

## OUR COMMITMENT

As we move through a period of dramatic change in Ontario’s healthcare system, we are pleased that Peterborough Regional Health Centre is well-positioned to adapt to this change through ongoing transformation, innovation and investment.

Our team, from the Board of Directors to the hospital’s leadership, healthcare professionals, staff and volunteers, has continued its work over this past year to ensure we remain on the leading edge of healthcare in Ontario, and that the care we provide is second to none.

Faced with increasing patient volumes, advancements in technology, and continuously evolving patient care standards and practices, we continue to work together and with our partners in the community and region to develop and implement innovative solutions, while keeping the needs of our patients and their families at the forefront of every conversation and decision. We remain committed to improving the patient and caregiver experience, patient and population health outcomes, value and efficiency and the healthcare provider experience by improving access, transitions and coordination of care.

Over the past two years, PRHC has opened 36 new inpatient beds and hired more than 100

new nurses to provide care for the increasing number of patients we are seeing throughout the Health Centre each year.

In addition to ongoing investments in our regional Centres of Excellence – Cardiac Care, Cancer Care, Vascular Care and Seniors’ Care – we have dedicated additional resources to expanding and evolving our Mental Health & Addictions program to meet increasing patient demand. This has included a very successful first year for our Rapid Access Addiction Medicine (RAAM) Clinic – a life-saving service and just one example of the many community and regional partnerships that continue to be crucial to our success.

We have also continued to invest in the ongoing growth and development of our people, reaching a major milestone earlier this year with the opening of the Martin & Denise Pick Learning Centre – a \$3.1 million space dedicated to ongoing learning, development, skill-building, exploration, collaboration and innovation, and made possible by the generosity of PRHC Foundation donors.



(left to right)  
**Don Gillespie**, Vice Chair, Board of Directors  
**Adair Ireland-Smith**, Chair, Board of Directors  
**Dr. Peter McLaughlin**, President & CEO

We would like to acknowledge and thank our patients and their families; our leaders, healthcare professionals, staff and volunteers; the PRHC Foundation and through them, our generous donors; and our partners in the community and region for your ongoing insights, collaboration and support. We are incredibly proud of PRHC’s many achievements over the past year, and we look forward to another exciting and eventful year ahead.

*Adair Ireland-Smith*  
**Adair Ireland-Smith**  
Chair, Board of Directors

*Don Gillespie*  
**Don Gillespie**  
Vice Chair, Board of Directors

*Peter R McLaughlin*  
**Dr. Peter McLaughlin**  
President & CEO

## DOORS OPEN TO NEW MARTIN & DENISE PICK LEARNING CENTRE

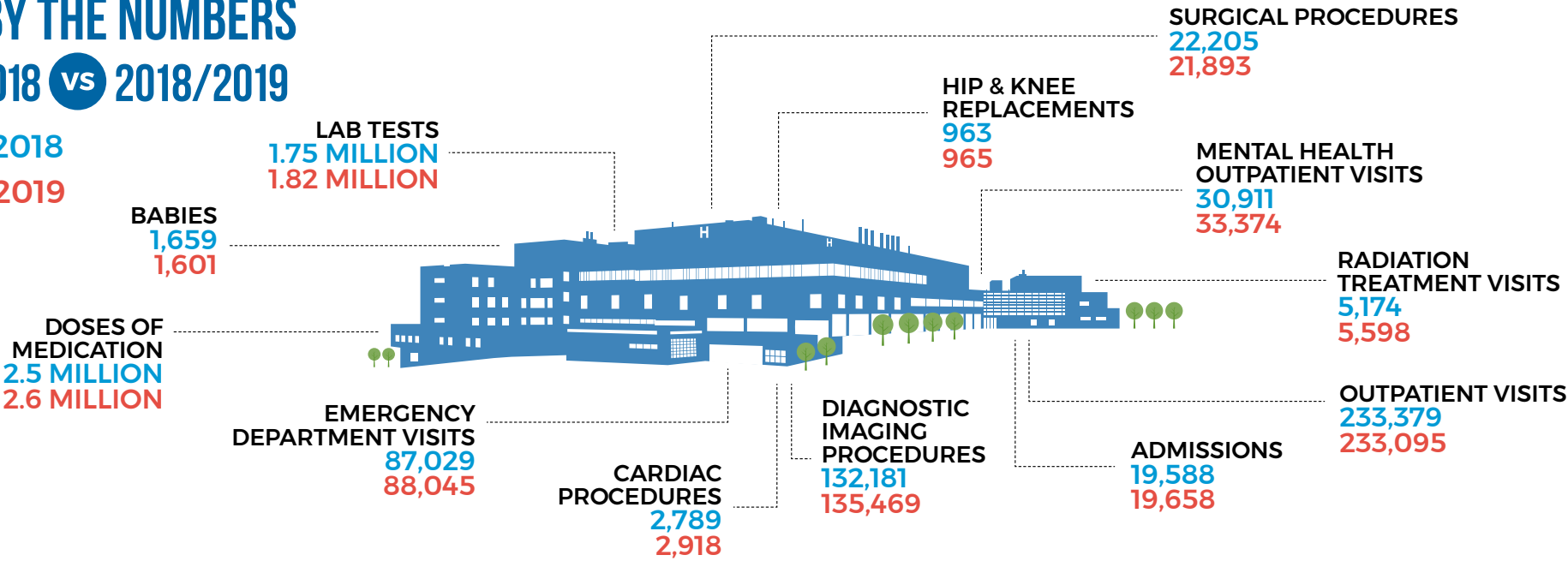
In May 2019, we celebrated the grand opening of PRHC’s new Martin & Denise Pick Learning Centre. Made possible by \$3.1 million in donor funding, the 4300-square-foot Learning Centre offers the largest available meeting space in the hospital and a dedicated clinical training area providing a wide range of state-of-the-art tools, technology and equipment in a simulated patient care environment. Thank you to the generous PRHC Foundation donors who have made the Martin & Denise Pick Learning Centre a reality for PRHC.

