

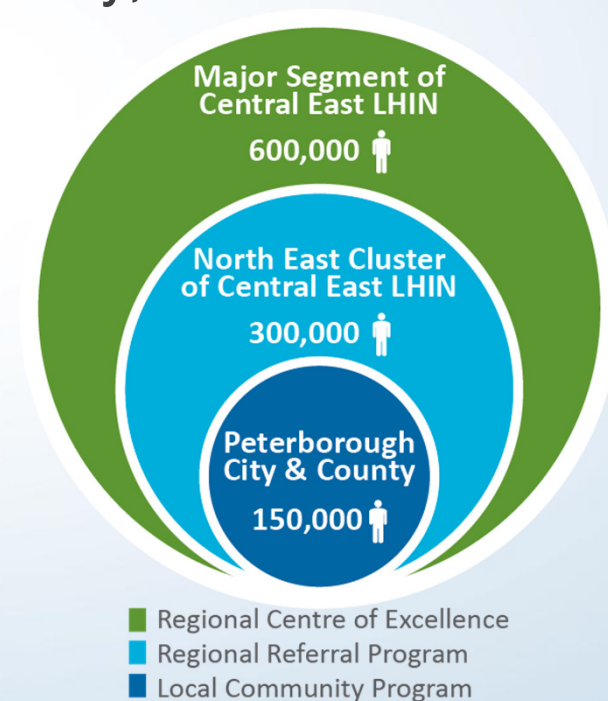
Delivering exceptional care as a Regional Health Centre

Mary Ferguson-Paré
Chair, Board of Directors

Dr. Peter McLaughlin
Interim President & CEO

PRHC by the numbers

With an operating budget of \$280 million and a capacity of 404 beds, PRHC serves Peterborough and Peterborough County, as well as a referral population of 600,000 people in four counties.



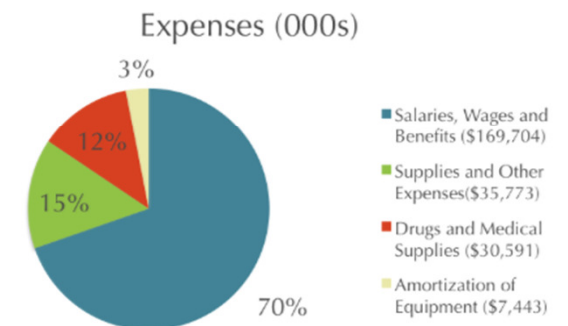
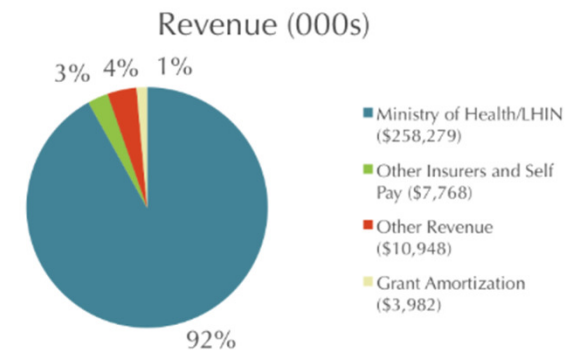
PRHC by the numbers

PRHC 2014/2015 by the numbers



In 2014/2015:

admitted **17,666** patients
treated **81,743** patients in our Emergency Department
performed **119,703** Diagnostic Imaging procedures
delivered **1,630** babies into the world
completed **19,010** surgical procedures
completed **1.43 million** laboratory tests
performed **910** Cardiac PCI procedures
administered **2.1 million** doses of medication
had **133,113** outpatient visits
performed **776** hip & knee procedures
had **30,351** Mental Health outpatient visits



www.prhc.on.ca

Emergency Department



- PRHC's Emergency Department has seen an increase of 12% in patient visits in one year, from **73,000** to nearly **82,000**
- Over the past five years, we have seen a steady increase in ambulances to the ED – from 27 ambulances in 24 hours (2010) to 37 in 24 hours (2015).
- Despite these unprecedented increases, our outpatient Emergency wait times have remained on-target.
- Multiple organization-wide initiatives have been implemented and we continue to work with Peterborough EMS to manage these increases in patient volumes

Our Programs

PRHC is home to ten different clinical and clinical support programs - along with a host of health centre support services. Each provides vital support to our Regional Centre which serves the needs of our communities. As detailed in Appendix 1 (page 30), we think of each of our programs as one of the following:

