



Annual REPORT

2017  2018

DRHC

Dryden Regional Health Centre
hospital and community care

Respect • Integrity • Humility
Compassion • Accountability



 **Care** That Works



People

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



Employees



Physicians



Volunteers



New Hires

84.61%

of employees responded favourably to "I am proud to tell others I am a part of the Dryden Regional Health Centre."

84.69%

of employees responded positively to "I would want my family members to receive care at the DRHC."

81.8%

of employees responded favourably to "I would recommend DRHC as a place to work for my family or friends."



Quality & Safety

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

It's important to us that as a patient, you and your family receive the best possible high quality and safe care. Challenged with increasing occupancy and increased visits to emergency services, we've worked to improve the safety of patient care through:

Bed-Side Shift Reporting - change-of-shift report that takes place at the patient bedside



Leader Rounding - evidence-based communication tactic that connects health care providers and patients through conversation. There is no better way to find out if we are serving our patients well than to ask them directly!



Vocera - timely, secure, mobile, effective communication between care team members



ER Triage - an electronic system for more accurate emergency room triage and better patient outcomes



www.drhc.on.ca





Finance, Facilities & Equipment

To advance and maintain affordable,
sustainable health services

Facilities

- Upgrade of organization-wide fire alarm system
- Installation of a new Chiller
- Upgrade of electrical panels

Statement of Financials

Audited financial statements for the year ended
March 31, 2018 are available on our website at
www.drhc.on.ca

\$28,182,793 Revenue

\$28,288,079 Expenses



Innovation, Integration & Growth

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

Situation Table

partners in community-led, risk-intervention initiative
focused on helping individuals at high risk of
harm, victimization or criminalization

P.A.R.T.Y.

partners in the Prevent
Alcohol & Risk-Related
Trauma in Youth Program

Opioid Case Management

focused on coordinated and
integrated care to meet the individual
needs of people living with an
opioid dependence

DAIRS

partners in the Dryden
& Ignace Area
Impaired Reduction
Strategy

Fracture Clinic

provide a regular,
local service for
orthopaedic patients



Regional Orthopaedics

focused on quality and
access close to home
for musculoskeletal care

- 71 hips replacements
- 81 knee replacements
- 64 shoulder surgeries
- Operating Room
regional scheduling

Dryden Integrated Health Care Organization

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



Dryden Regional
Health Centre



@DrydenRegional



Patient Experience

To provide a consistently excellent patient experience for all

Inpatient Survey Results:

Of the patients surveyed,

84.1%

responded that they had received enough information about their care before leaving the hospital

83.3%

said they felt respect was shown for their cultural and/or spiritual background

91.1%

said they were treated with courtesy/respect by Nurses

89.1%

said they were treated with courtesy/respect by Doctors

80.4%

responded favourably to "Would you recommend this hospital to your family and friends?"

(Ontario Small Hospital Average 75.0%)

Mental Health & Addictions Services



14.44

Average number of days waited for appointments for mental health and addictions

DRHC: 14.88

Family Health Team: 14



1044

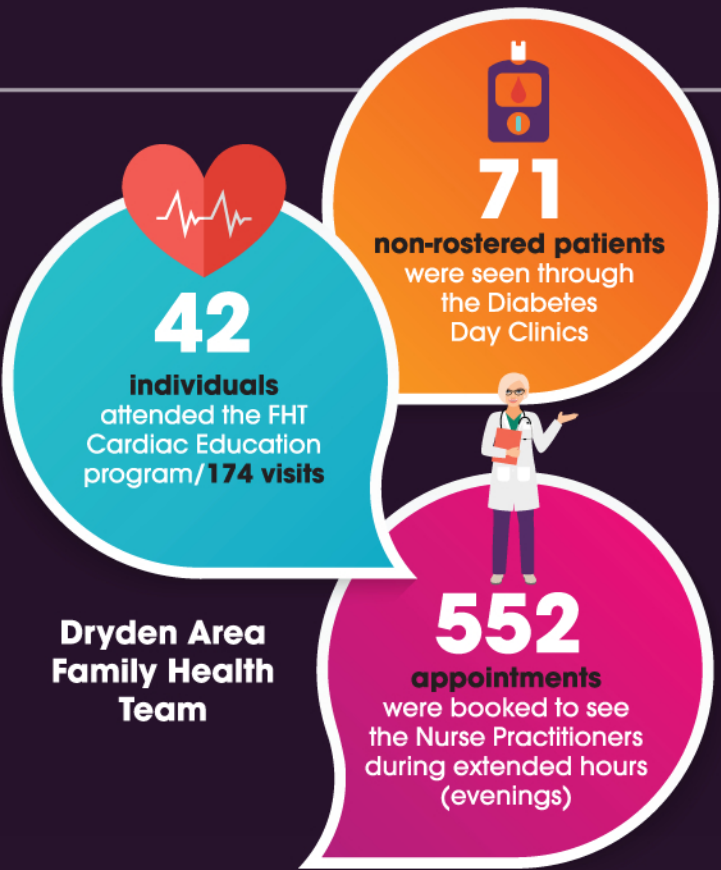
new clients
(DRHC and Family Health Team)



292

Outreach visits to Dryden High School





Emergency Department Survey Results:

Of the patients surveyed,



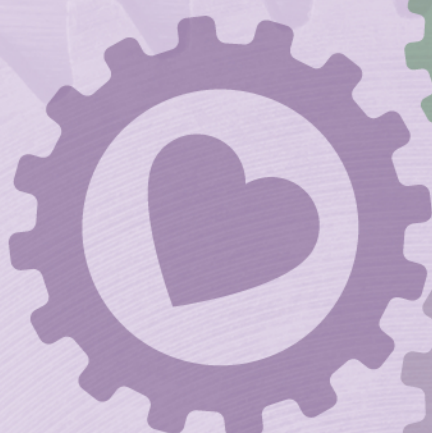
That Works

Strategic

Our Purpose

DRHC

Care That Works



Directions

2018 - 22

Our Values

*Respect • Integrity • Humility
Compassion • Accountability*

Priorities

Our Patients and Families

- Integrate mental health across all services
- Work with specific groups of patients and families to understand and improve their experience across the continuum of care
- Advance evidence-based care, quality, and safety

Our People

- Strengthen leadership capability
- Continue to build a respectful, inclusive, safe, and healthy culture
- Enhance the well-being of our people

Our Partners

- Engage with Indigenous peoples to develop culturally safe and appropriate care to better meet their health needs
- Work with our local, district, and regional partners to make high quality care more accessible and better coordinated



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 Dryden Regional
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 **Ontario**
North West Local Health
Integration Network