(left to right)  
**Martin Pick, Denise Pick, Charles Pick and Dr. Rardi van Heest**



## PRHC BY THE NUMBERS 2017/2018 vs 2018/2019

■ 2017/2018  
■ 2018/2019





# NEWS & UPDATES

## Seniors’ Care Centre of Excellence

The Peterborough region is among the fastest-growing communities in the country, as well as the oldest population demographically in Canada, with 22 per cent of local residents over the age of 65. Understanding and meeting the needs of older patients is important to providing the best possible care for this population at PRHC, which is why we have committed to becoming a Centre of Excellence for Seniors Care.

In recent years, we have done a great deal of work in this area, including the opening of our Geriatric Assessment Intervention Network (GAIN) Clinic and our Geriatric Assessment and Behavioural Unit (GABU). We look forward to continuing to build a network of services to meet the needs of older adults, in collaboration with our partners in the community and region. This coming year will see new programs and partnerships developed, new staff education initiatives introduced, and the launch of the new Hospital Elder Life Program (HELP) to support PRHC in improving the care and service we provide for older patients and their caregivers.



*Early research suggests that artwork can enliven patients with dementia by provoking positive responses, memories and interactions. This past year, PRHC partnered with The Art School of Peterborough to transform the walls of our Transitional Care Unit into a beautiful mural.*

## Pediatric Cancer Care Closer to Home

This year, we opened the doors to the new Pediatric Oncology (POGO) Satellite Clinic at PRHC, bringing care closer to home for families in our community and region. The expenses of travelling for cancer care, the stress of leaving other children at home and

loss of income due to travel are just some of the challenges these families can face. Peterborough Regional Health Centre is pleased to partner with the Pediatric Oncology Group of Ontario and SickKids to support our skilled healthcare professionals in providing the high-quality care that helps to ease this burden for patients and their families.

Our thanks to the PRHC Foundation, which has agreed to undertake the fundraising that will allow us to purchase the equipment and technology needed to move this important initiative forward, bringing care closer to home for our patients and their families.



*Frequent hospital stays and treatments made it challenging for 13-year-old Kristey Patel to shop for a dress to attend her Grade 8 graduation. Her healthcare team at PRHC went above and beyond, calling in local business owner Shelby Leonard-Watt, who showed up at the hospital with a selection of beautiful dresses. Kristey ultimately said “yes!” to this dress, which Shelby generously donated, along with matching shoes and jewelry.*

## Investing In Mental Health & Addictions Care

Working to expand and evolve our Mental Health & Addictions programs and services to accommodate patient needs is an ongoing priority for PRHC as the demand for these services continues to grow. We look forward to working with Peterborough Youth Services and Kinark to launch a new Youth Mental Health Walk-In Clinic in Peterborough. PRHC also has plans to open a new, dedicated courtyard for the Child & Adolescent Psychiatric Unit (CAPU) in the near future.

## RAAM Clinic Celebrates Successful First Year

The Rapid Access Addiction Medicine (RAAM) Clinic at PRHC provides immediate access to lifesaving treatment by offering same-

day counseling, addiction medication and prescription therapies for people who are addicted to alcohol or opioids. Co-located with Peterborough AIDS Resource Network (PARN) in downtown Peterborough, the RAAM Clinic has seen great success in its first year, with nearly 1000 client appointments and a 100% client satisfaction rate. Based on the RAAM clinic’s growth and success to date, we are currently exploring the possibility of expanding our hours of operation in order to accommodate the ongoing demand for this service.

