

PETERBOROUGH REGIONAL HEALTH CENTRE  
**COMMUNITY REPORT**  
2024 – 2025

## A MESSAGE FROM OUR LEADERS



**Dr. Lynn Mikula**  
*President & CEO*



**Robert Gibson**  
*Chair, Board of Directors*

This past year has been an incredibly busy one – a fact that has been reflected not only in the volume, complexity and acuity of the patients we have cared for, but also in the imaginative and innovative work that has been happening as our team has continued to collaborate, charting a shared path toward a bright future for PRHC.

Our success ultimately depends on our people – an amazing team doing amazing things. Together, they are not only here every day when you need them most, they are also setting their minds and efforts toward doing the work needed to get us to where we want to be in five years' time.

It's hard to believe we launched our 2025-2029 Strategic Plan just over a year ago. In that short time, we've made great strides on our commitments – getting critical foundations in place to support transformative change across the hospital.

From Equity & Reconciliation to our Workplace Well-Being framework; from the launch of our custom-built Peregrine data platform to our plans to build and operationalize Lighthouse – PRHC's first-ever command centre – it's been incredibly gratifying to see so much of this foundational work come together through the collective effort and dedication our people bring to the table every day.

In the face of ongoing systemic and geopolitical challenges, our investments into innovation and the future of healthcare will be critical to our long-term success, and to the people of this community and region who rely on us. So much has been done already, and there's a great deal still to come.

If there's anything this past year has clearly demonstrated, it's that if anyone can achieve the ambitious goals we've set out in our strategic plan, it's this incredible team.

A handwritten signature in black ink, appearing to read 'Lynn Mikula'.

**Dr. Lynn Mikula**  
*President & CEO*

A handwritten signature in black ink, appearing to read 'Robert Gibson'.

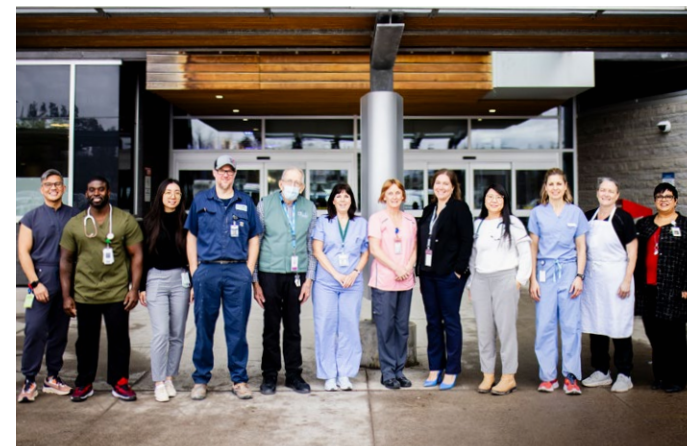
**Robert Gibson**  
*Chair, Board of Directors*

# ONE TEAM, HERE WHEN YOU NEED US MOST.

## Strategic Plan update

In April 2024, PRHC celebrated the launch of our 2024-2029 Strategic Plan. With a focus on supporting and enabling growth, innovation, people, technology, and data to improve the care we provide at PRHC, the new strategic plan sets out ambitious goals, aligned with our purpose statement and values, which both guide and reflect the work of our organization and its people.

*Over the last year, our team has worked to develop the key frameworks, strategies and action plans that will support us in achieving the commitments we've set out in our strategic plan.*



## Transforming data, analytics & technology

Underpinning much of the other work to come, our data strategy has been one of our top priorities over the last year. In addition to developing our ground-breaking data analytics platform, Peregrine, we have also been working with our technology partners on innovative solutions to support patient care. This includes the launch of the Reactivation Care Centre in December 2024 – a custom-designed, tech-enabled care space with a focus on functional enhancement and individualized, patient-centred programming supported by technology-enabled care and communication.

With robust connectivity and seamless integration of devices, including the installation of digital 'collaboration boards' in patient rooms to enhance secure communication between healthcare providers, patients, and their families, the Reactivation Care Centre is just one example of the ways targeted investments in technology can improve the patient experience.



