



Queensway Carleton Hospital

At Queensway Carleton Hospital, we are committed to being the hospital of choice, recognized for our exemplary patient care, people and performance. New programs, new partnerships and new ways of caring are making a difference.



GUIDING YOUR JOURNEY

PATIENTS IMPROVING PATIENT CARE

Gene Szabo says that Queensway Carleton Hospital has been his family's hospital since it opened. He has been a patient, and like many others, he says it can sometimes be scary and confusing. Now he's helping to change that.

Gene is co-chair of QCH's new Patient and Family Advisory Council (PFAC). This committed

team of past patients and care partners provides advice and feedback on many aspects of care at QCH. Their input is sought on everything from new programs to patient brochures.

The PFAC recently took on one of the biggest challenges for people coming to the hospital – finding your way around. They supported some

great ideas such as new directional signs that project on the floor at key hallway intersections. They helped validate the new touch screen kiosks developed by loss prevention officer Patrick Millward and his team at Interactive Studio. These kiosks help visitors find their way, simplifying confusing medical terminology. For

example, if you type 'X-ray', you will be directed to Radiology. And a new mobile app, developed by Patrick and his team, is coming this fall - so visitors can use their smartphones to guide them.

Who better to ask than those who experience care at QCH first-hand? Our PFAC is helping to shape how care is delivered.

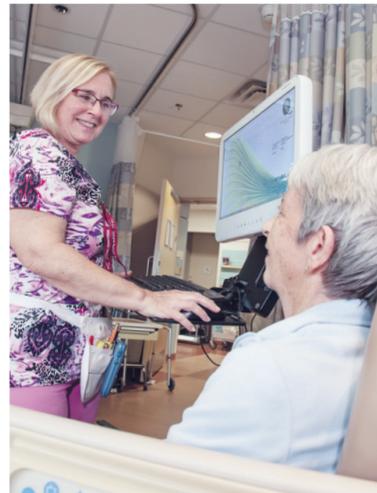
OUR CARE

Emergency visits	74,441	Rehabilitation outpatients	83,453
Day surgery cases	17,990	Rehabilitation inpatients	653
Surgical inpatients	4,985	Employees	1917
Medical inpatients	5,052	Nurses	801
Psychiatry inpatients	684	Physicians	282
Births	2,386	Midwives	8
Clinic & Day Program visits	84,275	Volunteers	575
Diagnostic Imaging tests	138,289	Volunteer hours contributed	45,273
Cardiopulmonary procedures	247,928	Volunteer visits	14,786

BY THE NUMBERS (April 1, 2014 to March 31, 2015)

Operating Revenue: \$200,936,000	Operating Expenses: \$196,156,000
Ministry of Health allocation \$155,957,000 (78%)	Compensation \$134,536,000 (69%)
Patient revenue \$22,806,000 (11%)	Supplies & other expenses \$44,750,000 (23%)
Other revenue \$22,173,000 (11%)	Depreciation \$16,870,000 (8%)

For more information, call 613-721-2000 ext. 5601 or visit www.qch.on.ca



THE RIGHT CARE, RIGHT HERE

NEW BEDSIDE TECHNOLOGY

QCH's e-documentation project is taking us one step closer to a complete electronic patient record. New technology at the bedside allows clinical staff to document care electronically - right beside each patient. Other care providers can then access the information, anywhere and in real time.

QCH is also playing a leading role with CHAMP, the Champlain Association of Meditech Partners. Together with five regional hospitals, we are developing a shared electronic patient record to support better, safer care. It's about being accountable with our partners as we develop standardized best practices.

Plans are now in the works for the Emergency Department Tracker to help triage patients and track their progress through initial assessment, testing, treatment and potential admission to the hospital. We want to ensure patients are receiving the right care, at the right time, in the right place.

QCH is also focused on the most vulnerable patients in our community. We are involved in two local Health Links. A new provincial initiative, Health Links aim to connect family doctors, specialists, hospitals, home care, long-term care, and community support agencies. We coordinate efforts around a single goal – better care for select patients with complex needs. We want to wrap the care team around these patients to ensure they are receiving the care and support they need.

WHAT'S ON YOUR FORK?

HEALTHIER FOODS IN HEALTH CARE

What do you do with a deep fryer you no longer need? Turn it into an herb garden of course!

QCH is proud to be one of the first hospitals in the region to reach a major milestone in the Healthy Foods initiative. The program is about making the healthy choice the easy choice for everyone at QCH.

Over the past year, we've reduced the unhealthy food and beverage choices – and increased the healthy ones – in the cafeteria, vending machines and gift shop. For example, deep fried foods are being replaced with more salads, baked and grilled food options and sodium-reduced soups. Partnerships with local vendors such as Foster Family Farm also help to reinforce positive food choices.

Promoting healthy eating in the workplace supports employee health, and ultimately our ability to deliver the best patient care. It's the right thing to do.



WE'RE BLUSHING

MULTIPLE HONOURS FOR QCH

Recognizing and supporting one another is important at QCH. This past year, QCH has been honoured with several awards and we're proud to share the good news and applaud our teams.

Let's start with our staff. QCH received the Quality Healthcare Workplace Award from the Ontario Hospital Association (OHA) and the Ministry of Health. This silver award recognizes QCH's efforts to improve the quality of work life for staff - and in turn, the quality of care and services delivered to our patients.

Supporting the next generation of caregivers is also a priority at QCH. CEO Tom Schonberg was honoured with a national Mentorship Award by the Canadian College of Health Leaders. The award credits Tom's focus on supporting individuals and teams. He also received the Order of Ottawa for his role in QCH's growth as a leading regional healthcare resource.

Speaking of teams, the QCH Foundation was presented with the Not-for-Profit of the Year Award by the Greater Nepean Chamber of Commerce.

And QCH takes care of more than our patients – we take care of the environment too. This past year, QCH was recognized with two awards for energy excellence from the OHA and the Canadian Coalition for Green Health Care. The awards look at everything from energy use to water conservation to waste management. These honours recognize our commitment to sustainability and continued efficiencies.

A DRIVING FORCE IN SENIORS' CARE

MYERS AUTOMOTIVE GROUP TAKES THE WHEEL

The Mews Family believes in supporting their community. In fact, they have been generous supporters of Queensway Carleton Hospital for more than three decades.

That generosity hit a new level with a recent \$1 million donation from the Myers Automotive Group for the new ACE (Acute Care of the Elderly) Unit. The ACE Unit provides a new way of caring – the first of its kind in eastern Ontario. It offers a collaborative, senior friendly care model where partnerships play a big part in the recovery process. The goal is help the frail elderly who require acute care admission. We want them to remain as independent as possible, to reduce their hospital stay and to ensure a smooth transition home with the right supports in place.

Harry Mews notes that his father Hank has served on the hospital and foundation boards, helping to shape the hospital we know today. He says his family is proud to be part of such an important project that will benefit so many people.



Photo Credit: Julie Oliver



Thank you to our very generous community for your ongoing support of the QCH Foundation.