

# Compassionate Excellence

## Our 2015-2016 Report to the Community

It's simple, but we think it's powerful. We want to ensure that every patient's experience is the best it can be. That's compassionate excellence.

This past year, we took some time to reflect on who we are and what we do. We wanted to put into words how we care for our patients and each other. And we didn't do it alone. The process involved staff, physicians and volunteers, our Board, the Patient and Family Engagement Committee and the community at large.

We've come up with three short statements that exemplify the spirit of WDMH. In this year's Report to the Community, we are pleased to share them, as well as just a few of the accomplishments from the past year.

### We are here to care for our patients with compassion – close to home and with our partners.

- We've welcomed new staff, physicians, volunteers and students, including new family physicians, an obstetrician, new surgeons, a part-time internist, two family medicine residents, a new Chief Anesthetist, a new Chief of Staff and a new Chair of the WDMH Auxiliary.
- New programs include virtual mental health services via the Ontario Telemedicine Network and a satellite physiotherapy site in Embrun.
- We are leading the Upper Canada Health Link, caring for the most vulnerable patients in our region.
- We welcomed new health care partners in an expanded Community Care Building next door, offering more services close to home.
- A new flexible visiting policy allows families to be more involved in caring for their loved ones.

### We pursue excellence in all we do.

- Our quality and safety accomplishments include continuing to prevent blood clots, reducing the number of cancelled surgeries and improving our work in caring for seniors. A quality review program is improving surgical outcomes and a new teaching program is helping patients with lung disease.
- Two of our diagnostic imaging programs recently achieved full accreditation. Our Breast Care Program was honoured with an award from the Regional Cancer Program. And our childbirth team is involved in a three-year development program to improve quality and safety.
- Our new website helps support patients and families coming to WDMH, providing important information before they arrive.
- We are fiscally responsible, maintaining a balanced budget despite a funding freeze.

### We are one team.

- Our Patient and Family Engagement Committee continues to make a difference, providing the important patient's voice in everything we do.
- We are teaching the next generation of health care workers. This past year, over 250 students came to WDMH to learn.
- We were proud to be honoured with another healthy workplace award.

Thank you to the more than 600 staff, physicians and volunteers who demonstrate compassionate excellence every day. And thank you to our local communities for your ongoing support of WDMH.



### YES WE CAN!

WDMH volunteers get to work. Whether it's greeting visitors, making sales in the Gift Shoppe, doing office work or even hosting a plant sale to raise funds – they are here to help. Our volunteers truly make a difference and contributed more than 11,000 hours of service last year.

But that's not all. The Auxiliary recently fulfilled its commitment to raise \$250,000 for a portable x-ray machine. Now they've announced a new \$200,000 target for a general ultrasound machine.

Why not join them? The need for more volunteers always exists. Visit [www.wdmh.on.ca/volunteeratwdmh](http://www.wdmh.on.ca/volunteeratwdmh) or call 613-774-2422 ext. 6323 to get involved. ■



### The RIGHT TOOLS in the RIGHT HANDS

New equipment that helps screen for cancer. Stretchers to transport patients. Blood pressure monitors that provide vital information. Training tools for staff. These are just some of the 17 new pieces of hospital equipment that the WDMH Foundation was able to purchase this past year, thanks to the generosity of donors throughout our region. *And we can't thank you enough.*

Together, we are ensuring that health care is here for our families when they need it.

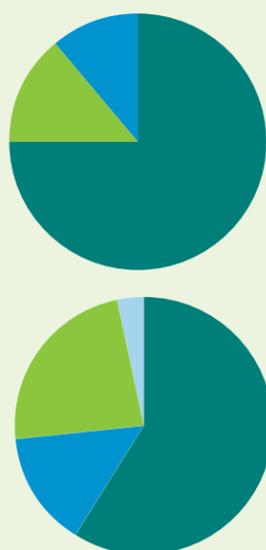
To find out how you can help, please visit [foundation.wdmh.on.ca](http://foundation.wdmh.on.ca) or call 613-774-2422 ext. 6169. ■



### BY THE NUMBERS

#### At a Glance

Emergency Visits .....	23,699
<b>Surgery</b>	
- Inpatient Procedures .....	416
- Day Surgery Procedures .....	4,090
Births .....	759
Diagnostic Imaging Procedures .....	38,764
<b>Cancer Care</b>	
- Mammograms .....	2,209
- Cancer Care Visits .....	2,440
- Colonoscopies .....	1,623
Ambulatory Care Visits .....	16,856
Staff .....	320
Appointed Staff (physicians, dentist, midwives) ...	168
Volunteers .....	201



#### Financial Snapshot:

April 1, 2015 to March 31, 2016

#### Revenue

■ MOHLTC global funding .....	\$27,884,346 (75%)
■ MOHLTC services funding .....	\$5,084,167 (14%)
■ Other revenue .....	\$4,120,561 (11%)
<b>TOTAL .....</b>	<b>\$37,089,074</b>

#### Expenses

■ Salaries and benefits .....	\$19,637,475 (53%)
■ Medical staff remuneration .....	\$4,670,891 (13%)
■ Supplies and drugs .....	\$11,427,613 (31%)
■ Other .....	\$1,116,702 (3%)
<b>TOTAL .....</b>	<b>\$36,852,681</b>

Keep in touch! To learn more about WDMH, visit our new website at [www.wdmh.on.ca](http://www.wdmh.on.ca). Don't forget to sign up for CONNECT, our e-newsletter. If you have ideas or comments, contact Cholly Boland, WDMH's CEO, at 613.774.1049 or [cboland@wdmh.on.ca](mailto:cboland@wdmh.on.ca).

566 Louise Street  
Winchester, Ontario K0C 2K0  
[information@wdmh.on.ca](mailto:information@wdmh.on.ca)  
[www.wdmh.on.ca](http://www.wdmh.on.ca)

