

# HÔPITAL NOTRE-DAME HOSPITAL (HEARST)

[www.ndh.on.ca](http://www.ndh.on.ca)

## ANNUAL REPORT

2017/2018



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# Report of the Board Chair and the Chief Executive Officer

**O**n behalf of the Board of Directors, staff, physicians and volunteers at Hôpital Notre-Dame Hospital (Hearst), it is with great pleasure that we present to you, in this 2017/2018 Annual Report, this year's numerous achievements.



The Hôpital Notre-Dame Hospital is a vibrant institution that constantly strives to excel. Whether regarding staff training, capital projects or innovation in the delivery of health care services, our team is always ready to meet the challenges. Overall, the Hôpital Notre-Dame Hospital's incomparable staff provides excellent health care to people in this small rural community in northern Ontario and its surrounding areas.

The past year was marked with a significant exercise in strategic thinking. With the support of the firm PACE and the *Centre régional de recherche et d'intervention en développement économique et communautaire (CRRIDEC)*, we adopted a procedure that made it possible to highlight not only the important strategic axes for our hospital and partners, but also to generate a consensus on the desired future for our organization.

Many patients, partners, citizens and employees participated by sharing their concerns and ideas and by informing us about what is working well or not so well in our hospital. One element that has surfaced clearly is the desire to have a hospital with a humanistic vision of health from which our new mission was derived: "working together to continually improve the quality of patient services".

The identification of current and future services is in part based on the three-year strategic plan which is comprised of four major axes:

## OUR PATIENTS

## OUR EMPLOYEES

## OUR PARTNERS

## OUR GROWTH

Providing quality care and clinical services that meet the needs of the population remains the priority of the Hôpital Notre-Dame Hospital. The management, the staff, the doctors and the volunteers did not hesitate to lend a hand toward the acquisition of a CT scanner. We hope to offer this service in 2019. It will surely improve access to diagnostic services for our rural and remote communities. In addition to being convenient for patients, a CT scan service located in our community will assist in the rapid diagnosis of a number of medical conditions and lead to early interventions that could save lives, reduce medical complications and improve the patients' quality of life.

## Report of the Board Chair and the Chief Executive Officer – cont.

We continue to work closely with our health partners, because we believe in the importance of continuity of care for our patients when they return to the community after hospitalization. The Hospital, the Nord-Aski Family Health Team and the Foyers des Pionniers Nursing Home presented the North East LHIN with a work plan for home care services in the Hearst region, whose goal is to create a new model for the delivery of home care services that will meet the needs of patients in the community.

The recruitment of physicians and health professionals is a priority for our hospital and our community. To provide the best health services to citizens in the surrounding areas, the hospital and the municipality work together.

We managed to maintain a balanced budget through the sale of services and expertise to other hospitals. However, the financial health of the Hospital remains at risk. We will always have to face the economic realities of our region as we align ourselves with the direction our government has identified, to ensure that we will be able to meet the health needs of the citizens of our community and the surrounding areas.

On March 18, 2018, we finally proceeded with the launch our new website at <http://www.ndh.on.ca/>.

Once again, we were able to count on the generosity of the members of the community who are always there when asked to donate to the Hôpital Notre-Dame Hospital Foundation. Thanks to these donations, many renovation projects were undertaken this year. With your help, the hospital and its Foundation are able to obtain state-of-the-art health care services that will continue to benefit our community.