## Regional Clinical Information System (CIS)

Over the past year, PRHC and our six partner hospitals in the Central East region have worked together to select a vendor to support the development and implementation of a regional Clinical Information System (CIS). The regional CIS will offer valuable tools and technology to support improved patient care, safety and health outcomes. For healthcare providers, it will provide easy access to information when and where they need it, allowing them to work more efficiently and collaboratively to meet the needs of our patients and their families.

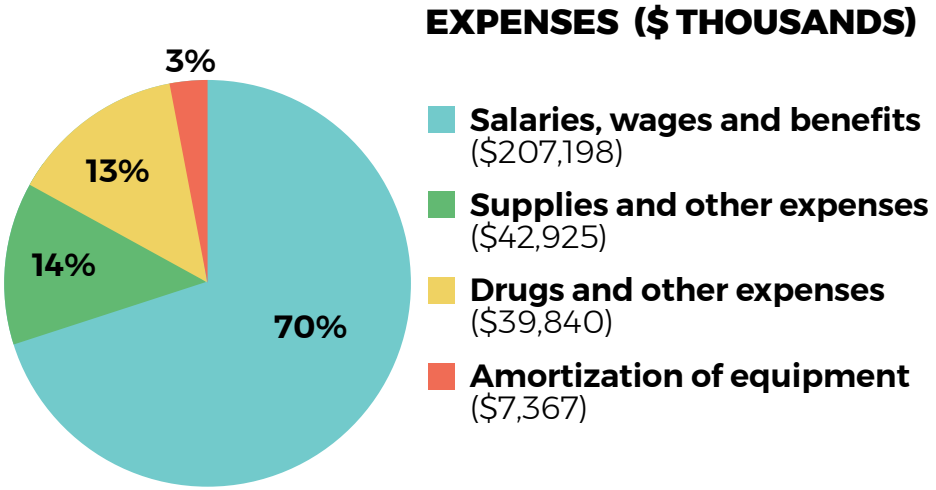
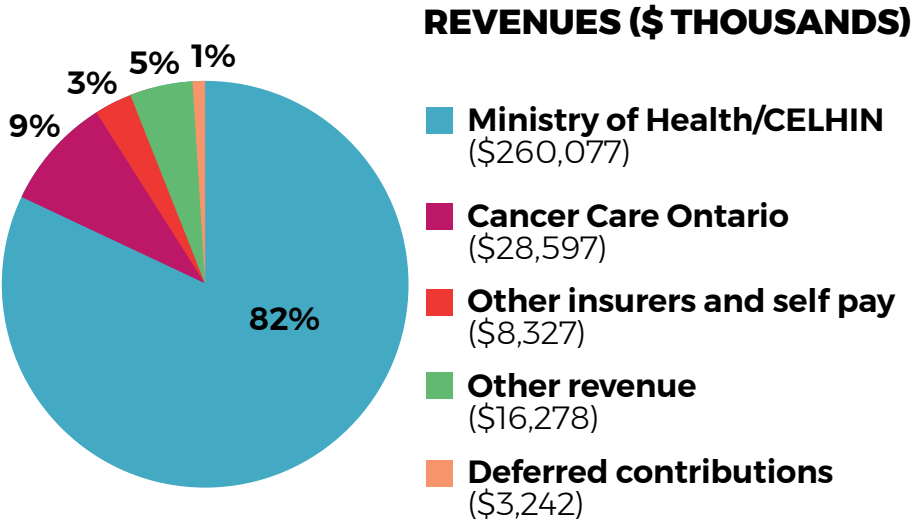
We look forward to sharing news and information over the coming year as we take our next steps together toward the future of healthcare in the region.

## Stroke Distinction Highlights PRHC Expertise

This year Accreditation Canada awarded Peterborough Regional Health Centre with Stroke Distinction – a designation indicating that PRHC “has demonstrated national leadership in the provision of high-quality stroke care.” Stroke Distinction is a rigorous and highly-specialized program developed in partnership with Heart and Stroke Canada, and follows standards based on Canadian Stroke Best Practices and in-depth performance indicators and protocols. Thanks to the hospital leaders, healthcare professionals, staff and volunteers whose hard work and dedication earned this remarkable achievement.



# PRHC FINANCIALS 2018/2019



SOURCE: PRHC 2018/19 AUDITED FINANCIAL STATEMENTS