## Equity & Reconciliation Framework

Peterborough Regional Health Centre (PRHC) is committed to providing the highest-quality care and experience, and promoting the best health outcomes for our patients. To accomplish this goal in every care interaction, we must understand the experiences and perspectives of all people at PRHC and in our community. We need to recognize differences and act to ensure that the unique care needs of all patients are met.

Our journey towards Equity & Reconciliation is aligned with the purpose, values and commitments laid out in our 2024-2029 Strategic Plan. Our new Equity, Diversity, Inclusion, Anti-Racism, and Reconciliation Framework outlines five pillars of focus, as shown in the diagram at right.

In year one, our initial focus has been on organization-wide education and training, with a series of modules rolled out over a period of several months, as well as ongoing collaboration with our community partners.

For more information:  
<https://www.prhc.on.ca/about-us/equity-and-reconciliation/>



**Equity & Reconciliation**  
PRHC's Commitment to Equity,  
Diversity, Inclusion, Anti-Racism & Reconciliation

### Workplace Well-Being Framework

PRHC is committed to being a workplace where people can thrive. This year, our Workplace Well-Being Framework was launched in tandem with two other important plans: the Nursing Strategy and the Professional Staff Action Plan.

Together, the actions detailed in these three documents will play a crucial role in transforming PRHC into a more supportive, responsive and innovative workplace for all PRHC healthcare professionals and staff.

Read more about our Workplace Well-Being Framework:

<https://www.prhc.on.ca/about-us/strategic-planning/prhc-workplace-well-being-framework/>



### Workplace Violence Prevention

Hospital workers, particularly nurses, are at a higher risk of experiencing workplace violence compared to other industries. Studies show that a significant percentage of healthcare workers have experienced verbal or physical violence, which can lead to physical injuries, emotional distress, and burnout.

As part of our commitment to being a workplace where people can thrive, PRHC has in place an action plan to improve our processes for identifying and communicating risks of violence. Staff training and support programs continue to be a focus and priority, to ensure that our staff, patients and families are working and being cared for in an environment that puts safety first.

For more information about PRHC's 2025-26 Quality Improvement Plan, including our Workplace Violence Prevention plans, visit: <https://www.prhc.on.ca/about-us/quality-improvement-plan/>



### Nursing Strategy

Peterborough Regional Health Centre is one of the first hospitals in Canada – and the only hospital of our size – to launch a dedicated Nursing Strategy. Co-created by leaders and nurses across the organization and launched in the spring of 2025, this multi-year plan sets out a path toward achieving our vision for the future of nursing. Our goal is to ensure that the nursing profession at PRHC remains relevant, focused, and responsive to patient needs in the years ahead.

“Today, PRHC is home to more than 1,600 nurses who are an integral part of our team, and we are thrilled to have their insights and ideas reflected in the commitments we’ve set out in our new Nursing Strategy,” said Noel Bennett, VP Clinical Services & Chief Nursing Executive at PRHC. “The energy that our nursing professionals have brought to this process has been truly inspiring, and I look forward to continuing to collaborate with them as we engage in this important work together over the next several years.”

For more about PRHC's Nursing Strategy: <https://www.prhc.on.ca/about-us/strategic-planning/nursing-strategy/>



During National Nursing Week, PRHC was thrilled to host our inaugural Nursing Symposium and present the first-ever PRHC Foundation Nursing Innovation Awards. This event honours the nursing profession and the work of nurses across PRHC, who champion positive and lasting change within the healthcare system.

Thank you to our generous donors through the Peterborough Regional Health Centre Foundation who have made these awards possible.



### Professional Staff Action Plan

Our first-ever Professional Staff Action Plan has been designed and developed to reflect what matters most to our professional staff – the more than 450 physicians, nurse practitioners, dentists and midwives who provide patient care across more than two dozen disciplines.

Aligned with a well-supported model of professional fulfillment specific to physicians, this plan is more ambitious and far-reaching than ever before. Promoting professional fulfillment and mitigating burnout requires organization-wide change, and we are committed to achieving this important work over the next four years.

