

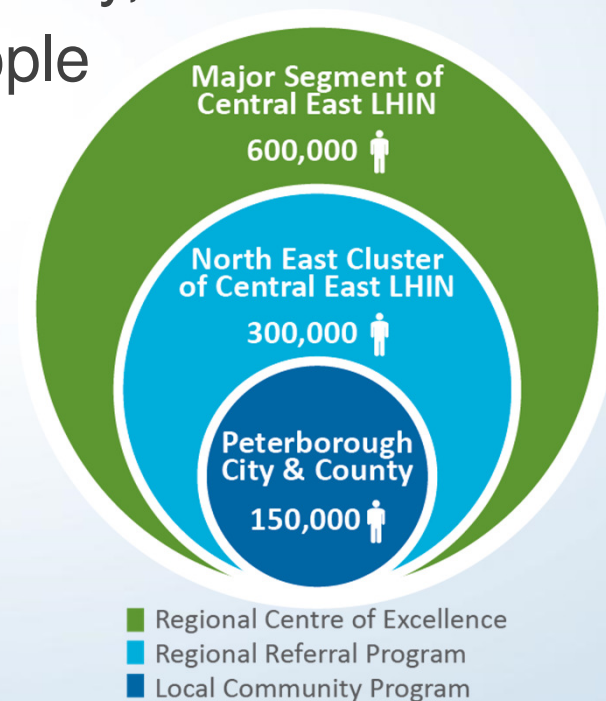
Delivering exceptional care as a Regional Health Centre

