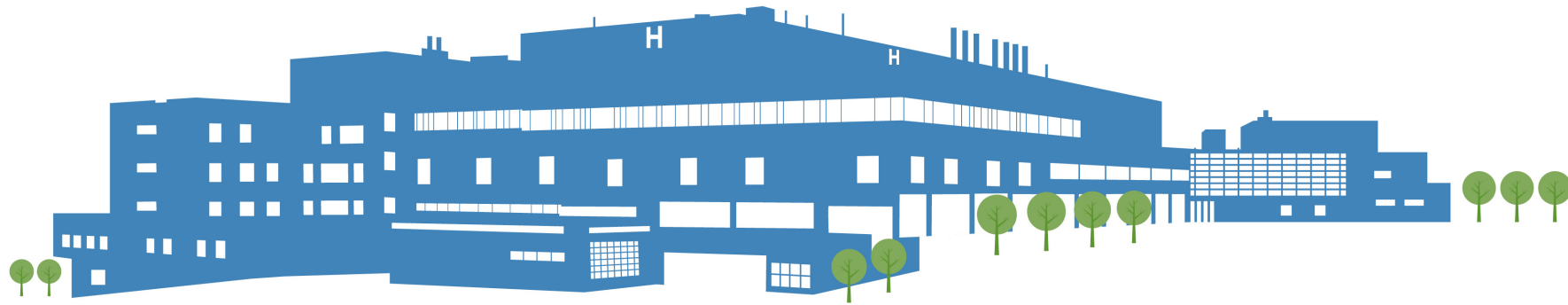


# Transforming healthcare within a shifting provincial landscape



Dr. Peter McLaughlin, President & CEO

Don Gillespie, Chair, Board of Directors

Mary Ferguson-Paré, Vice Chair, Board of Directors

Lesley Beagrie, Member, Board of Directors

**PRHC**  
Peterborough Regional  
Health Centre

Guided by you · Doing it right · Depend on us  
[www.prhc.on.ca](http://www.prhc.on.ca)



# Ontario's “Quadruple Aim” for healthcare

- Improve the patient and caregiver experience
- Improve patient and population health outcomes
- Improve value and efficiency
- Improve provider experience

# Strategic Plan 2020-2023

- PRHC's Strategic Plan for 2020-2023 will be released later this year
- Over the next several years, we will continue to invest in:
  - Our regional Centres of Excellence for Cardiac, Vascular, Cancer Care and Seniors' Care.
  - Ongoing collaboration with our partners in the community and region, including the new Peterborough Ontario Health Team.
  - Technology, infrastructure and equipment, as we plan ahead for the future of healthcare over the next 5, 10 and 20 years.

# PRHC BY THE NUMBERS

## 2017/2018 vs 2018/2019

■ 2017/2018  
■ 2018/2019

BABIES  
1,659  
1,601

DOSES OF  
MEDICATION  
2.5 MILLION  
2.6 MILLION

EMERGENCY  
DEPARTMENT VISITS  
87,029  
88,045

LAB TESTS  
1.75 MILLION  
1.82 MILLION

CARDIAC  
PROCEDURES  
2,789  
2,918

DIAGNOSTIC  
IMAGING  
PROCEDURES  
132,181  
135,469

HIP & KNEE  
REPLACEMENTS  
963  
965

ADMISSIONS  
19,588  
19,658

SURGICAL PROCEDURES  
22,205  
21,893

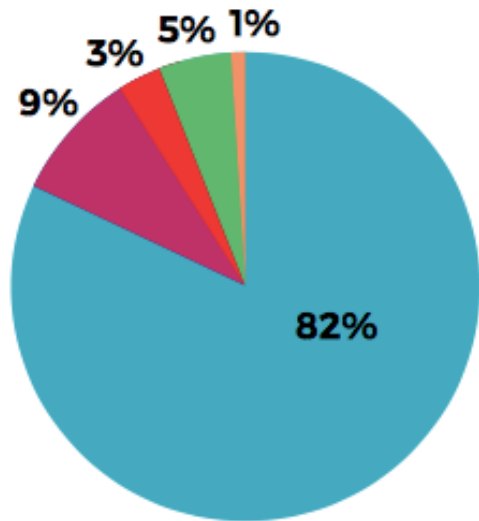
MENTAL HEALTH  
OUTPATIENT VISITS  
30,911  
33,374

RADIATION  
TREATMENT VISITS  
5,174  
5,598

OUTPATIENT VISITS  
233,379  
233,095

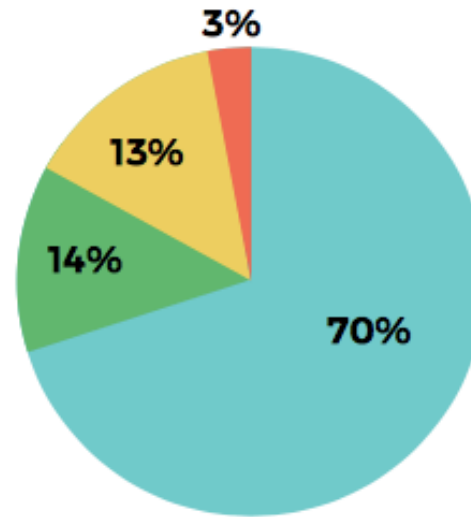


# PRHC FINANCIALS 2018/2019



## REVENUES (\$ THOUSANDS)

- **Ministry of Health/CELHIN**  
(\$260,077)
- **Cancer Care Ontario**  
(\$28,597)
- **Other insurers and self pay**  
(\$8,327)
- **Other revenue**  
(\$16,278)
- **Deferred contributions**  
(\$3,242)



## EXPENSES (\$ THOUSANDS)

- **Salaries, wages and benefits**  
(\$207,198)
- **Supplies and other expenses**  
(\$42,925)
- **Drugs and other expenses**  
(\$39,840)
- **Amortization of equipment**  
(\$7,367)

SOURCE: PRHC 2018/19 AUDITED FINANCIAL STATEMENTS

# Our challenges

Continuing to provide excellent, safe care and achieve our strategic goals while addressing and adapting to:

- Ongoing growth & service population challenges.
- Annual funding that has not kept pace with growth or inflation.
- System-wide pressures and transformation.