L Local Community Program

R Regional Referral Program

E Regional Centre of Excellence (in development)



Renal and Metabolic

L **R**

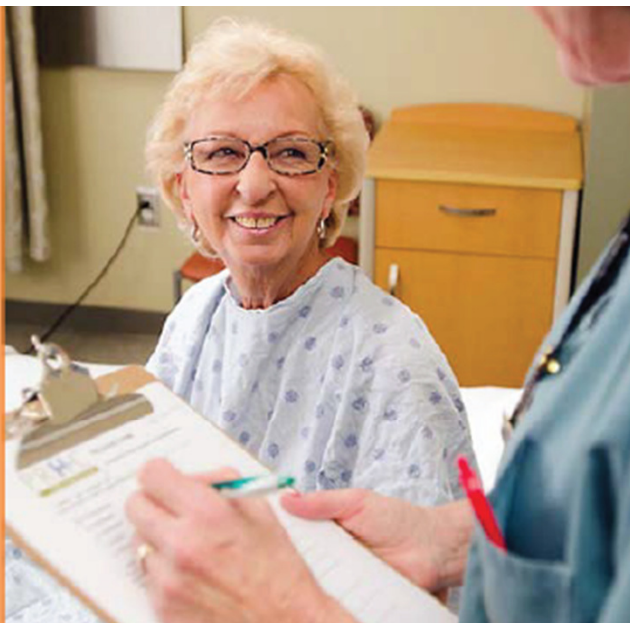
This program is part of a Regional Renal Program, operated in partnership with Northumberland Hills Hospital (Cobourg) and Ross Memorial Hospital (Lindsay), which specializes in care for nephrology (dialysis) patients using a multidisciplinary team approach. Additionally, the Diabetes Program provides individualized assessment and services to help paediatric and adult patients self-manage their diabetes.



Surgery

L R E

The Surgery Program is responsible for the care needs of all patients undergoing surgery at PRHC. Areas of practice include Orthopaedics (Fractures), Endoscopy, and Vascular surgery. In addition, minimally invasive surgical techniques are also taking on a wider role at the regional health centre.



Women and Children's Health Program

L R

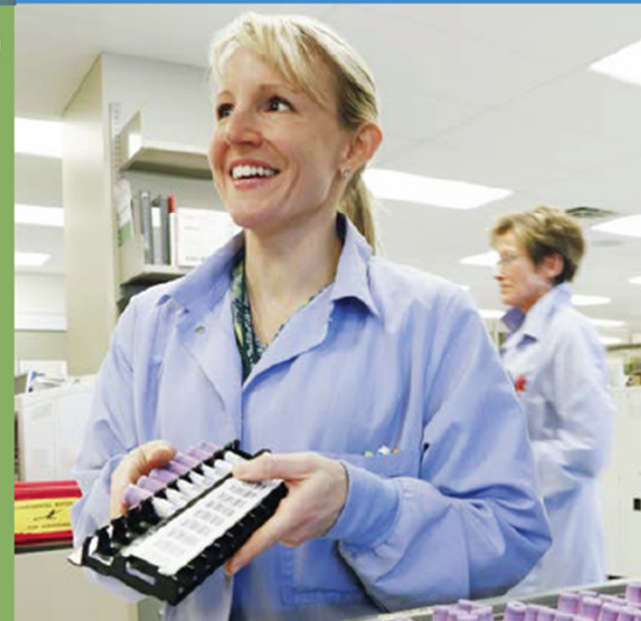
Through a variety of program areas, including the Women's Health Care Centre, the Regional Breast Assessment Centre, and the Maternal, Neonatal and Paediatrics Program, a full range of quality health care services are provided to women, children, and families.



Pharmacy

L

The Department of Pharmacy Services obtains, stores, prepares, and distributes all medications for patients in the health centre and outpatient clinics. Pharmacists and their teams provide clinical services that ensure the appropriate selection, use, and administration of medications, as well as the evaluation of medication effectiveness for all patients.

