



HDH HANOVER &
DISTRICT
HOSPITAL

ANNUAL REPORT

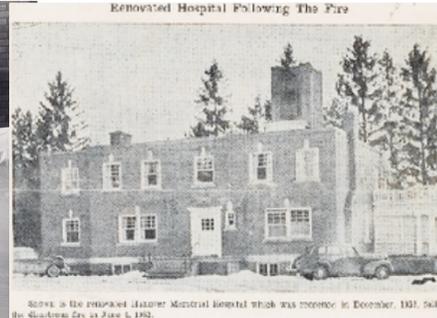
2022-23

Rebound & Recover





The Hanover Memorial Hospital was opened on August 29th, 1923, and was the generous gift of the Messrs. Kinsell and F. R. Kinsell. The hospital's building and grounds presented a fine example of the best of the town of Hanover.



Shown is the renovated Hanover Memorial Hospital which was reopened in December, 1951. The dedication took place on June 4, 1952.



Shown is the new Hanover Memorial Hospital, which will be officially opened the Saturday afternoon, the 12th of May, 1972.



CORNERSTONE CEREMONY

Harold Roetter, left, chairman of the special action committee and a former hospital board chairman, placed the cornerstone for the new Hanover and District Hospital in position during a special ceremony marking the occasion. - Staff Photo



MESSAGE FROM BOARD OF GOVERNORS & CEO

It has been another fantastic year at Hanover and District Hospital (HDH). Our staff and physicians have remained steadfast in their commitment to our patients, their families and to the south Grey Bruce region to ensure that they have access to exceptional care when they need it the most. Over this past year, HDH has successfully transitioned from managing the pressures of the pandemic to managing the unprecedented volumes and acuity that our hospital is experiencing. We are proud that through it all, HDH has continued to uphold its reputation of delivering consistent, excellent health care.

It is vital to HDH that we have a strong and vibrant health care team. The hospital is dedicated in ensuring that not only is HDH a great place to receive care; it is also a great place to work. The hospital's Wellness & Mental Health Committee is very active hosting events for our staff, as well as offering a variety of supports to address nutrition, wellness and mental health. This past year, our Work-Life Pulse Survey results revealed that 94% of our staff, and 84% of our physicians, viewed HDH as a good, very good or excellent place to work.

HDH is committed to ensuring that our hospital is building an organizational culture that is focused on equity, inclusion, diversity and anti-racism for our staff, patients, their families and the region that we serve. We recognize that by building a culture that values inclusion and diversity, it will contribute to better care for our patients and support recruitment and retention efforts for staffing. HDH's Health Equity Committee has created a 5-year plan to help guide this work. This past year, we worked with community partners from various cultural and religious affiliations to begin to implement best practice initiatives and policies that uphold diversity, equity and inclusion.

This summer, HDH will be celebrating 100 years as a hospital corporation. This is an incredibly special milestone to achieve. The hospital will be hosting celebrations this August highlighting all of the important moments in our rich history of being a hospital. HDH is proud to have served our region for the last century and proudly look forward to the future of remaining a healthcare pillar in our region.

We are incredibly proud of our dedicated and highly skilled team of staff, physicians, and volunteers. They are what makes HDH a great place to receive exceptional care! We would also like to acknowledge our community partners and donors – Your support is integral to the work that we do for patients at our hospital. This report will outline our achievements for the past year; it is impressive and demonstrates that HDH continues to strive to advance our strategic goals while providing exceptional care.

Respectfully,

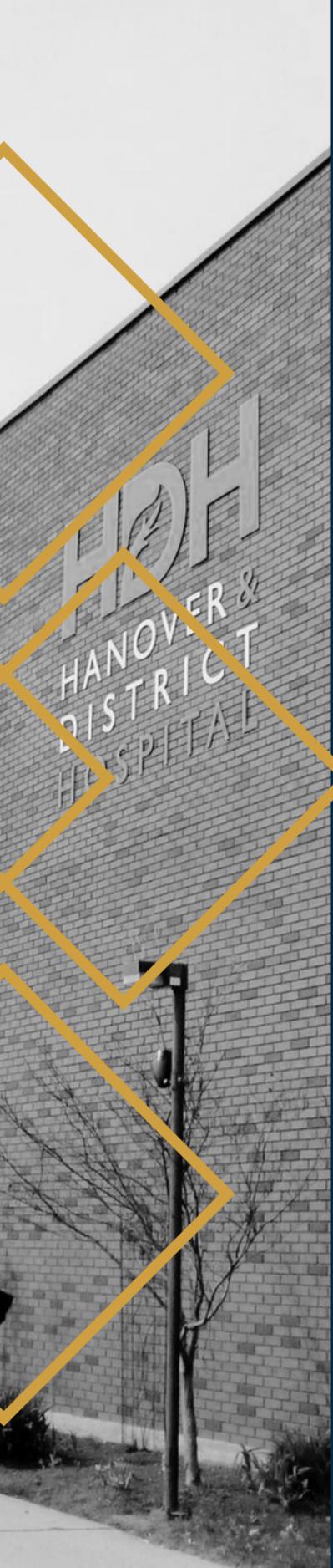
Tina Shier, Board Chair

Dana Howes, President & CEO





As we emerge from the pandemic,
let us shine brighter, heal deeper,
and create a healthier future.
Together, we triumph and build a
brighter tomorrow.