# Our evolution

- The infographic at right illustrates PRHC's substantial growth in a number of key areas over the past four years.
- We continue to be at or above 100 per cent inpatient bed occupancy on a year-round basis – an issue being seen across Ontario.
- While patient volumes have continued to rise in all areas of the hospital, patients designated Alternate Level of Care (ALC) continue to be a key factor driving our occupancy rates.



# DEFINITION: ALTERNATE LEVEL OF CARE (ALC)

A patient who is designated ALC no longer requires hospital-level care and is waiting for their next destination, which may be long-term care, home or another appropriate setting.

# Alternate Level of Care

- On a daily basis, PRHC has approximately 100 patients designated ALC in hospital beds.
- This means about 25 per cent of our beds are occupied by patients who no longer require hospital-level care but who remain in hospital until the appropriate level of care is available in the community.
- We continue to work with our partners to find innovative ways to support ALC patients in accessing the appropriate level of care outside the hospital setting.

# Alternate Level of Care

- An additional 20 ALC patients are currently receiving the appropriate level of care in a transitional care unit made possible by a partnership between PRHC and Rubidge Retirement Residence and funding from the Ministry of Health.
- A partnership with Peterborough Housing Corporation, Peterborough Family Health Team and Home & Community Care will bring new safe, affordable seniors' supportive housing options to Peterborough.

# Peterborough Ontario Health Team

- Peterborough's Ontario Health Team is among the first in the province to be approved by the Ministry of Health to move ahead.
- Our 22 partners have been collaborating successfully for many years, both formally and informally, to provide care for patients in the Peterborough community and region.
- As an OHT, we are committed to building on these partnerships to ensure the patients we serve are able to navigate through the healthcare system in a seamless and coordinated way.

# Peterborough Ontario Health Team

- Peterborough OHT's Year 1 target populations are:
  - Frail, complex, elderly patients with congestive heart failure (CHF) and chronic obstructive pulmonary disease (COPD), including those with comorbidities of diabetes and palliation.
  - Patients requiring care for mental health & addictions.
- Watch for news and updates in the coming months as our Year 1 work gets underway.





*Health Minister and Deputy Premier Christine Elliott poses with MPP Dave Smith and representatives from 22 current partners of the new Peterborough Ontario Health Team at a media announcement on December 9, 2019.*

# Seniors' Care Centre of Excellence

- The Peterborough region is one of the fastest-growing communities in the country, as well as the oldest population demographically in Canada.
- Understanding and meeting the needs of older patients is important to providing the best possible care for this population at PRHC, which is why we have committed to becoming a Centre of Excellence for Seniors Care.
- We continue our work to build a network of services to meet the needs of older adults, in collaboration with our partners in the community and region.

# Clinical Information System (CIS)

- Work is ongoing with our hospital partners in the central east region to develop and launch a shared clinical information system.
- The regional CIS will offer valuable tools and technology to support improved patient care, safety and health outcomes.
- Patients will have access to a personalized electronic “portal” to access and track their own health information, among other features.
- For healthcare providers, it will provide easy access to information when and where they need it, allowing them to work more efficiently and collaboratively to meet the needs of our patients and their families.
- We look forward to sharing more news and information over the coming year.

# Our good news stories

## PRHC Learning Centre

- In May 2019, we celebrated the grand opening of PRHC's new Martin & Denise Pick Learning Centre.
- Made possible by \$3.1 million in donor funding, the 4300-square-foot Learning Centre offers the largest available meeting space in the hospital and a dedicated clinical training area providing a wide range of state-of-the-art tools, technology and equipment in a simulated patient care environment.
- Thank you to the generous PRHC Foundation donors who have made the Martin & Denise Pick Learning Centre a reality for PRHC.





*Martin, Denise and Charles Pick with Dr. Rardi van Heest at the official dedication of the new Martin and Denise Pick Learning Centre at Peterborough Regional Health Centre on May 14, 2019.*

*They toured the clinical training room, where a simulation of minimally invasive surgical training was demonstrated.*

# Our good news stories

## TALK NOW Walk-In Clinic

- In 2019, PRHC joined forces with Peterborough Youth Services (PYS) and Kinark to invest in the opening of the TALK NOW Youth Mental Health Walk-In Clinic.
- The walk-in clinic is currently open on Tuesdays from 2:00 p.m. to 6:00 p.m. at PYS while our partners look for a permanent location to expand the service.
- Plans are underway with our community partners to develop and launch a walk-in mental health clinic for adults in 2020/21.

# Patient & Caregiver Experience

In December 2019, PRHC received our highest-ever patient satisfaction score in response to our post-discharge phone survey:

**98% of patients said they  
“would definitely recommend  
PRHC to friends and family”**

This result highlights the excellent patient care that continues to be provided across PRHC, even as we work to address complex issues being seen across the healthcare system.

# Thank you.