



ATIKOKAN

GENERAL HOSPITAL

2017-18 Annual Community Report



ATIKOKAN
GENERAL
HOSPITAL

• OUR MISSION •

Partnering to achieve continual improvement in health outcomes for Atikokan.

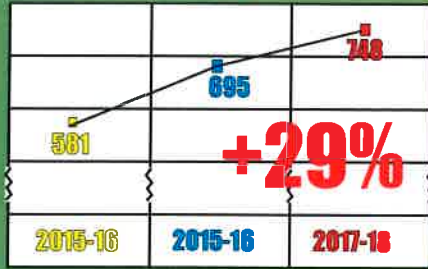
• OUR HOSPITAL VISION •

“A Healthy Community”

**Total savings:
300,000 km!**



**High
Tech
Success
Story**



During the past year, Atikokanites made use of the Ontario Tele-Health Network at AGH to see an out-of-town specialist 748 times, an increase of almost 30% in two years. OTN saved them about 300,000 km worth of trips to Thunder Bay!

Atikokan General Hospital is a fully accredited 41-bed facility. We offer emergency, acute care (including cardiac care), complex continuing care, long-term care, and a full range of diagnostic services. A team of rehabilitation therapists provide inpatient, outpatient and home care services.

Health care services are provided to all residents of Atikokan and the surrounding area and with a complement of over 100 employees, we serve approximately 6,000 out-patients on a yearly basis.

Atikokan General Hospital administers and operates community-based programs including mental health

counselling and addiction programs. Hospital services are complemented by our partners in healthcare at the Atikokan Family Health Team.

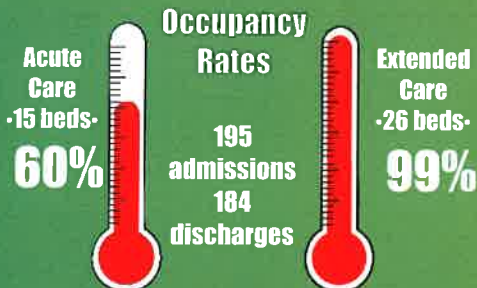
Our physicians provide 24-hour on-call coverage to the emergency department as well as medical direction and care for the patients and residents of the acute, chronic and long term care beds.



Stacey Wood, RN, with RPNs Corina Anderson and Gary Sportak

133,918 lbs

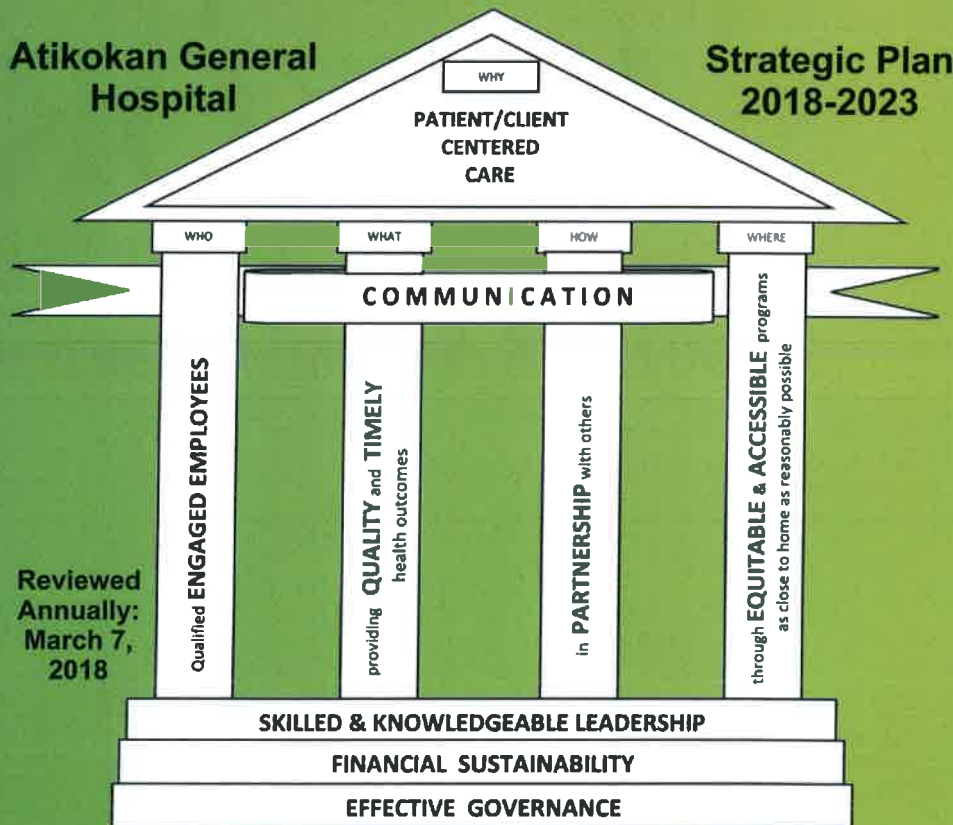
That is the total amount of laundry handled by AGH Housekeeping from April 1, 2017 to March 31, 2018. That's 2,575 lbs each week!