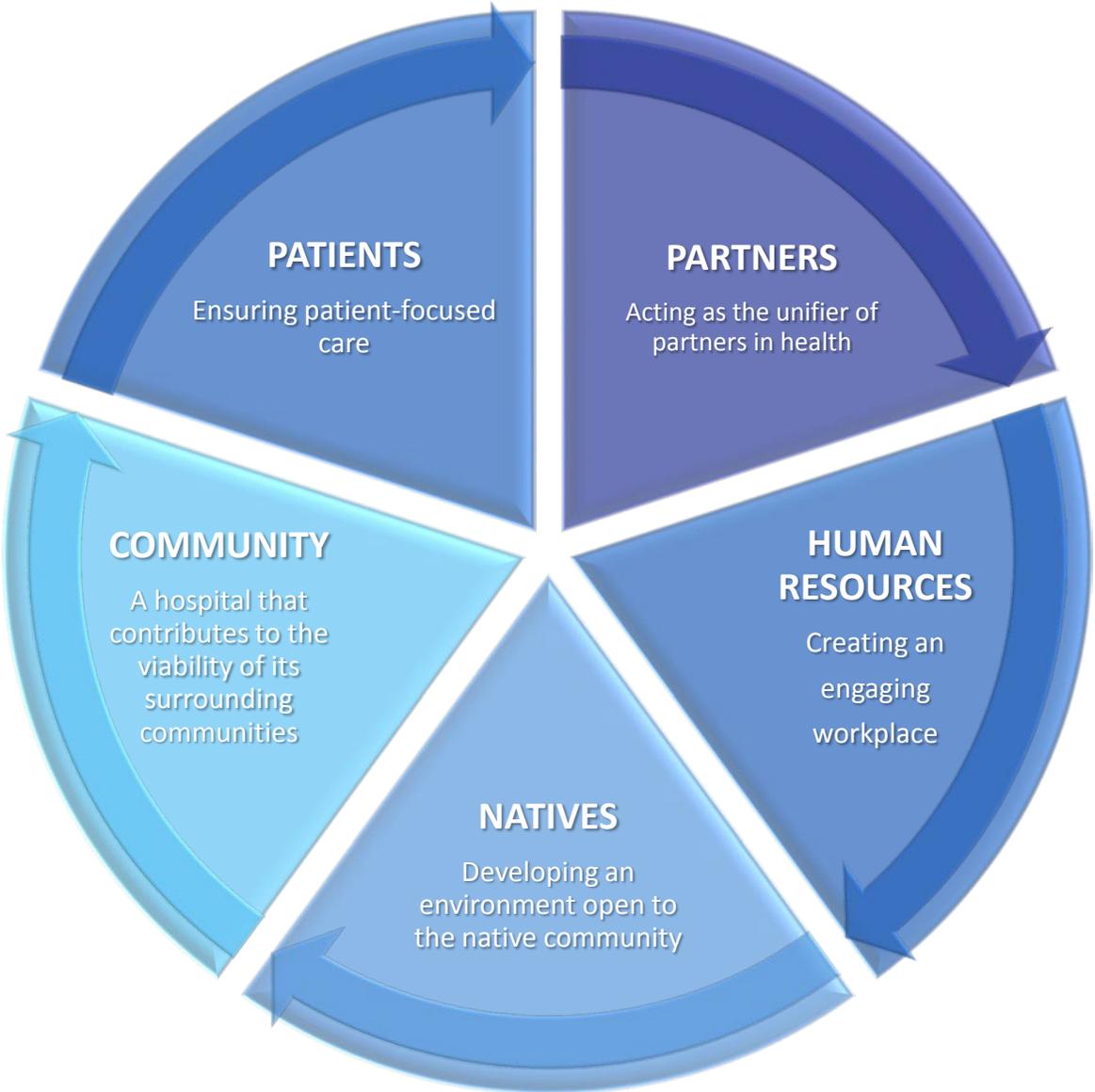
In closing, we would like to thank all the people who make the Hôpital Notre-Dame Hospital a warm and welcoming place for all our patients. To all the staff of the hospital and the team of doctors who generously agree to give, day after day, the best of themselves, to the Hospital's Board of Directors, to the Foundation's Board of Directors, to the members of the Auxiliary and to the numerous volunteers who donate countless hours of their time, I thank you so much from the bottom of my heart.

We are grateful and enthusiastic for your continued commitment to the operational excellence of our hospital.

# Strategic Axes

Hôpital Notre-Dame Hospital contributes to improving the health of our communities through a leadership rooted in partnerships.

