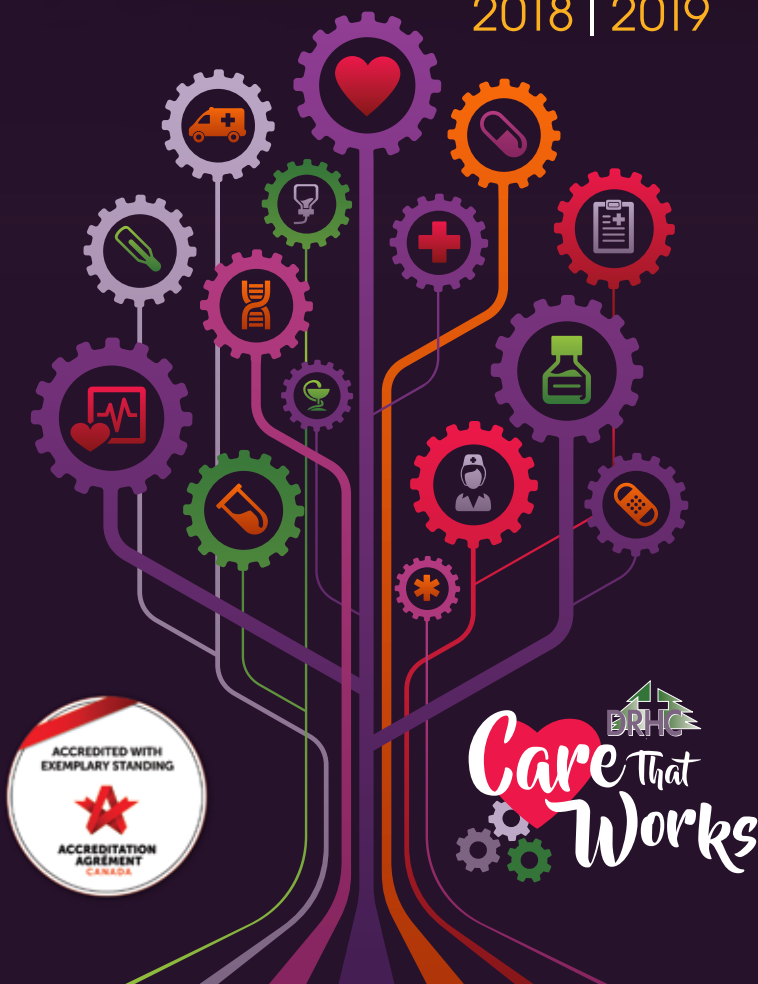




*Respect • Integrity • Humility*  
*Compassion • Accountability*

## 2018 | 2019



# 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



Newborns



Emergency Room Visits



Laboratory Tests



Ultrasounds



Oncology Clinic Visits



Surgical Day Care Clinic Visits



X-rays



CT Scans



Colonoscopy Procedures



Physiotherapy Attendance Days



Occupational Therapy Attendance Days



Inpatient Meals Served



Inpatient Surgical Cases

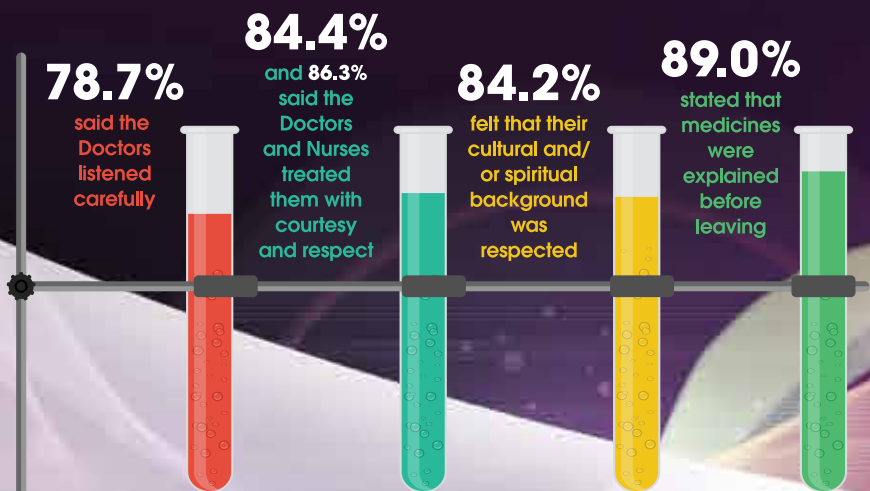


Outpatient & Medical Day Care Surgical Cases



Kg (429,716.25 lbs) of Laundry

## Emergency Services Patient Experience Survey



## Inpatient Services Patient Experience Survey



**81.1%**

reported that they were helped by their hospital stay



**86.5%**

reported that they were told what their medication was for



**83.2%**

stated that their family and friends were involved in decisions about their care



**90.9%**

felt that visiting hours accommodated their needs

## Mental Health & Addiction Services



New Clients

**702**



Withdrawal Management Program

**66**

Clients



Residential and Day Treatment Program

**60**

Clients



Short-term Crisis Stabilization

**44**

Clients

## Dryden Area Family Health Team



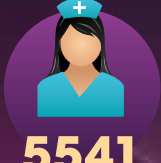
**1559**

Non-Rostered Patients



**33**

Patients Registered with Cardiac Education Program



**5541**

Nurse Practitioner Appointments



**616**

Active Clients Living with Diabetes



**1958**

Diabetes Education Centre Visits



**2879**

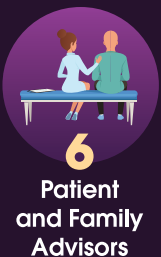
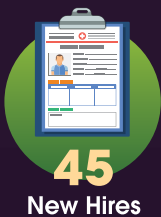
Registered Dietitian Appointments