Mary Ferguson-Paré
Chair, Board of Directors

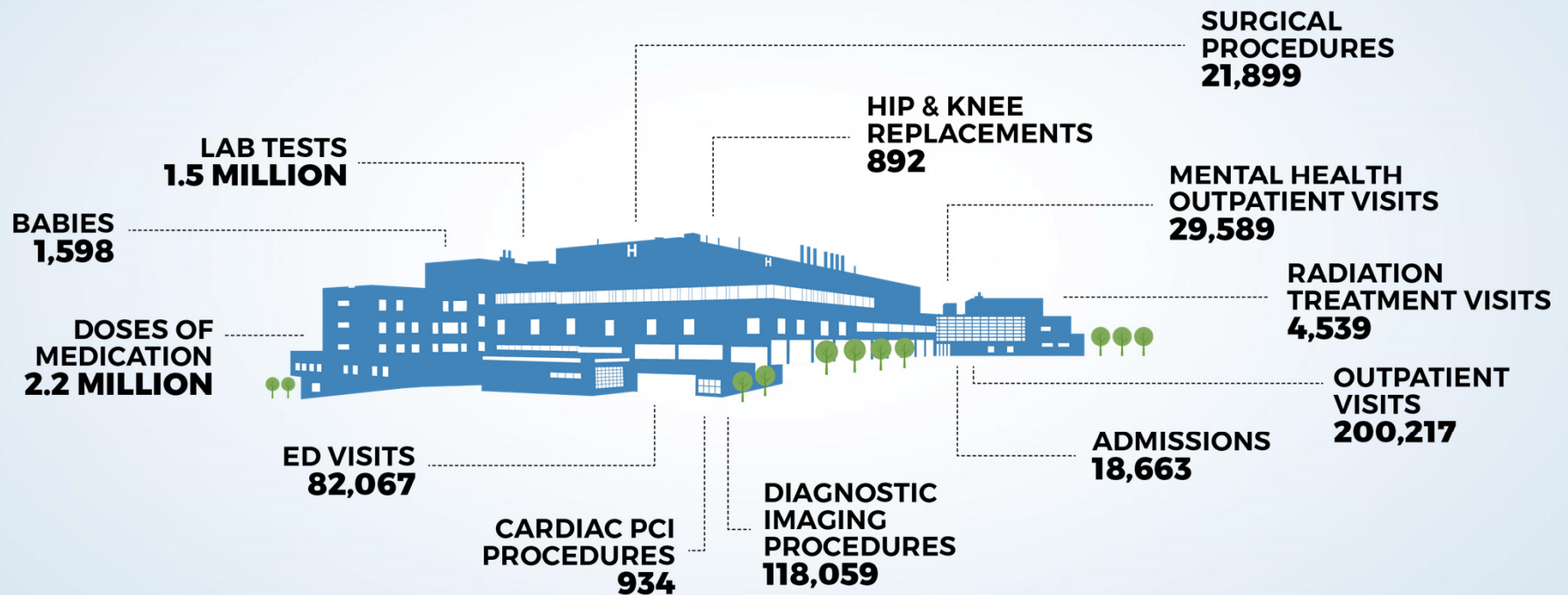
Dr. Peter McLaughlin
President & CEO

PRHC by the numbers

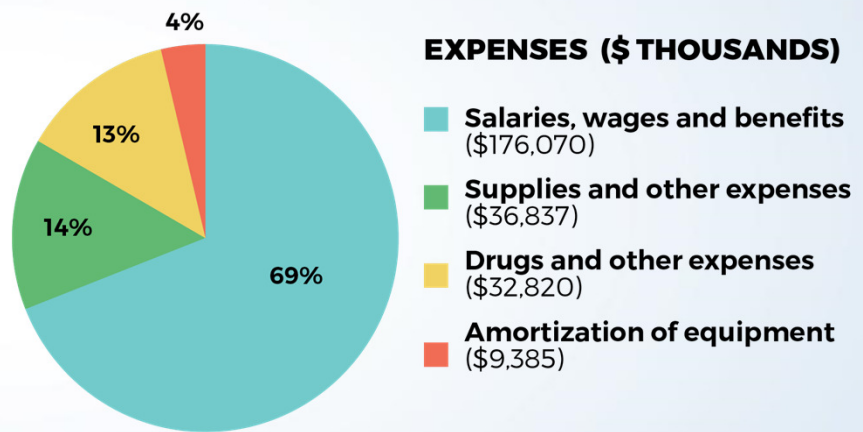
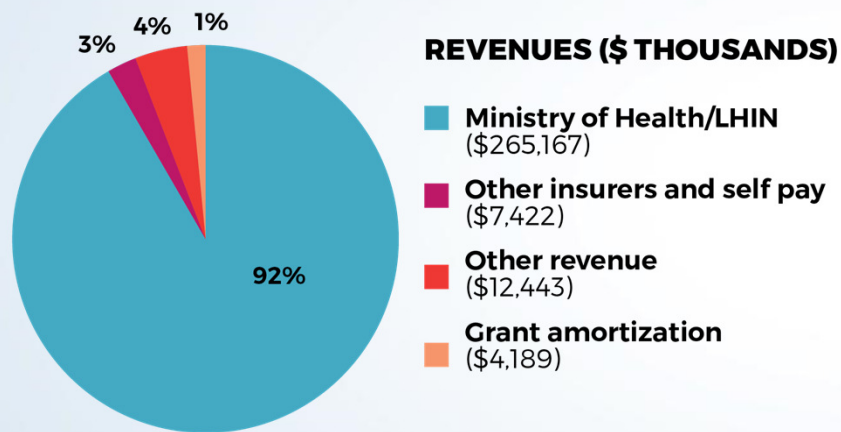
With an operating budget of \$290 million and a capacity of 494 beds, PRHC serves Peterborough and Peterborough County, a referral population of 300,000 people in four counties, and a regional population of 600,000 in the Central East LHIN.



PRHC by the numbers



PRHC by the numbers



SOURCE: PRHC 2016 AUDITED FINANCIAL STATEMENTS

Financial outlook

- Being in a solid financial position allows us to focus on providing and investing in exceptional patient care
- We are working continuously to find innovative ways to keep the Health Centre in this position
- We have a great many investments to make in the coming years to keep us on the leading edge of healthcare in Ontario and across the country
- The support of our community, and the work of our Foundation, has always been and will continue to be crucial to our ongoing success

Emergency Department

- **PRHC's Emergency Department (ED) had more than 82,000 patient visits in 2015/16**, an increase of 12% from 2013/2014.
- Over the past several years, we have seen a steady increase in the number of ambulances to the ED – from 27 ambulances in 24 hours (2010) to 37 in 24 hours (2015)
- This summer, we had our highest-ever patient volumes in the months of July and August – about 250 patient visits per day, representing an increase of more than 400 visits per month.
- Despite these unprecedented increases, we have met or exceeded all of our ED targets.