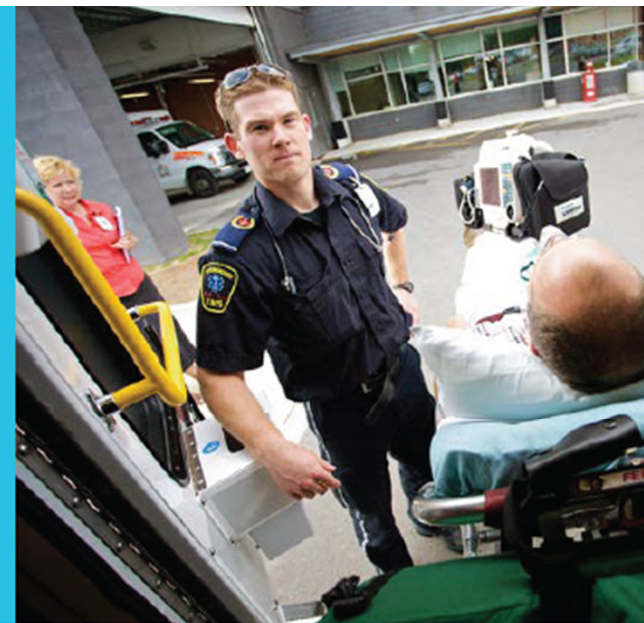




Cancer

L R E

In partnership with the Durham Regional Cancer Program, the Cancer Care team provides a multi-disciplinary approach to the assessment, treatment, follow up and support of cancer patients and their families, including surgical, systemic (chemotherapy), and radiation services.



Mental Health and Addictions

L R

The Mental Health and Addictions Program provides regional leadership and expertise in conjunction with community partners in the assessment, stabilization and treatment of individuals and families dealing with serious mental health and addiction concerns.



Emergency Department

L

The Emergency Department provides unscheduled emergent, urgent and non-urgent patient care to over 77,000 adults and children per year.



Medicine and Sub-Acute Care

L R E

The Medicine and Sub-Acute Care Program provides care for patients with acute and subsequent sub-acute medical conditions in the following areas: Intensive Care Unit, Cardiology & Cardiac Catheterization, Telemetry, General Medicine, Nephrology, Stroke, Palliative Care, Complex Continuing Care, and Rehabilitation.



Laboratory

L

The Laboratory Medicine Department ensures timely and accurate laboratory testing for PRHC and other hospitals in the region, including blood, tissue and body fluid analysis and electrocardiograms. Information from laboratory testing is integral to high quality care as clinicians rely on the laboratory for screening, diagnosis and monitoring of patient conditions.



Diagnostic Imaging

L

Diagnostic Imaging is responsible for a comprehensive array of many medical imaging procedures, both diagnostic and interventional treatments, for inpatients and outpatients.

2014 - 2017 Strategic Plan | 8

Recent milestones



- PRHC is one of only 15 hospitals across Ontario, and the only hospital in the Central East LHIN, to be selected to participate in the National Surgical Quality Improvement Program (NSQIP)
- A \$2 million investment has been made to upgrade and automate our lab, putting us at the forefront of laboratory medicine technology
- With the recent addition of a cardiac rehabilitation program, we now offer a full spectrum of cardiac care at PRHC

Recent milestones

- Since June 2013, our patients have made more than 7500 visits to the Norm and Jessie Dysart radiation centre for treatment closer to home.
- In 2014, PRHC opened a six-bed Child and Adolescent Psychiatry Unit (CAPU) to provide young people with serious mental health concerns with inpatient care and treatment.
- The generosity of our donors through the PRHC Foundation has been pivotal in bringing these programs to Peterborough.



Learning Centre

- Construction of a new Learning Centre for PRHC was approved by the Board of Directors in 2015. The space is scheduled to open its doors late in 2016
- This is a \$2.7 million investment in expertise, knowledge-sharing, best practices in patient care, and in the hospital's ability to deliver on our \$53 million plan to implement the electronic health record.

