



Annual Report 2023-24



We're Here

HDH HANOVER &
DISTRICT
HOSPITAL

BOARD CHAIR/CEO MESSAGE

Dear Community Members and Stakeholders,

As we reflect on the past year at Hanover and District Hospital (HDH), we are immensely proud of the unwavering dedication and exceptional service provided by our entire team. Our skilled physicians, compassionate nurses, and committed allied health care staff have consistently demonstrated their extraordinary ability to deliver outstanding care, especially when it is needed the most.

Rising to Challenges: Community Support and Service Excellence

In 2024, HDH faced significant challenges as regional pressures mounted due to the temporary closure of several local Emergency Departments. These closures posed a critical test to our capabilities and our commitment to the community we serve. Despite these challenges, we rose to the occasion, ensuring that our doors remained open and our services accessible to those in need. Our ability to adapt and respond swiftly to the increased demand is a testament to the resilience and dedication of our staff. Each member of our team has played an integral role in maintaining the high standards of care that our patients have come to expect and trust.

Celebrating a Century of Service

In August 2023, HDH celebrated a milestone: our 100 Year Anniversary. This momentous occasion was marked by a celebration that brought together our community and our partners to honour a century of dedicated service. HDH has been a pillar in the region for a century, and we are immensely proud to continue providing healthcare when our community needs it the most.

A Great Place to Work

We are also deeply committed to making HDH a great place to work. Our dedication to fostering a positive work environment is reflected in the results of our annual Work Life Pulse Survey. This year, an impressive 92.3% of our staff and 83% of our physicians rated HDH as

a good, very good, or excellent place to work. These outstanding results highlight our success in creating a supportive and fulfilling workplace where our team can thrive. We believe that when our team members are supported and valued, they are best equipped to provide the exceptional care that defines HDH.

Gratitude and Community Support

We extend our heartfelt thanks to the Hanover and District Hospital Foundation for their relentless fundraising efforts for much-needed equipment and for supporting physician recruitment. Your dedication is instrumental in helping us deliver high-quality care.

Thank you to our Patient and Family Advisors who provide the most helpful feedback around improvements that can be made for patients to have a great hospital experience. Your input is invaluable.

We also express our deep appreciation to the Hanover and District Hospital's Auxiliary for operating our beloved Gift Shop and supporting the hospital through various fundraising events aimed at purchasing essential equipment for our patients and staff.

Lastly, we want to thank our clinical volunteers who do so much to support patients daily in our patient care departments. Your commitment and compassion make a profound difference in the lives of those we serve.

Commitment to Excellence

We are grateful for the unwavering support of our community, whose trust and partnership enable us to fulfill our mission. Together, we will continue to meet and exceed the healthcare needs of our patients, even in the face of adversity.

Thank you for your continued support and confidence in HDH. We look forward to serving you with the same level of excellence and compassion in the years to come.

Tina Shier, Board Chair



Dana Howes, President & CEO



BETTER SERVING OUR COMMUNITY

Significant strides have been made in expanding and enhancing our services to better serve our patients and community.

INNOVATIONS IN DIAGNOSTIC IMAGING

To provide better access to diagnostic testing, we have expanded our hours of operation, ensuring more flexibility and convenience for our patients.

Additionally, we have enhanced our mammography program by adding tomography, a state-of-the-art technology that ensures the highest quality images. This advancement is part of our commitment to providing the best possible care and early detection services for our patients.

Our Echocardiogram program has also received high praise from Accreditation Canada, reflecting the outstanding quality and precision of our diagnostic services.

This recognition is a testament to the hard work and expertise of our Diagnostic Imaging team, who continuously strive to deliver top-tier care and service.

LABORATORY ON-SITE HOUR EXPANSION

Our Laboratory has transitioned to a 24/7 model to better serve our Emergency Department, Surgery Department, and Inpatient Units. The extended hours mean that lab results are now available more quickly, significantly enhancing clinical decision-making and patient care. This expansion underscores our commitment to providing timely and accurate diagnostic services, which are crucial in supporting effective treatment and improving patient outcomes.

HEALTH EQUITY INITIATIVES

Supporting diversity, equity, and inclusion - We will create a culture, working in partnership both internally and externally, to make recommendations and initiate strategies to remove barriers of accessing healthcare to enhance the patient and workplace experience



Reflection Room

Introducing the Reflection Room:

Accessible to all, it offers a serene and tranquil space for meditation, sacred rituals and relaxation. Families find solace during crises, while staff may recharge during a demanding day. At HDH, we're committed to wellness, providing spaces that nurture the mind, body and spirit.



Land Acknowledgment

The land acknowledgment was finalized this past year by the Health Equity Committee. The land acknowledgement emphasizes HDH's commitment to recognizing Indigenous lands and histories. More work is to be done and is currently being planned through the creation of an Indigenous Cultural Safety Plan coupled with ongoing education.



Ongoing Education for All Staff

Looking ahead, we are excited to expand our educational initiatives, incorporating specialized programs such as Rainbow Health Ontario. Additionally future education will also be provided to recognize the importance of Indigenous and Mennonite health perspectives. We hope to foster a healthcare environment that is truly equitable and inclusive for all.