### One Team Quality Framework

The launch of PRHC's One Team Quality framework is a key commitment outlined in our 2024-2029 Strategic Plan. Built on best practices and shaped by feedback from staff, leaders, patients, and partners, this framework will define how we deliver safe, timely, effective, efficient, equitable, and person-centred care.

Grounded in the Whole System Quality approach from the Institute for Healthcare Improvement, and guided by our values, the framework will create a shared foundation for continuous improvement across PRHC, and will help us to deliver the outstanding care our patients, families, and community expect and that we strive for every day.

Over the last year, we have trialled the framework in a number of areas across the hospital, and we look forward to launching it across the organization in the next year.

### ONE TEAM QUALITY

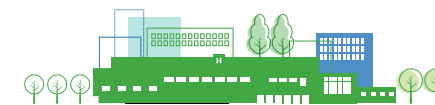


## MASTER PLANNING

The Peterborough region is one of the fastest growing communities in the country and one of the oldest populations demographically in Canada, with 22 per cent of residents over the age of 65.

PRHC provides tertiary services to a population of 600,000 people, which includes the residents of Peterborough City and County, Northumberland, the City of Kawartha Lakes, Haliburton, and three First Nations – Curve Lake, Hiawatha and Alderville. In 2019, PRHC began developing a Master Plan to support our current and future growth, which outlines how we intend to provide the people of our community with access to the care they need, closer to home, in the years and decades to come.

In the years that have passed since, the healthcare landscape has evolved significantly. In the current global climate, and with our renewed focus on innovation, PRHC is in the process revisiting the goals and vision of our original master plan.



### MASTER PLANNING AT PETERBOROUGH REGIONAL HEALTH CENTRE

### Ontario government awards funding for Mental Health Crisis Unit expansion at PRHC

"On behalf of PRHC and the patients and families we serve across this community and region, I want to thank the Province, the Ministry of Health, Ontario Health and MPP Smith for today's incredibly exciting and important announcement," said Dr. Lynn Mikula, President & CEO of PRHC.

"This moment marks the culmination of years of planning and preparation to expand our regional Mental Health & Addictions program. With the support of generous donors through the PRHC Foundation's \$60M Campaign for PRHC, and provincial funding announcements like the one we've just heard today, we are on our way to ushering in the healthcare of tomorrow at PRHC, which will have a profound impact on the lives of thousands of patients."

Learn more: <https://tinyurl.com/33y34cdh>



The government of Ontario announced in January 2025 that it would be investing \$2.9 million to expand the Mental Health Crisis Response Unit at PRHC, allowing the hospital to provide quicker access to care, new beds, and specialized, separated spaces for youth and adult patients.

# THE YEAR IN NEWS

## PRHC recognized as one of Canada's best employers

PRHC is thrilled to be recognized by Forbes as one of Canada's Best Employers in 2025, ranking among the top 20 employers nationwide in the healthcare and social services category, and 199 overall on the list of Canada's top 300 employers.

Read the full media release here: <https://shorturl.at/spGUN>



## Peregrine data platform

Earlier this year, PRHC announced the design and launch of its custom data analytics platform, Peregrine, to support access to real-time, comprehensive data reporting and advanced analytics across the hospital.

"PRHC is thrilled to lead the charge among Canadian hospitals with the launch of this platform," said Dr. Lynn Mikula, President & CEO of PRHC. "Having real-time, curated data at our fingertips through a custom-built platform that has been designed to inform and support the decisions we make – this is a vitally important tool when it comes to the life-saving work we do here every day."

"By designing Peregrine using Microsoft Fabric, PRHC is setting a new standard for healthcare delivery in the region," said Cate Takemori, Public Sector Lead, Microsoft Canada. "This initiative exemplifies the transformative power of technology innovation in delivering data insights capable of enhancing healthcare outcomes and operational excellence."

Learn more about the launch of the Peregrine data analytics platform at PRHC: <https://www.prhc.on.ca/.../custom-data-analytics-platform/>



## IHI Senior-Friendly Health System designation

In June 2025, PRHC was among the first hospitals in Canada to be awarded Age-Friendly Health System designation from the Institute for Healthcare Improvement (IHI).