The future of patient care



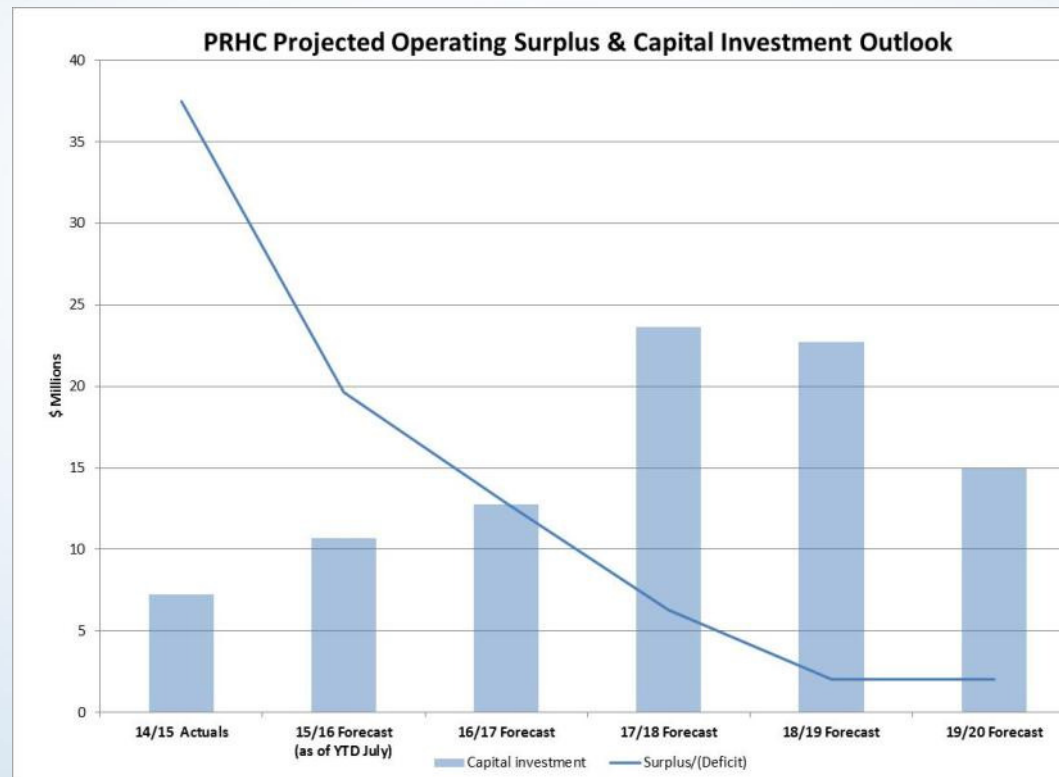
In the coming years, we will continue to invest in:

- Cardiac Care, Vascular Care and Cancer Care Regional Centres of Excellence
- Minimally Invasive Surgery
- Technology, infrastructure and equipment within all of our regional programs

Regional programs form the basis of our Foundation's fundraising efforts in support of excellent patient care.

Financial Outlook

- Cumulative 6-year capital investment: \$92 million
- Cumulative 6-year surplus: \$80 million



Vision for PRHC



- Committed to a positive patient journey, a friendly, healing environment and outstanding patient satisfaction
- Exemplary, evidence-based care producing positive patient outcomes
- Excellent quality of life at work for staff and physicians
- A learning organization
- Open, collaborative relationships with our community and regional partners in healthcare
- Efficient and effective organization with a solid financial position.

The Patient Experience

- We are committed to putting the patient at the centre of every decision made about their care, and recognizing family as important members of the health care team
- We are committed to hearing patient feedback and using that information to improve care practices and services

Together, we'll take care...
A Partnership Pledge

Everyone at PRHC takes part in your care and keeping you safe. As an organization we will go above and beyond to ensure we exceed your expectations, every day, and provide you with the best possible care and hospital experience. Patients and family members also have a role. Please join us in creating the best care experience possible for you.

As your PRHC health care team, we will:	As PRHC patients and family members, we will:
<ul style="list-style-type: none">Put you, the patient, at the centre of every decision that is made about your careIntroduce ourselves and explain our role in your careRecognize your family (as defined by you) as important members of the healthcare teamShare information in ways that you and your family will find helpfulDeliver care that respects your values, preferences, and expressed needsInvolve you and your family in all aspects of the planning, delivery and evaluation of healthcare servicesBe respectful and courteous to patients and family members	<ul style="list-style-type: none">Ask questions and share our feelings and concerns with the healthcare teamWork with our healthcare providers to develop our plan of care and follow it as best we canBe open and honest in providing health related information, including current medicationsDesignate, where possible, one person to liaise with the healthcare teamProvide feedback to support the improvement of care practices and servicesBe respectful and courteous to PRHC physicians, staff, volunteers and other patients

Thank you - your involvement is important and we want to hear your thoughts. Your care team members and the manager in your area are available to speak with you. For more details on any of the above, please see our Handbook for Patients and Visitors.