Ministry of Health
and Long-Term Care

Assistant Deputy Minister

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HLTC5965IT-2016-25

JUL 12 2016

Dr. Peter McLaughlin
Interim President and Chief Executive Officer
Peterborough Regional Health Centre
1 Hospital Drive
Peterborough ON K9J 7C6

Dear Dr. McLaughlin:

Re: Outstanding Emergency Department Performance at Peterborough Regional Health Centre

On behalf of the Ministry of Health and Long-Term Care, I'm pleased to recognize the outstanding Emergency Department (ED) performance that has been achieved at Peterborough Regional Health Centre. Your hospital has shown the greatest improvement in the 90th percentile ED Length of Stay (LOS) for all patients within the High-Volume Community Hospital Group in 2015 compared to the previous year.

Peterborough Regional Health Centre's performance improved by 11.0 per cent compared to its performance in 2014. By continuously reducing the time people spend in the ED, your hospital is supporting Ontario's *Patients First: Action Plan for Health Care* by ensuring that the people of Ontario receive faster access to the right care. The outstanding ED performance of Peterborough Regional Health Centre also supports the Central East (CE) Local Health Integration Network (LHIN) in achieving its Ministry-LHIN Accountability Agreement targets. Thank you for your commitment to reducing provincial wait times and improving emergency care for the people of Ontario.

Your Emergency Room/Alternate Level of Care (ER/ALC) LHIN Performance Lead, Wendell Mak, will continue to have ongoing discussions with you regarding how the strategies that contributed to this achievement can be leveraged to help improve ED performance at other hospitals across the province.



"Peterborough Regional Health Centre's [Emergency Department] performance improved by 11 per cent compared to its performance in 2014...[We] will continue to have ongoing discussions with you regarding how the strategies that contributed to this achievement can be leveraged to help improve ED performance at other hospitals across the province."

- Ministry of Health & Long-Term Care

In the news

Naloxone distribution program

- In November 2016, PRHC and Peterborough Police Service jointly announced \$95K in funding from the Ministry of Community Safety & Correctional Services to support the distribution of naloxone – a lifesaving opioid overdose treatment – through the Emergency Department

THE EXAMINER A3

Support for overdose survivors

Peterborough Regional Health Centre now offering take-home naloxone kits to overdose patients in ER

JESSICA NYZNIK
EXAMINER STAFF WRITER

The city hospital's emergency department is about to start giving out take-home kits of the opioid antidote naloxone to patients who've survived an overdose. It's among the first hospitals in Ontario to launch a program of this kind.

Naloxone is currently administered to patients who go to the emergency department for overdose treatment.

Opioids are pain-relieving drugs such as oxycodone and fentanyl. An overdose of opioid drugs can cause a person's breathing to stop. Naloxone can reverse this, so the person can breathe again.

The new program will provide nasal-ingested kits for emergency department patients at risk of overdosing in the future.

Dr. Mark Troughton, chief and medical director of emergency department, thinks take-home naloxone has been needed for a



CLIFFORD SKARSTEDT/EXAMINER

Manager Stella Johnson of emergency department with a naloxone kit on Wednesday at Peterborough Regional Health Centre after the hospital and city police announced a \$95,544 provincial grant from the Ministry of Community Safety and Correctional Services allowing the launch of a life-saving drug-overdose treatment for at-risk patients. See more photographs from the announcement in the online gallery at www.thepeterboroughexaminer.com.

The program was announced at the hospital Wednesday morning. It will be funded by a \$95,544 grant.

Rosanna Salvaterra, Peterborough Public Health's medical officer of health, has been

Prescribing rates for opioids in Peterborough are among the highest in the province and the city's

In the news

Surgical Department

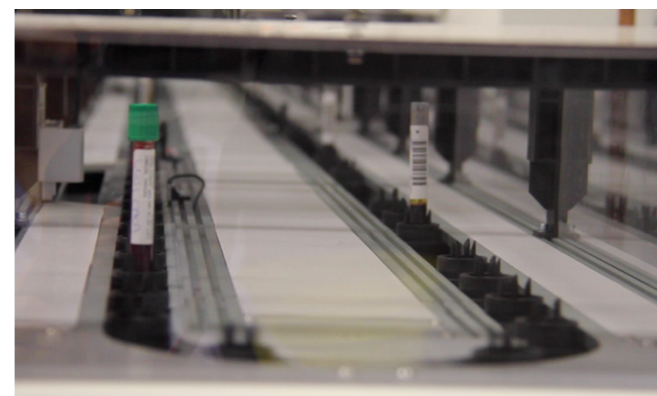
- PRHC recently welcomed three new surgical specialists to the Health Centre, bringing our total number of surgeons to 40.
- Dr. Stephen Preston, Orthopedic Surgeon
- Dr. Jennifer Klok, Plastic Surgeon
- Dr. Jacob Hassan, Urologist