## Facilities

Security doors installed between Emergency department and Inpatient Unit to assure a safe and secure environment for patients and staff

# Our People

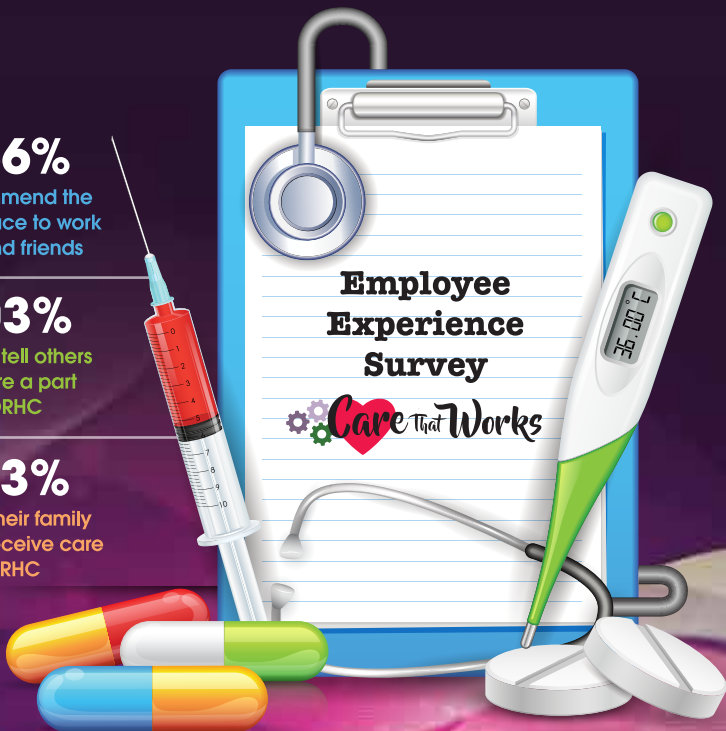
- Strengthen leadership capability
- Continue to build a respectful, inclusive, safe, and healthy culture
- Enhance the well-being of our people



**80.56%**  
would recommend the  
DRHC as a place to work  
for family and friends

**84.03%**  
are proud to tell others  
that they are a part  
of the DRHC

**84.03%**  
would want their family  
members to receive care  
at the DRHC



# 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

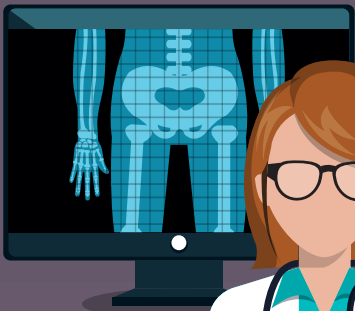
## Visiting Specialists

**4465** specialty and telemedicine clinic visits including orthopaedic, rheumatology, plastic surgery, endoscopy, paediatrics, otolaryngology and obstetrical gynaecology services



## Regional Orthopedics

**82** Hip replacements  
**94** Knee replacements  
**60** Shoulder surgeries



## Hemodialysis

Collaborations with Thunder Bay Regional Renal Program and the Ontario Renal Network advocating for service provision at the Dryden Regional Health Centre

## DIHCO

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

# Financial Statements

Audited financial statements for the year ended March 31, 2019 are available on our website at [www.drhc.on.ca](http://www.drhc.on.ca)



**Deficiency of Revenue over Expenses**  
(\$148,561)



# Organizational Success



2017-18 Cancer Care Ontario's Top Performing Hospital for Cancer Surgery Wait Times – Time from Referral to Consult and Time from Decision to Treat to Treatment



## Patient Satisfaction Results:

- 2018-19 Exceeded the Ontario Small Hospital average for **Inpatient Care** “*Would You Recommend this Hospital*” scoring 80.5% (Small Hospital average 75.9%)
- 2018-19 Exceeded the Ontario Small Hospital average for **Emergency Care** “*Would You Recommend this Hospital*” scoring 69.0% (Small Hospital average 68.5%)



Pharmacy Accreditation achieved with the Ontario College of Pharmacists



Laboratory Accreditation achieved with the Institute for Quality Management in Health Care



**Hospice/Palliative Care:** new service offered that focusses on relieving and preventing suffering for patients living with life-threatening or limiting illness



**Health Links:** new program offered focussed on patient-driven care coordination



**Care Navigator/Health Coach:** new service offered designed to work with high-risk patients living with complex health care needs for better coordinated, comprehensive care



Purchase and installation of a new CT Scan that produces 3D images to identify organ tears and internal injury and supports a high functioning emergency department and surgical programs



Recruitment of new family physician



**Master Facilities Plan:** careful planning, coordination, and consultation resulting in an updated architectural and landscape design for high functioning medical facilities in the years to come



Accreditation with Exemplary Standing with Accreditation Canada (2019-2023). The organization is commended on its commitment to using accreditation to improve the quality and safety of the services it offers to its clients and its community.



9 Partner in Excellence Awards



# Strategic Directions

2018 -22

## Our Values

*Respect • Integrity • Humility  
Compassion • Accountability*

## Our Purpose



## Our 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  
Health Centre



@DrydenRegional

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



Ontario

North West Local Health  
Integration Network