peter McLaughlin, Chief of Staff

- Prevention and treatment of painful pressure ulcers took centre stage in wound care thanks to a PRHC program implemented in the spring of 2007, reducing the incidence by 50% on the medical, surgical and constant care units where it was introduced.
- Hand hygiene was very much on the agenda to combat so-called super-bugs, as a project launched in the fall included the introduction of audits to measure progress towards 100% compliance between patients.
- In November the Board of Directors started a new committee exclusively dedicated to ensuring that quality is an integral component of governance strategy, workplace culture, and management processes at PRHC.

Realizing a Positive Workplace Culture

Improving quality of work life is a top priority at PRHC. In 2007/2008 the Health Centre furthered this goal through several strategic initiatives.

- Special events, information sessions, contests and awards recognition took place throughout the year. Of special note this year were ceremonies that provided an opportunity to honour the

history and say goodbye to both Rogers Street and Hospital Drive Sites.

During what was surely one of the most significant years faced by PRHC's Board of Directors in recent memory, we faced the unique challenge of overseeing the planning and building of our new state-of-the-art facility while simultaneously ensuring continuity of care at two existing sites. Through consistent leadership and a steadfast commitment to our goals, the community was ably served once again by these dedicated volunteers.

*Ken Powell, Chair,
PRHC Board of Directors*

- PRHC acknowledged the dangers of secondhand smoke last fall with the announcement that as of May 1, 2008, the Health Centre would become an entirely smoke-free campus.
- Identifying hazards and increasing patient safety was a major focus of 2007/2008, resulting in new Safety Rounds, employee incentives, and a goal of no time lost to injury.

Leveraging Technology

Making the most of technological advancements is critical when maximizing the quality and efficiency of patient care. Here are some of the PRHC-wide initiatives that stand out.

- Thanks to the support of donors and an innovative partnership with Philips Medical, PRHC is now home to some of the most sophisticated and technologically advanced diagnostic imaging systems in the province.

- New or replacement equipment purchased for the new hospital included a new Magnetic Resonance Imaging (MRI); two new, fully-equipped Cardiac Catheterization Labs; two new 64-slice CT scanners; and two leading-edge Interventional Angiography suites.
- Upgrades and additional Meditech clinical software modules like Community Wide Scheduling further readied the Health Centre for an electronic patient record.
- The launch of iMaint allowed for web-based Building Services requests and tracking.
- As part of a Central East Local Health Integration Network (CE LHIN) collaboration, PRHC introduced a Geriatric Emergency Management nurse position, creating an electronic referral system as part of the LHIN's Seamless Care for the Elderly initiative.

Building Partnerships

PRHC continues to promote the best community health care possible by seeking partnerships in both the region and beyond.

- Active participation in Ontario's LHINs remains a strategic priority. PRHC staff from all departments continued to work on collaborative teams and committees, contributing to the development of the

Central East LHIN and its Integrated Health Services Plan.

- The Health Centre's purchasing power has been leveraged thanks to its membership in the Central Ontario Health Care Procurement Alliance (COHPA). PRHC, along with six other hospitals, will not only be able to streamline its processes, but save money and warehousing space.
- In response to the threat of an influenza pandemic, PRHC staff members continued to work with representatives from the city and county in an effort to minimize disruption of services and deaths in the event of an influenza outbreak.

Constructing a new hospital involved the dedication and hard work of many. It is clear that not only were PRHC's staff, physicians and volunteers committed to turning this vision into a reality, their dedication to patient care never wavered. Without a doubt, they have truly been *by your side*.



Special Care nursery RN Suzanne Patrick transports the new hospital's first patient on June 8, 2008 - patient move day.

A Message from the PRHC Foundation

By Your Side. It's a bold statement and will continue to be our guiding principle.

PRHC is a place filled with extraordinary people who care deeply for the patients and families whose time in this hospital is often a life changing event. They all share the same goal of being **by your side** to restore health, ease pain and save lives.

Working to nurture strong partnerships with individual donors, corporations, service clubs and others, the PRHC Foundation exists to support and advance patient care, forming the crucial link between the community and our hospital.

Over the past year, we welcomed many new donors and were honoured to receive continued support from current donors. A