Recent milestones

Medical Laboratory

- In February 2016, we launched our automated and upgraded lab, featuring leading-edge “one-touch” automation technology
- New and enhanced service integrations will now see PRHC providing a number of lab services for our partner hospitals in the Central East LHIN



Recent milestones

Cardiac Care

- Last year, we expanded our Cardiac Care program to include on-site Cardiac Rehabilitation
- In partnership with the Peterborough Family Health Team and the Integrated Vascular Management Clinic at Kawartha Cardiology, we jointly launched the Regional Congestive Heart Function Management Program in November 2015

Recent milestones

Norm & Jessie Dysart Radiation Centre

- Through the Closer Campaign, the PRHC Foundation and our generous community donors were pivotal in bringing the radiation centre to Peterborough
- Since opening three years ago, our patients have made more than 12,000 visits for radiation treatment closer to home



Recent milestones

Bedside Shift Reporting

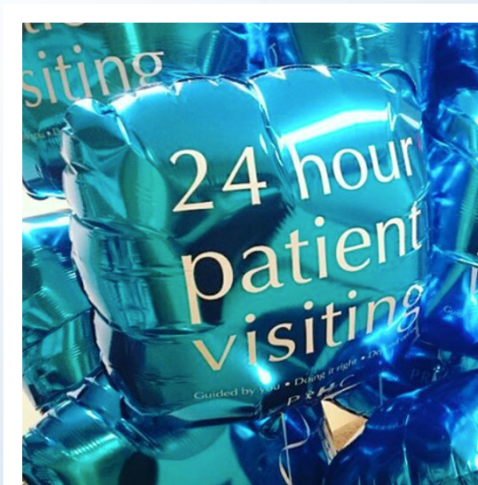
- PRHC is among the first hospitals in Ontario to launch Bedside Shift Reporting – a best-practice standard in hospital care
- This organization-wide initiative enhances patient safety and involves patients and families more directly in their care
- Bedside Shift Reporting is expected to be fully implemented by March 2017



Recent milestones

24-Hour Patient Visiting

- In November 2015, we launched 24-hour patient visiting
- Response from patients and families has been excellent
- Family presence helps patients feel more comfortable and speeds up their recovery
- Many additional efforts are underway to involve patients and families more directly in the care they receive (e.g. Bedside Shift Reporting; patient/family participation on hospital committees and working groups)



Strategic priorities

Senior-Friendly Hospital

- PRHC has opened 24 specialized beds in two new inpatient units and recruited two new geriatricians and other specialized staff to enhance the care we provide for older adult patients
- We continue to work with our community partners to explore opportunities for alternative housing/living for senior patients who no longer require hospital-level care

Strategic priorities

Cultural Competence Plan

- Over the past two years, we have been engaging and collaborating with First Nations leaders and populations in the region
- These relationships have contributed substantially to the development and goals of our Cultural Competence Plan
- Launched in 2015, the objective of this plan is to ensure the people of PRHC are educated and equipped to serve patients from diverse cultural and socioeconomic backgrounds
- We are committed to ongoing education, training, outreach and engagement to create a more inclusive, welcoming and culturally safe environment

Strategic priorities

Becoming a Learning Organization

- In support of our organizational commitment to learning, the PRHC Foundation has made a \$2.7 million commitment toward the construction of a new Learning Centre at PRHC over the next several years
- In July 2016, we launched the PRHC Learning Fund in order to further support our people in pursuing ongoing professional education and training

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 operating from a solid financial position

The future of patient care



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

- Our regional Centres of Excellence, including Cardiac Care, Cancer Care and Surgery
- Technology, infrastructure and equipment hospital-wide
- Ongoing collaborative efforts with our healthcare partners to improve programs and services for patients

The generous support of Foundation donors will continue to play a critical role in making great care possible at PRHC.

Coming soon

- We are now seeking the input of our internal and external stakeholders as part of a Strategic Plan “refresh” in 2017
- As part of this process, we will conduct a common environmental scan with our hospital partners in the North East Cluster (RMH, NHH, CMH, HHHS)
- For more information and to provide feedback, visit www.prhc.on.ca and search “Strategic Plan”

Thank you.



www.prhc.on.ca