MISSION

Providing Exceptional Care



OUR MISSION & VISION

Providing patients and their families with the best possible care is what our staff and physicians strive to do each and everyday. Our mission speaks to our desire to provide exceptional care for our patients and their families. Our vision also depicts our commitment to partnering with other health service providers in the Grey Bruce area to ensure that patients receive the care they need and deserve.

ENABLERS

Communicate • Educate • Lead • Innovate • Advocate

VALUES

Integrity • Compassion • Collaboration





19,879
EMERGENCY VISITS

3,423
DIALYSIS TREATMENTS

1,670
SURGERIES

1,020
ADMITTED PATIENTS

179
BIRTHS

94,514
LAB TESTS

19,099
DIAGNOSTIC TESTS

2,881
CT SCANS

2,391
FLEX CLINIC VISITS

5,556
SPECIALIST VISITS

OUR NUMBERS

94%

94% of staff surveyed rated HDH as an "Excellent", "Very Good" or "Good" place to work. This increased by 8% from previous year.

93%

93% of patients surveyed received enough information about what to do if they were worried about their condition/treatment after leaving the hospital.

- ✓ Multi-year priority plan for Health Equity Committee complete
- ✓ 5-year infrastructure and equipment renewal plan complete
- ✓ Clinical volunteer program redeveloped and launched
- ✓ Recruitment & Retention Committee implemented

OUR PERFORMANCE

99% of the time medication reconciliation was completed upon internal transfer to the Surgical Services.

99%

Hand hygiene compliance was audited at 99% for before and after patient contact.

99%

Discharge summaries sent from the hospital to community care provider were completed within 2 business days 100% of the time.

100%

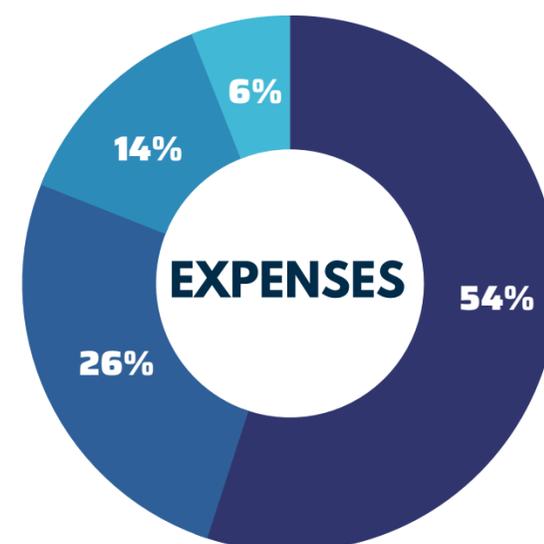
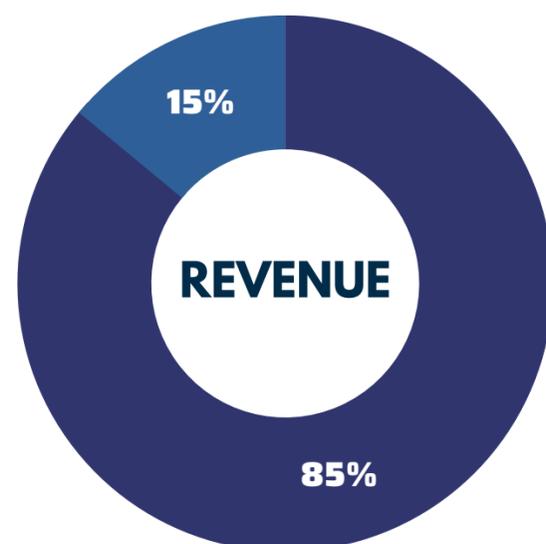
FINANCIAL STATEMENTS 2022-23

REVENUE

Ministry of Health Funding	\$19,796,445
Other	\$3,494,341
	\$23,290,786

EXPENSES

Salaries, Wages & Benefits	\$12,918,798
Medical Staff Remuneration	\$3,450,058
Amortization of Property & Equipment	\$1,425,225
Supplies & Other	\$6,151,744
	\$23,945,825
Deficit	(\$655,039)



VIEW OUR FULL AUDITED FINANCIAL STATEMENTS ON OUR WEBSITE

EQUIPMENT PURCHASES & BUILDING UPGRADES

Equipment Purchases

- Dialysis Machines
- UV Light
- Laparoscopic Tower
- Medication Carts
- Panda Warmer
- Bilisoft Light
- Vital Sign Machines
- Mask Fit Testing Machine
- Case Carts
- Ergonomic Workstations
- Office Chairs
- Break room furniture



Building Upgrades

- Water Main Project
- Helipad Maintenance
- Roof Replacement
- Concrete Pad
- Condensate Pump Controller
- Asbestos Abatement in Mechanical Room
- LED Lighting on 2nd Floor
- Fire Panel



SUPPORTING OUR STAFF/PHYSICIANS

SUPPORT & EDUCATION

Through one-time funding that was received, a Nurse Practitioner role was introduced to the Emergency Department (ED) to support patient care and address wait-times. In addition, Ward Clerk hours were increased, Personal Support Workers were added to the Acute Care Unit and additional Environmental Service Worker hours were extended to support the hospital. These interventions helped address the increased volumes and acuity that our ED and Acute Care Unit have been experiencing.