For acute care patients, the average length of stay has doubled in nine years: from 4.7 days in 2009 to 10.1 days in 2017.

Atikokan General Hospital

Strategic Plan 2018-2023



WHAT DO WE VALUE AT ATIKOKAN GENERAL HOSPITAL?

- Dignity • Compassion • Integrity • Creativity • Hospitality • Accountability • Learning and Growth

**Atikokan General
Hospital
Board of Directors
2018-19**

Seated:

**Sheron Suutari,
Karen Lusignan,
Marlene Davidson,
Chief of Staff**

Dr. Sara Van Der Loo

Standing:

**CEO Doug Moynihan,
Vice-chair Jeremy Dickson,
Chair Ed Enge,
Darcey Bailey,
Jeff Lehman,
Chief Financial Officer
Brent Harris**



Independent, Ingenious, Resourceful: Atikokan Delivers Healthcare with Spirit and Compassion



**Independent,
Ingenious,
Resourceful: Atikokan
delivers health care
with spirit and
compassion.**

**That's the headline on the eight panel
mural that graces the main hall into the
new acute care wing at Atikokan
General Hospital.**

**Using historical photographs and first-
hand accounts, the mural reflects the
spirit and personality of the community
AGH serves**

Report from the Ch

Come on Home

AGH was able to complete repatriations within two days

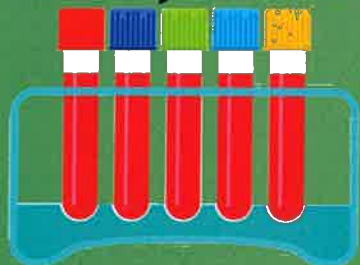
89% of the time. This exceeded our set target of 75% and enabled patients to convalesce closer to home.

Repatriation is when a patient from Atikokan is transferred here from another hospital, usually the Thunder Bay Regional Health Sciences Centre.



1,973 people came from the community to receive rehab services from our Physio-therapist or Occupational Therapist between April 1, 2017 and March 31, 2018.

181,334



That is the total number of blood tests conducted by the AGH medical lab during 2017-18. That is an average of almost 3,500 per week. The lab served 3,780 out-patients, in addition to the 200+ patients in hospital.

During the past year the Atikokan General Hospital (AGH) Board has continued to be guided in its decisions by the overarching principle of patient/client centered care, which is the purpose for the existence of our organization. We are also fortunate to have compassionate and qualified staff working together to provide the care needed to result in quality health outcomes for those in need of their services.

The new acute care facility was occupied last spring and rehabilitation/refreshment of long-term care spaces to current standards has been substantially completed. A community celebration event will be held within the next few months to recognize completion of this phase of construction. Meanwhile plans are underway to seek provincial government approval for engagement in the next phase which envisions a new emergency wing, possibly including relocated diagnostic imaging and laboratory services to provide better efficiency and increased patient privacy.



Meaghan Kerr, Amber Horricks

A year ago, acting on the advice of the Ontario Hospitals Association (OHA) and legal counsel, AGH amended our bylaws to be better positioned for the current and future legislative environment. Part of that change involved moving from an open membership structure to a closed membership for protection of the organization.

This has not seemed to have made much of a difference to the people of our community. Input and suggestions to the Board can still be provided through the local Patient & Family Advisory Council.



Michael Baxter

Another accomplishment to meet new legislative requirements was completion of an Executive Compensation Framework package which is posted publicly on the AGH website. It details a compensation structure for the



Kendall Coulson, Carol Coulson, Jackie Kerr

Chair of the AGH Board

CEO and Chief Nursing Officer. Over the past year the board has continued to participate in collaborative governance sessions with our health care partners both locally and within our district as we seek opportunities to improve service delivery with an emphasis on patients first. We have worked especially with the Atikokan Family Health Team Board to promote the concept of a local health hub potentially



Debbie Wiersema, Dianna White, Ruth Sportak

involving other providers associated with the Caregivers' Group. The idea is to coordinate service delivery such that there is a seamless transition for clients as they transfer from one agency to another for optimal care plans.