CULTIVATING A CULTURE OF POSITIVITY

HDH is dedicated to fostering a culture that places our healthcare professionals at the forefront. We actively encourage open communication, provide ample opportunities for professional development, and maintain a work environment that values collaboration and respect. Our commitment to our team's well-being is reflected in the robust support systems we have in place, ensuring that every staff member feels valued and empowered to perform at their best.

Central to our efforts is the Wellness and Mental Health Committee, which plays a pivotal role in promoting a positive work atmosphere. This dynamic committee organizes a variety of events aimed at engaging and uplifting our staff, from wellness workshops and team-building activities to recognition programs that celebrate the exceptional care our team provides. By prioritizing mental health and fostering a sense of community, HDH ensures that our staff and physicians are not only supported in their roles but are also recognized and appreciated for their unwavering dedication to patient care. Through these initiatives, we aim to create a thriving, resilient workforce committed to the highest standards of exceptional care.



TEAMWORK IS OUR FOUNDATION

Teamwork is the cornerstone of our hospital's success. In all areas, every member collaborates seamlessly to provide exceptional care. Together, we tackle challenges, drawing on diverse skills and perspectives. Join our team, where your contribution matters, and together, we make a difference.

Welcome Dr. Tayler Bailey

Tayler Bailey grew up in Egbert Ontario as a small town country girl before completing her undergrad and Masters at the University of Guelph. She attended medical school in Ottawa before coming back home to complete

her residency and fellowship in rural Family Medicine at McMaster University. She stumbled on Hanover during her fellowship and never looked back. When not in the office, hospital or catching babies, she enjoys stretching her artistic muscles as a dancer, spending time with friends, catching the latest lacrosse or Jays game, figuring out what book to read next or being a dog mom to Spring (her Staffordshire/ Husky cross).



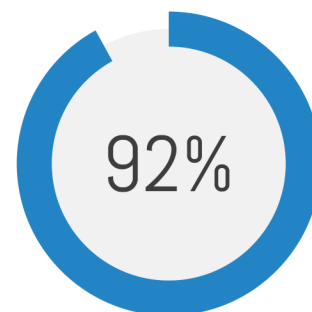
INVESTING IN OUR FUTURE

Clinical Extern Program

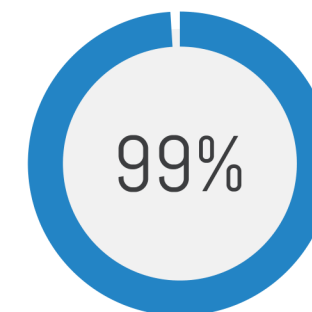
HDH is proud to participate in the provincial Enhanced Clinical Extern Program. Externs are clinical learners employed as unregulated health care workers under the direct supervision of a regulated health care provider. HDH has successfully on-boarded five nursing externs to support patient care. This program not only enhances our immediate care capabilities but also serves as a vital tool for recruiting and supporting future staff. The externs gain invaluable experience, and we, in turn, benefit from their fresh perspectives and enthusiasm.

High School Co-operative Education Students

Our commitment to nurturing the next generation of healthcare professionals is exemplified through our year-round co-op program. We welcome students from around the region into our hospital environment to gain invaluable hands-on experience by offering comprehensive exposure to healthcare as they rotate through various departments. This program is an important way to ensure a skilled and dedicated workforce for years to come.



92% of staff rated HDH positively as a great place to work!



99% of staff would recommend HDH to friends and family who require care



SUPPORTING OUR TEAM THROUGH EDUCATION

Shared Education Opportunities

HDH has been busy collaborating with community partners to bring education and training 'close to home'. This supports our strategic pillar of supporting our current and future health team.

HDH and Ontario Health (OH) have worked together to bring onsite a skills training day to provide hands on training specifically targeting High Acuity Low Occurrence (HALO) procedures. HDH has also utilized online, and in-person education provided by OH Clinical Educators to offer education for nurses working in the Emergency Department.

In collaboration with Maternal, Newborn, Child and Youth Network (MNCYN), a program was launched to equip the RPN team to assist during crises, focusing on post-partum and newborn care. This skillset was found to be a regional gap for RPN's and will now be taught at other hospitals in the Southwest Region.

Other recent collaborative partnerships include Brightshores Health System who provided local stroke education and the Hanover Family Health Team who worked with HDH to refresh education on the Medical Assistance in Dying (MAiD) process.



Investing in Internal Clinic Instructors

Investing in internal clinical instructors is crucial bringing education right to where our healthcare team is, removing the need to travel for training. Plus, it helps HDH use its budget efficiently by avoiding costs of off-site training.

Currently, HDH provides on-site instruction for Non-Violent Crisis Intervention (NVCI) Training, Basic Life Support (BLS), Advanced Cardiovascular Life Support (ACLS), Neonatal Resuscitation Program (NRP) and Pediatric Advance Life Support (PALS)

Overall, training internal instructors makes learning convenient, practical and cost-effective for everyone involved.

CONTINUING TO UPGRADE TO SUPPORT PATIENT CARE

We are always upgrading our equipment, technology and building to boost patient care. These innovations streamline processes and improve outcomes.