HNDH ensures ongoing improvement of the quality of care and the clinical services performance through:



The efficient delivery of care requires that a series of strategic foundations be put in place such as:

- State-of-the-art infrastructures and technologies
- Financial sustainability

# Members of the Board of Directors 2017/2018



**Gilles Samson**  
Board Chair



**Suzanne Rheault**  
Vice President



**Maurice Tanguay**  
Treasurer



**Dr. Richard Claveau**  
Chief of Staff



**Dr. Lianne Gauvin**  
President – Medical Staff



**Lynda G. Morin**  
CEO/Secretary



**Nadia Boissonneault-Alary**



**Michel Brière**



**Marielle Carbonneau**



**Louise Gauthier-Brison**



**Elizabeth Howe**



**Gérard Proulx**



**Chantal Tessier**



**Tania Vaillancourt**

# Report from the Chief of Staff

**M**y third and final year as your chief of staff has been met with many challenges; however, this year has really confirmed that our working group of physicians are dedicated, supportive and more than ever, driven to serve Hôpital Notre-Dame Hospital and its communities to improve the health and welfare of all.

Our most exciting development has been the CT scan fundraiser, and its program development. Dr. Talbot-Lemaire is our lead physician for this project, but all involved physicians take this particular project to heart. Once the CT scan becomes functional, our level of care will be elevated, and the quality of services to an all-time high. Recruiting and retaining future physicians will also be easier, and all parties involved are giving their 100% in this endeavour.

We are as always working with the Northern Ontario School of Medicine (NOSM) and other medical schools to welcome learners, as education is a very high priority for our medical group. Hearst remains an excellent centre for teaching and I believe puts us on the map to ensure adequate future recruitment. We should be welcoming more physicians within the next year, as well as remaining hopeful for our local family medicine residents to return to our community.

In conclusion, the Medical Advisory Committee continues to strive to improve the medical services for our hospital, and with all of our visiting specialists, as well as all allied health professionals, the quality of services offered will continue to be above average.



# Report from the Hospital Auxiliary

**F**or the year 2017/2018, a total of 404 members of the Auxiliary, of which 45 are active, have contributed 3 125 hours to the Gift Shop. The money given to the hospital in recent years has been mostly for the purchase of patient care equipment. This year, we have completed payment of our donation toward the purchase of a piece of equipment which will allow surgeons to provide shoulder surgeries.

Our Open House held on November 12, 2017 has again attracted a large number of people. Faithful volunteers provided pastries to be sold. Great items were also on sale at the Gift Shop. Draw tickets for the Christmas stocking filled with lottery tickets were also available. Thanks to the overwhelming participation of the community, this fundraiser was once again very successful this year.

The Gift Shop continues to offer a variety of products thanks to acquisitions made by Ginette Cloutier-Larose. This January, Ginette attended the Gift Show held in Toronto. Dedicated volunteers ensure that the Gift Shop is able to maintain regular business hours for our shoppers. The profits from our Gift Shop are returned to the hospital in equipment donations.

Another source of funding is the sale of \$3 membership cards in the fall.

In April, our Regional Spring Conference was held in Cochrane. Dorothy Friske, HAAO Provincial President, also attended the conference.

In May, during Canada Health Day, grade-one students from the area went to the hospital for a guided tour organized by our Auxiliary with the excellent collaboration of the hospital staff.

Our Annual General Meeting was held on May 30, 2017. We took the opportunity to honour the volunteers who dedicate themselves to our association and who make sure that we can provide quality services. We highlighted the involvement of the following volunteers:

5 years – Rollande Beaulieu  
15 years – Denise Séguin

10 years – Stella Roy and Diane Poulin-Wilson  
30 years – Annette Proulx

In June 2017, a \$350 bursary was awarded to Geneviève Peck, a student from École secondaire catholique de Hearst who is pursuing post-secondary education in the healthcare field.



## Report from the Hospital Auxiliary (Cont.)

As tradition goes, we gave patients treats or flowers on special days such as Valentine's Day, Easter, Halloween and other holidays. We also offered Christmas gifts to the residents on the Long-Term Care Department at their Christmas party.

Hôpital Notre-Dame Hospital Auxiliary is doing well.

We thank all our volunteers, men and women, who are so dedicated and so generous with their time.

Special thank goes out to Lina Gosselin and Doris Saucier-Labrie for their valuable and much needed assistance. Thank you to all the staff for their work so vital to our job as volunteers.

To the hospital's Board members, know that your interest and support are sources of motivation for us.

Many thanks to those who give freely and generously.