Over the past decade, PRHC has worked to develop our Seniors' Care Centre of Excellence, supported by a comprehensive seniors' care strategy. With this new designation, PRHC joins an international group of more than 2,700 health systems that are working to tailor care toward patients' goals and preferences, and to deliver care that is consistently of the highest quality.

"As our community continues to grow and age and as our patients' care needs evolve and become more complex, it is critical that we continue to transform, innovate and invest in programs and partnerships to support seniors," said Noel Bennett, Vice President, Clinical Services and Chief Nursing Executive (CNE). "This Age-Friendly Health System designation is an important step forward, recognizing our efforts to date and supporting our ongoing work to improve the care we provide."

Read the full media release here: <https://www.prhc.on.ca/2025/06/04/age-friendly-health-system-designation/>



## Bring your own bag

The hospital's surgery program has launched a Bring Your Own Bag initiative to reduce the use of plastic bags by at least 20%, keeping more plastic out of landfill.

Patients arriving for planned surgeries and other procedures are currently provided with a plastic bag to store their clothing and personal belongings for a few hours. Patients are now being asked to bring their own clean, reusable, grocery-sized bag with them if they are able to do so.

PRHC is proud to participate in the ACS National Surgical Quality Improvement Program, and to pursue the Bring Your Own Bag initiative as part of our ongoing efforts to improve the care and service we provide.

Learn more here: <https://www.prhc.on.ca/2025/04/02/bring-your-own-bag/>



## Reactivation Care Centre

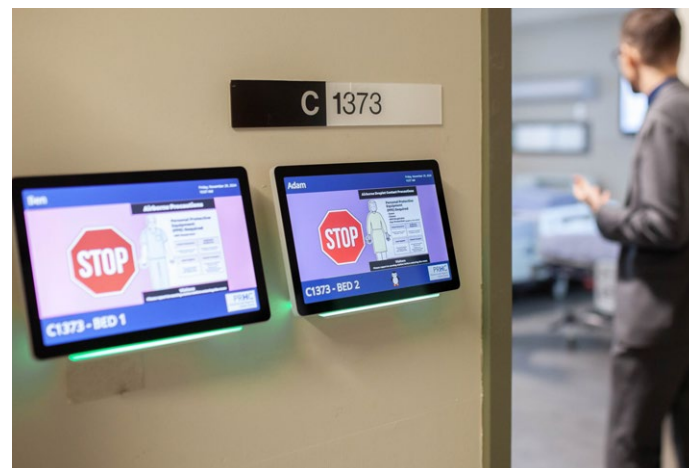
In December 2024, Peterborough Regional Health Centre (PRHC) announced the opening of its new Reactivation Care Centre – a specialized, acute medical unit dedicated to patient reactivation and restoration.

This new patient care space is designed to support patients in preparing to return home once they no longer require acute, hospital-level care, providing dedicated support for identified patients and their families through a time-specified, short-stay admission, and helping each patient to achieve specific goals that will allow them to safely transition back into the community.

“It’s because of our community’s generous support of the \$60 million Campaign for PRHC that the Foundation can respond quickly to PRHC’s most urgent needs – such as the Reactivation Care Centre – as they arise throughout the year,” says Lesley Heighway, President & CEO of the PRHC Foundation. “Community donations made it possible to fund \$400,000 in vital infrastructure for the reactivation unit, including patient beds, vital signs monitors, and specialized wheelchairs, to help patients return home after hospital care. This is a great example of the power of philanthropy in our community. Thank you, donors.”

“The Reactivation Care Centre goes beyond just providing a setting for patients to recover from their acute illness,” said Dr. Lynn Mikula, President & CEO at PRHC. “With a time-limited stay based on the individual’s specific needs, each patient will have access to specialized, restorative care to prepare

them for a successful discharge from the hospital. The targeted care being offered on this unit will help to address the increasing demands of our growing and aging community in Peterborough.”



*PRHC's Reactivation Care Centre is a new inpatient care space designed to support patients in continuing their care when they no longer require specialized, acute hospital services.*

## Reimagining Healthcare: PRHC Foundation launches \$60M Campaign for PRHC

In June 2024, the Peterborough Regional Health Centre Foundation embarked on a transformative journey with the official launch of its \$60 million Campaign for PRHC, marking the largest fundraising effort in both the hospital’s and the Foundation’s history. This ambitious initiative aims to reimagine healthcare delivery at the hospital, propelling innovation, and elevating care for patients from across the region.