As we move forward into the next year we are busy preparing for the next accreditation review coming up in March 2019.

I would like to express appreciation to our volunteer board members for their dedication and professionalism in caring about ongoing health care in our community. They



Bonnie Clairmont, Bridget Davidson, Wendy Kempf, Liz Shine, Peter Kronenberg

have taken on the duties and fiduciary responsibilities for ensuring that the Corporation continues to meet or exceed all provincial and federal legislated requirements, that quality standards and health outcomes are being met and that the organization continues to be financially sustainable for providing the services needed by our community into the future.

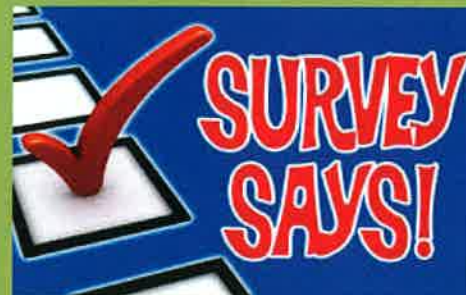
The Board continues to carry vacant positions despite efforts to recruit committed and qualified candidates. If you are seriously interested in becoming a part of an



Katrina Grainger, Robert Herrmann

essential and caring community board, please pick up an application package at the front office. Serving one's community in this manner can be a very satisfying experience.

Ed Enge, Chair
Atikokan General Hospital
Board of Directors



As part of our commitment to continuously improve the quality of the care we provide, we regularly survey our patients to learn about their experience in our hospital. Here is a summary of what we found.

Long Term Care

96% of residents responding to the Resident Experience Survey indicated they felt comfortable, safe and rated the level of care and services received as 'good' or 'excellent'.

Emergency Department

94% of patients responding to the ED Patient Experience Survey rated "the amount of courtesy and respect that was shown to them by the nursing staff" as 'good' or 'excellent'.

In-Patient

85% of patients responding to the Acute Care Patient Experience Survey indicated "the amount of opportunities given to participate in decisions about their care" as 'good' or 'excellent'.

Emergency Department

Total # of visits: 5,059
Average : 14 per day



Consistent hand-washing by health care providers is a proven way to prevent the spread of hospital-based infections. Studies at AGH show that providers here are hand washing in 97.7% of opportunities before patient contact, and in 96% of opportunities after patient contact. That's well ahead of provincial rates (88.5% and 91.5%). This commitment to hand-washing and other infection control measures have resulted in extremely low incidence of *C. difficile* and antibiotic resistant infections in AGH patients.



Dr. Sara Van Der Loo



Stacey Wood with ECW resident Ika Kalinic



Amy Zacharias, Kelly Taggart, Chelsea Anderson, Tanis Lavallee



Christine Grant, Ruth Sportak, Cyndy Ellek



Corina Anderson, Katrina Grainger



A new look

In 2017 the Diagnostic Imaging department served 2,333 patients: 1,429 visited for X-rays, 552 people received an ultrasound, and 352 patients received cardiac support (either through a holter monitor or an ECG). That works out to an average of 45 exams per week.



Jennifer Learning, Christine Grant, Wendy Kempf, Doug Moynihan, Bridget Davidson, Bonnie Clairmont, Tim Brown

Financial Summary

	2017-18	2016-17
Revenue		
Ministry of Health / LHIN Funding	\$7,841,396	\$7,743,069
Patient Revenue	701,461	703,376
Miscellaneous Recoveries	783,849	699,874
Amortization of Deferred Contributions	209,978	208,525
Other Programs	692,430	714,706
	<hr/>	<hr/>
	10,229,114	10,069,550
Expenses		
Compensation and Benefits	7,616,609	7,340,365
Supplies and Sundry	1,756,622	1,636,153
Drugs	89,375	89,599
Amortization of Equipment	304,007	292,627
Other Programs	692,430	694,114
	<hr/>	<hr/>
	10,459,043	10,052,858
Surplus/Deficit	-229,929	16,692
Amortization of Deferred Capital Contributions	309,760	97,139
Amortization of Building and Building Service Equipment	-429,817	-206,365
	<hr/>	<hr/>
Surplus/Deficit	<u><u>-\$349,986</u></u>	<u><u>-\$92,534</u></u>



Ontario asks long-term care facilities like AGH to track a number of measures as indicators of the quality of care. Two key ones are the frequency of falls by residents, and the development of pressure ulcers.

