



People

To promote and advance an exceptional and safe work environment for all

14

Board Directors



276

Employees



16

Physicians



62

Active Volunteers



10

Visiting Specialists including orthopaedics, obstetric gynaecology, plastic surgery, rheumatology, psychiatry & otolaryngology



3

Medical Clerkships



23

New Hires



16

Resident Physician Placements



42

Medical, Nursing and Allied Health Professional Student Placements



9

Patient and Family Advisors



83%

of staff responded positively to "I would recommend this organization as a place for my family to be cared for."



Quality & Safety

Time waited for ER
Low Acuity
90th percentile -
4.5 hrs
(provincial 4.2)

DRHC Laboratory:
ISO 15189 Plus™
Certification from
Institute for Quality
Management
in Healthcare
(IQMH)

Bacteriology:
new blood culture
process - improved
turnaround time for
test results from
3 days to 1

3.43
Falls for acute
patient
per 1000 days
(last year 4.89)

Time waited for
Mental Health &
Addiction Services -
15 days
(target under 60 days)

Time waited
for hip
replacement
surgery -
86 days
(target under 182 days)

Time waited
for knee
replacement
surgery -
70 days
(target under 182 days)

To be recognized as a leader in
providing high quality, patient-centred care

Patient Survey Results

Of the patients surveyed,

- **77.6%** responded positively to being involved in decisions about their care and **81.8%** responded positively to involving their family and friends
- **89%** responded positively to "having been treated with courtesy and respect"
- **88.5%** said they were comfortable with asking questions during their stay
- **88.6%** responded positively about visiting hours being accommodated
- **85.4%** said tests and procedures were done when they were told they would be
- **81%** said their doctor listened carefully
- **78.5%** said their Nurses explained things in a way they could understand
- Patient response to "Would you recommend this Emergency Room to your friends and family?" Improved from **57.1%** in 2016 to **67.5%** in 2017
- Patient response to "Would you recommend to this hospital to your friends and family?" improved from **73%** in 2016 to **78%** in 2017



Patient Experience

To provide a consistently excellent patient experience for all



108
newborn

17,739
outpatient
emergency visits



359
inpatient
surgical cases

9,366
diagnostic
x-rays



2,806
diagnostic
ultrasounds



2,045
CT patients



37,743
inpatient meals
served



53,559
outpatient meals
served



1,306
outpatient and
medical day care
surgical cases



15,744
physiotherapy
and occupational
therapy visits



56,000
lbs of laundry
each month



394
senior
outreach
visits

4,082
specialty and
telemedicine
clinic visits



1,145
oncology
clinic visits



4,906
surgical day
care clinic visits



58
hip
replacement
surgeries



71
knee
replacement
surgeries



76
shoulder
surgeries



715
colonoscopy
procedures



257,546
clinical laboratory tests

**Dryden
Diabetes
Centre:**
696 active patients
2381 visits



**Nurse
Practitioner
Clinics:**
4,201 visits
(including 593
evening)

**Registered
Practical
Nurse (RPN):**
11,718 visits
(Dryden Area Family
Health Team)





Finance, Facilities & Equipment

To advance and maintain affordable, sustainable health services

\$520,140 donated to support the delivery of services at DRHC

100% Smoke-Free facility & grounds

Switched to Natural Gas for laundry services

New roofing - second floor and East Unit

New East Unit Air Handler

New telemedicine suite for improved access to video-based specialist services

2 Air Handlers switched from steam to glycol heat

Statement of Financials

Audited financial statements for the year ended March 31, 2017 are available on our website at www.drhc.on.ca

\$26,917,662 Revenue

\$26,593,885 Expenses

\$323,777 Excess of Revenue



Innovation, Integration & Growth

To advance and build a high performing, locally integrated health system

Regional Orthopaedic Program

focused on quality and access close to home for musculoskeletal care



Dryden Integrated Health Care Organization

enable a more coordinated and seamless approach to local health service delivery across the continuum of care



Regional Distributed Hospice Bed Committee

Regional Critical Care Response Program

standardizing medications and respiratory procedures for patients who need to be transferred for tertiary care



Kenora Integrated District Network Health Links

coordinated care across the system for some of our patients living with the most complex health conditions



BECAUSE AT DRHC, YOU DESERVE THE *Best!*



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THE **BEST** People THE **BEST** Place to Work

THE **BEST** Facilities & Equipment THE **BEST** Patient Care

THE **BEST** Patient Experience

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 Dryden Regional
Health Centre

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Ontario

North West Local Health
Integration Network