“Our hospital is at a crossroads,” stated Lesley Heighway, PRHC Foundation President & CEO, emphasizing the critical need for continued investment. “Our hospital and the communities we serve are facing serious problems. We need creative, inspired, efficient solutions to tackle them. Without advancements in technology and increased capacity, we risk leaving our patients behind. Today, we choose to design our healthcare future.”

Guided by a dedicated volunteer Campaign Council and PRHC’s forward-thinking vision, the campaign is set to achieve several key objectives:

**Empowering World-Class Care**  
Bringing advanced medical care closer to home.

**Fuelling Innovation**  
Introducing new lifesaving services and pioneering treatments.

**Attracting Top Healthcare Professionals**  
Cultivating an environment that attracts the brightest minds in medicine.

**Inspiring Solutions**  
Addressing critical hospital challenges head-on.

Learn more and donate:  
<https://prhcfoundation.ca/the-campaign-for-prhc/>



### **Peterborough Regional Health Centre & Trent University Collaborate to Advance Healthcare in Peterborough**

PRHC and Trent University, two of Peterborough's leading institutions, are working together to advance healthcare in the Peterborough region and beyond with a new agreement outlining plans to enhance interdisciplinary research activity, leadership training, applied learning and career opportunities, and student volunteer opportunities.

"At Peterborough Regional Health Centre, we've made a strategic commitment to building our teaching and research focus, and our long-standing partnership with Trent University is key to moving this work forward," said Dr. Lynn Mikula, President & CEO of PRHC. "By cultivating our research and innovation partnerships, PRHC will strengthen the patient care and support we offer at our regional hospital for years and decades to come, and offer expanded and enhanced educational opportunities for students pursuing careers in healthcare and related fields."

Outlined in a new memorandum of understanding (MOU), Trent and PRHC will work together on a variety of initiatives that highlight the strengths of the two institutions, including research, leadership development, and experiential learning for postsecondary students. The new agreement builds on a long history of collaboration between the two organizations.



*PRHC and Trent University commit to collaborate on improving care, advancing research, and facilitating career outcomes in health sector.*