-  **DEFIBRILLATORS**
-  **TRANSPORT DEFIBRILLATORS**
-  **CHEMISTRY ANALYZER**
-  **STERILIZATION EQUIPMENT**
-  **REGISTRATION KIOSKS**
-  **MEDICAL/SURGICAL BEDS**
-  **DIALYSIS TREATMENT CHAIRS**
-  **HANDRAILS**
-  **HEMATOLOGY ANALYZER**
-  **ROOF REPLACEMENT**

HOSPITAL SNAPSHOT

95%

95% of patients received enough information about what to do if they were worried about their condition/treatment after they left the hospital.

95%

99% compliance was achieved on Hand Hygiene before and after patient contact.

95%

98% of reported patient/staff safety incidents were resolved and communicated within 30 days of submission.

19,934

Emergency Visits

3,277

Dialysis treatments

1,620

Surgeries

1,073

Admitted Patients

179

Births

109,791

Lab Tests

22,531

Diagnostic Tests

3,311

CT Scans

3,691

flex Clinic Visits

5,628

Outpatient Clinic Visits

ENSURING FINANCIAL SUSTAINABILITY

HOSPITAL FACTS

Global funding

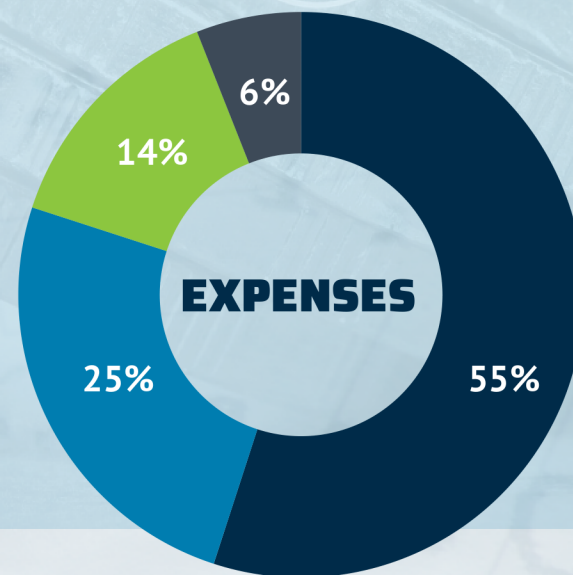
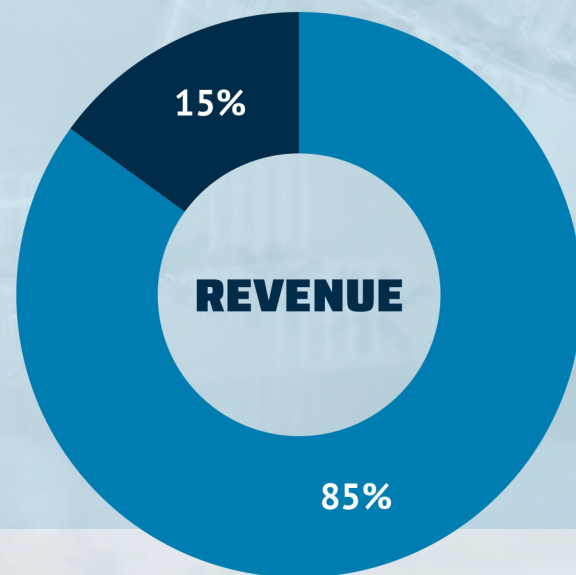
REVENUE

Ministry of Health Funding	\$22,251,710
Other	\$3,887,147
	\$26,138,857

EXPENSES

Salaries, Wages & Benefits	\$14,385,575
Medical Staff Remuneration	\$3,786,858
Amortization of Property & Equipment	\$1,506,249
Supplies & Other	\$6,456,062
	\$26,134,744

Surplus **\$4,113**



Rural hospitals like HDH are globally funded by the Ministry of Health. This means that HDH receives a global amount and it is our job to ensure we work within these dollars - no matter our volumes. Higher volumes do not result in more funding for patient care.

One Time Funding Opportunities are applied to when applicable to receive additional funding for certain areas but this funding isn't guaranteed year after year.

Ministry funding is not received for new/upgraded equipment and these items are bought through capital dollars which come from other revenue streams such as donations (foundation and auxiliary) and parking.

VIEW OUR FULL AUDITED FINANCIAL STATEMENTS ON OUR WEBSITE



100 YEARS OF EXCEPTIONAL CARE

A celebration occurred on August 23, 2023, to honour the 100th year of incorporation of the hospital. HDH felt much support at the event with many political, hospital and community partners in attendance. The HDH Auxiliary displayed a historical table and served guests refreshments, cake and popcorn. HDH also planted a tree along the fit trail to mark the occasion.

As we reflect back on the hospital's 100th anniversary celebration, we are reminded of the enduring commitment to exceptional care that has defined our organization throughout the decades. HDH has remained steadfast in its values of compassion, integrity and collaboration. As we honoured this significant milestone, surrounded by partners and the members of our community, we were reminded of the countless lives touched and transformed by the dedication of our staff and physicians and the unwavering support of our community.