AGH scores very well on both counts.

On average, 15.8% of Ontario long-term care residents have fallen in the past thirty days. Among AGH long-term care residents, that figure was just 9.1% for the most recent reporting period.

And while 2.7% of Ontario long-term care residents developed a stage 2 to 4 pressure ulcer (or had one worsen to that stage), no AGH resident had such a pressure ulcer during the most recent reporting period.

Quality Improvement Plan

Atikokan General Hospital develops a Quality Improvement Plan each year, enlisting all managers, staff, and board members in developing appropriate targets for improvement, and in working to achieve them.

The Quality Improvement Plans are available at <http://aghospital.on.ca>.

The opening of the new acute care wing and the renovation of the long-term care unit were AGH's greatest QI achievement in 2017-18. The new acute care unit is designed to be both quality- and patient-focussed. Private rooms complete with fully accessible bathrooms provide patients and their families with the comfort and privacy they desire, while a new communication and monitoring system ensures staff are able to respond

and attend to patient needs in a timely and efficient manner.

The addition of an 'Airborne Infection Isolation Room' and a dedicated staff hand washing sink in each patient room aid in reducing the risk of infections, thus improving the health and safety of patients, staff, and visitors.

The project increased the number of beds in our long-term care unit to 26, while the number of acute care beds was reduced to 15 from 19.

The move into the new acute care wing and the renovated long-term care unit occurred in a very organized and seamless fashion, which would not have been possible without the dedication and cooperation of all AGH staff.



AGH was able to reduce the number of times after hours access was required to its pharmacy department by 80%.

This was achieved by reviewing and revising various processes as well as purchasing additional equipment. This resulted in improved medication security, patient safety, and adherence to the OCP (Ontario College of Pharmacists) guidelines.

AGH Foundation Annual Report

Community Counselling

AGH operates Community Counselling at the clinic building, and currently serves about one hundred Atikokanites with supports for dealing with mental health, addictions, and/or problem gambling issues.



AGH and the long-term care unit benefitted from the services of over 115 volunteers during the past year, doing everything from conducting birthday parties, helping with meals, staging a fashion show (AHS prom students), baking, leading a fish fry, reading to residents, and, like violinist Claire Poulin (above), providing live musical entertainment.

Hospital staff

AGH now employs 134 people, with a “healthy turnover” of staff. In 44 cases over the past year, staff moved to a new job within the hospital. (That includes promotions as well as lateral and inter-departmental moves.)

Greetings to everyone in our community,

What an exciting year AGH has had! The major redevelopment/redesign of our hospital is close to completion. The foundation is looking forward to a Grand Opening Celebration in the near future. When you see the date save it in your calendar, we want to show off what all your donations have done!

This past year our foundation received over \$100,000 in donations which enables us to continue to support AGH. So as always a “Big Thank You” goes out to all who have donated to the Foundation this past year.

As always our fundraising activities, Celebration of Friends, Today I'm Working for My Hospital, the Guardian Angel program, and A Taste of Atikokan were very successful. Also a special mention to the staff of AGH who raised \$2000.00 for the foundation via payroll deductions and in house events. Thank you AGH Employees!



Foundation chair Cheryl Fairbairn presents a cheque to CEO Doug Moynihhan to help fund the purchase of a vein viewer (in action, left), in December.

Two of the larger items that we were able to fund this year are a vein viewer \$20,062.00 and \$70,000.00 towards the purchase of the Vocera Communication Badge System which will improve safety for patients and safety and efficiency for staff. A system of this kind was one of the recommendations the hospital received from Ministry of Labour.

I encourage everyone to visit www.AGHospitalFoundation.org Our site has links to various programs and events, our blog, and hospital equipment needs. Also the ability to donate directly to the foundation by clicking the 'Donate Now' tab.

As always I like to quote our foundation mission statement- “To help support AGH in meeting the health care needs of the community by providing financial support for hospital medical equipment and/ or improvements to the facility”.

If you are interested in playing a part in the health and wellbeing of our community I invite you to join our foundation board. We would love to increase our members. Please talk to myself or any one of our members.

Wishing everyone a safe and healthy summer, see you all in September.

Cheryl Fairbairn
AGH Foundation Chair

AGH Foundation Board of Directors 2017 - 2018

Cheryl Fairbairn, Chair; Brent Harris, Executive Director; Kim Cross, Linda Lindsay, Shirley Rasinaho, Robin Johnson, Marlene Davidson



See the August 7, 2018 edition of the Atikokan Progress for a full listing of our 2017-18 donors