## **RECOGNIZE & APPRECIATE**

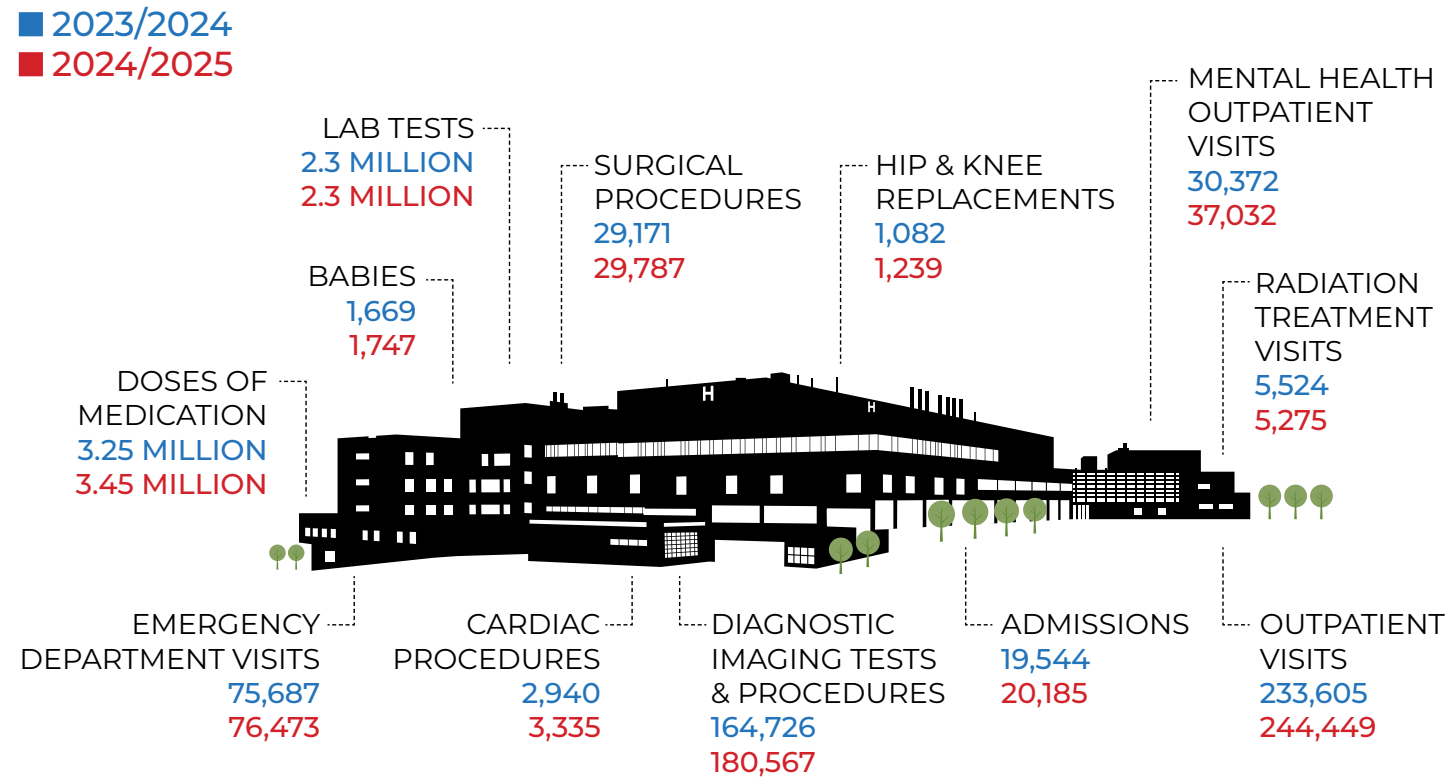
At PRHC, our people are at the heart of everything we do, and we are committed to being a workplace where they can thrive. From events and activities to wellness resources and educational opportunities, this last year has offered even more fantastic opportunities to recognize and appreciate one another.

Thank you and congratulations to this awesome team for their continued dedication to PRHC, and for their many, many achievements!

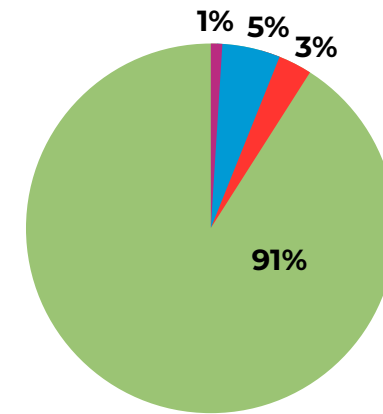




# PRHC BY THE NUMBERS

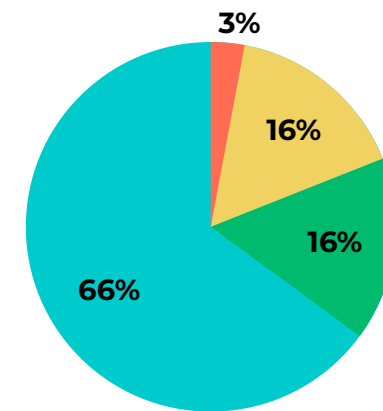


# PRHC FINANCIALS 2024/25



## REVENUES (\$ THOUSANDS)

- Ministry of Health/ Ontario Health 409,067 (91%)
- Other insurers and self-pay 13,200 (3%)
- Other revenue 21,509 (5%)
- Deferred contributions 3,856 (1%)



## EXPENSES (\$ THOUSANDS)

- Salaries, wages and benefits 294,049 (65%)
- Drugs and medical supplies 74,259 (16%)
- Supplies and other expenses 75,095 (16%)
- Amortization of equipment 13,291 (3%)

SOURCE: PRHC 2024/2025 AUDITED FINANCIAL STATEMENTS

**PRHC**

Peterborough Regional  
Health Centre

**One team, here when you need us most.**

[www.prhc.on.ca](http://www.prhc.on.ca)