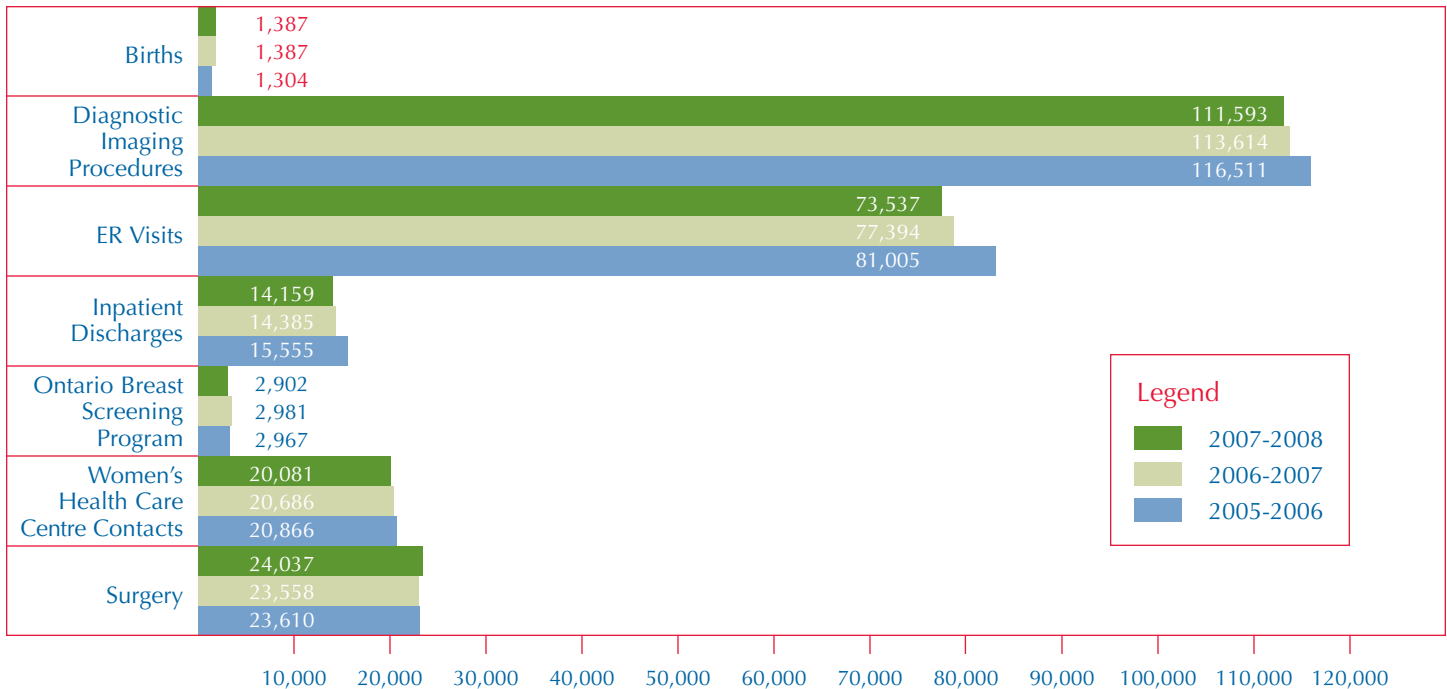
tremendous effort was dedicated to the **By Your Side** Campaign; which exceeded its \$10 million goal and will transform health care at PRHC through the purchase of modern medical equipment and state-of-the-art technology.

Beyond the funds raised in the BYS campaign, in the last fiscal year, the PRHC Foundation funded more than \$429,000 for new medical equipment and technology used every day to enhance care at PRHC and more than \$4.2 million toward construction of the new building.

The support of our community is inspirational to the staff and physicians at PRHC and feeds the circle of giving that makes PRHC a great place to receive care. This generosity is the foundation that supports the best care possible. Thank you.

A Year's Worth of Activity – Statistical Update

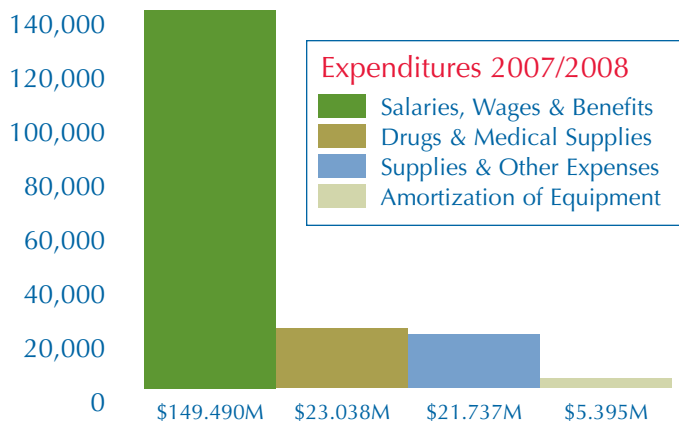
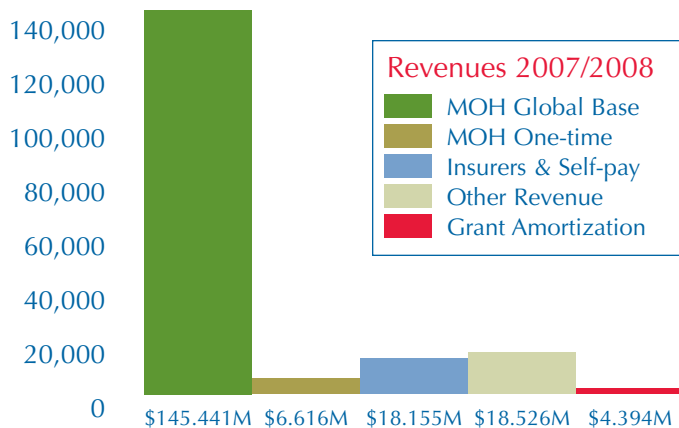
These statistics are representative of the past three fiscal years. A fiscal year runs April 1 - March 31.



Legend

- 2007-2008
- 2006-2007
- 2005-2006

The Dollars & Cents of Patient Care



Complete audited statements are available upon request.

BOARD OF DIRECTORS

2007/2008

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