From Peterborough Regional Health Centre physicians, staff, and volunteers
www.prhc.on.ca

PRHC
Peterborough Regional
Health Centre

CEO search

- An extensive community consultation process was conducted over a period of five months to develop the role profile for our President & CEO
- Thank you to our community stakeholders for their participation in this consultation process
- We are now recruiting nationally for the CEO position
- For more information and the complete role description:
www.prhc.on.ca/cms/PRHC-CEO-Search

CEO search

Peterborough Regional Health Centre • President and Chief Executive Officer

Located in the beautiful Kawartha Lakes Region, Peterborough is a vibrant city boasting an exceptional quality of life, dynamic industries, comprehensive post-secondary educational institutions, and quality acute health care – provided by Peterborough Regional Health Centre, the region's largest employer.

Peterborough Regional Health Centre (PRHC) is a state-of-the-art, 404-bed regional hospital serving a population of 300,000 people. PRHC has a very busy emergency department, and offers an extensive range of services, including specialized programs in renal, stroke, cardiac, cancer care and vascular surgery. PRHC is guided by a health transformation agenda and a comprehensive strategic plan with a commitment to exceeding patient and family expectations, every day.

The Position

The President and Chief Executive Officer (CEO) will lead PRHC at an exciting and innovative period in health care. By focusing on patients, people and partners, PRHC is poised to be a leader in meeting the health needs of their surrounding communities, as well as the broader provincial health system. The incumbent will add vision and inclusive leadership to PRHC as it continues to redefine its place in the future of community-based healthcare. The CEO will become a strategic partner to the Board and Senior Management Team in setting priorities, leading excellence in patient and family centred care and continuing to work on forging even deeper relationships with staff, physicians, volunteers and health care partners. With an affinity for health care transformation, the CEO will continue to nurture an organizational culture that reflects, respects and serves a community that cares about and depends on PRHC for its health and wellness.

Key leadership priorities for the CEO will be to:

- Ensure clinical excellence and operational effectiveness, while supporting a culture of accountability, transparency and high quality patient and family-centred care.
- Engage and leverage the tremendous talent and commitment of staff, physicians and volunteers, as well as the broader community, to identify and implement high quality health system innovation.
- Strengthen and improve community, regional and provincial relationships to ensure productive and inclusive partnerships.

Experience:

The successful candidate will be a passionate, visionary and courageous health system leader with a highly successful leadership track record developed in complex, regional, multi-stakeholder/partner environments. In addition to exemplary executive health care leadership and a commitment to a culture of patient and family-centered care and program excellence, he/she will be a collaborative and engaged leader with excellent communication and interpersonal skills.

For additional information on Peterborough Regional Health Centre, visit their website at www.prhc.on.ca

To confidentially explore this opportunity, please email your resume or query, quoting the appropriate position title, to Judy Mandelman at resumes@promeus.ca

Stay in touch

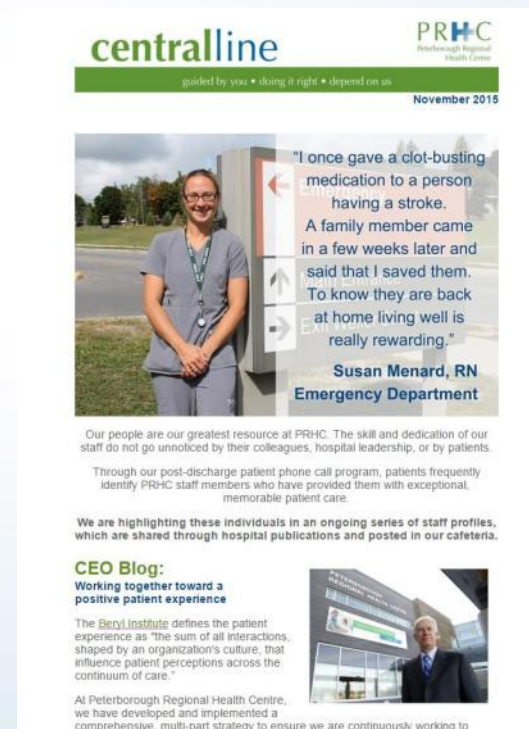
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Thank you.