HDH, along with partner Grey Bruce Hospitals, were granted funds from the James Goreski Private Foundation to support frontline staff. HDH utilized these funds to provide all Registered Nurses and Registered Practical Nurses an opportunity to take a course to increase their skills in cardiac rhythms.

STUDENTS ARE OUR FUTURE

HDH renewed its partnership with Georgian College and hosted a group of fourth year Registered Practical Nursing (RPN) students along with Registered Nurse student groups. HDH continues to support students in all clinical and support areas in an effort to support future recruiting efforts for hospital.

CREATING POSITIVE CULTURE

The results of the latest Work-Life Pulse survey, confirm the hospital's status as an excellent place to work. Conducted among staff and physicians, the survey's findings reveal a widespread consensus that HDH is a highly regarded workplace.

According to the survey results, an impressive 94% of staff and 86% of physicians surveyed rated HDH as excellent, very good, or good. These figures demonstrate a notable improvement from last year's already outstanding ratings, where 84% of staff and 86% of physicians considered HDH an excellent, very good, or good workplace.

HDH has fostered a truly unique culture at HDH that makes it an exceptional place to work. These results affirm the unwavering dedication of the leadership team, physicians, and staff. HDH operates as a collaborative team, promoting a warm, safe, and inviting atmosphere.

HDH remains committed to prioritizing staff and physician well-being and maintaining its exceptional workplace standards. By continuously nurturing a positive work culture, HDH aims to create an environment where staff and physicians thrive; ultimately delivering outstanding care to the community, they serve.





At a Glance

SUPPORTING OUR STAFF/PHYSICIANS

HEALTH EQUITY COMMITTEE

The Health Equity Committee continues to make strides towards removing barriers to accessing healthcare, to enhance the patient and workplace experience. This group works to provide accessibility and ensure inclusivity by creating an environment that embraces diversity and cultural sensitivity. The committee has been successful in moving work plan items forward such as the creation of a Reflection Room for all patient, families and staff to utilize as a private space in times of need. This year the Hanover Family Health Team has joined the committee to work collaboratively towards joint patient and staff initiatives.



WELLNESS & MENTAL HEALTH

HDH has a Wellness & Mental Health Committee that meets regularly to plan events and provide resources to staff to help support wellness and mental health. Various webcasts and education are available to staff and physicians throughout the year. Themes are picked by the committee to provide information, this year's topics included; Eating Smart, Building Mental Strength, Summer Wellness, Finding Your Fitness and Home-Cooked for the Holidays. Team Challenges were organized this year including the Triple Threat Wellness Challenge and the Power Your Plate Challenge to compliment these themes.

Other wellness initiatives included the following;

- Kid's Easter Egg Hunt
- Thanksgiving Lunch
- Chinese Food Lunch
- Easter Lunch
- Pie Day
- Blue Monday Popcorn Day
- HDH Summer Solstice Party
- Halloween Costume Contest
- Bell Let's Talk Cookies
- Virtual Yoga
- Family Movie Night
- Valentine's Snack Day
- Cold Treat Day
- 10 Days of Christmas
- Pancake Breakfast
- Staff Appreciation Week
- Virtual Bingo
- March Madness Double Lunch



SUPPORTING OUR COMMUNITY



HDH FLEX CLINIC

The HDH Flex Clinic pilot originated in November 2021 in partnership with Home Care Community Support Services (HCCSS). Expansion to the pilot project hours and services were completed this past year. Recent approval from HCCSS was received to continue as a permanent clinic partnership. This clinic has supported our community by decreasing the wait list for home and community supports services while still keeping care close to home.

NURSE PRACTITIONER IN EMERGENCY DEPARTMENT (ED)

In August 2022, HDH responded to the increase in volumes and acuity the ED is experiencing by introducing a Nurse Practitioner. The role was introduced to assist with patient flow and has been a successful initiative. HDH continues to work with Ontario Health to ensure one-time funding continues for this position year after year.



POST-PANDEMIC RECOVERY

HDH has continually assessed the state of the pandemic, as such the hospital's COVID-19 Assessment Testing Centre transitioned to community pharmacies in the fall. The hospital also moved to passive screening and adjusted visiting and masking policies along the way. Surgical backlog was successfully caught up during the course of the year as well.



Celebrating
100
Years!

Save the Date: 100th Anniversary Community Celebration

August 23, 2023

Join us for an afternoon of celebration, reflection,
and gratitude as we honour the remarkable
journey of Hanover & District Hospital



HDH HANOVER &
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HOSPITAL

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