Marielle Carbonneau, president

### Executive Committee of the Auxiliary for the Hôpital Notre-Dame Hospital (Hearst) 2017/2018

**President**  
**Vice President**  
**Secretary**  
**Treasurer**  
**Board of Directors Representative**  
**Gift Shop and Volunteer Services**  
**Young Volunteers**  
**Member Recruitment and Library**  
**Public Relations and Photography**  
**First Graders' Tour and Various Parties**

**Marielle Carbonneau**  
**Marcelle Bray**  
**Stella Roy**  
**Ginette Cloutier-Larose**  
**Marielle Carbonneau**  
**Angéline Lacroix**  
**Olive Côté**  
**Denise Séguin**  
**Marcelle Bray**  
**Nicole Blier**

	2017/18	2016/17	2015/16
<b>Number of patients admitted</b>	603	564	637
<b>Number of patient days – Acute Care</b>	6 669	6 396	5 514
<b>Number of patient days – Long Term Care</b>	7 572	7 655	7 582
<b>Births</b>	59	56	66
<b>Surgical procedures - inpatients</b>	73	75	64
<b>Surgical procedures - outpatients</b>	745	830	910
<b>Number of visits – Ambulatory Services:</b>			
• <b>Electrocardiograms</b>	1 853	2 031	1 920
• <b>Medical Imaging</b>	7 341	7 105	6 254
• <b>Laboratory</b>	12 864	13 334	14 185
• <b>Clinical Nutrition</b>	406	531	719
• <b>Physiotherapy</b>	5 500	4 583	5 197
• <b>Respiratory Therapy</b>	359	360	391
• <b>Emergency</b>	12 116	11 419	11 599
<b>Number of visits – Specialty Clinics</b>	5 119	5 134	5 013
<b>Number of ambulance calls</b>	918	1 002	1 113



# Summary Statement of Operations and Net Assets

**HÔPITAL NOTRE DAME HOSPITAL (HEARST)**  
**SUMMARY STATEMENT OF OPERATIONS AND NET ASSETS**  
**YEAR ENDED MARCH 31, 2018**

	Budget (Unaudited)	2018 Actual	2017 Actual
<b>REVENUES</b>			
North East LHIN	\$ 13,431,465	\$ 13,705,039	\$ 13,429,037
One-time funding	673,691	797,691	940,992
Cancer Care Ontario	280,000	214,452	278,117
Amortization of deferred capital contributions - equipment	140,654	160,624	161,420
Recoveries and miscellaneous	1,367,475	1,659,154	1,496,527
Patient related	524,500	531,175	519,335
Differential and co-payment	460,000	420,341	485,833
	<u>16,877,785</u>	<u>17,488,476</u>	<u>17,311,261</u>
<b>EXPENSES</b>			
Salaries and wages	9,066,252	9,256,412	8,817,629
Medical staff remuneration	703,671	674,153	709,462
Employee benefits	2,586,907	2,560,379	2,539,145
Supplies and other expenses	2,992,566	3,282,386	3,345,197
Drugs, medical and surgical supplies	818,000	914,123	869,988
Interest on long-term debt	20,000	18,200	19,871
Amortization of equipment	669,885	655,798	650,533
CLFN - Aging at home	20,504	18,224	16,598
Amortization of buildings, net	16,714	19,021	19,079
	<u>16,894,499</u>	<u>17,398,696</u>	<u>16,987,502</u>
<b>EXCESS OF REVENUES OVER EXPENSES (EXPENSES OVER REVENUES) BEFORE OTHER PROGRAMS</b>	<u>(16,714)</u>	<u>89,780</u>	<u>323,759</u>
<b>OTHER PROGRAMS</b>			
Revenues	1,891,850	1,167,921	1,852,381
Expenses	<u>(1,891,850)</u>	<u>(1,167,921)</u>	<u>(1,852,381)</u>
	-	-	-
<b>EXCESS OF REVENUES OVER EXPENSES (EXPENSES OVER REVENUES)</b>	<u>\$ (16,714)</u>	<u>89,780</u>	<u>323,759</u>
<b>NET ASSETS, BEGINNING OF YEAR</b>		<u>3,113,250</u>	<u>2,789,491</u>
<b>NET ASSETS, END OF YEAR</b>		<u>\$ 3,203,030</u>	<u>\$ 3,113,250</u>

# Summary Statement of Financial Position

## HÔPITAL NOTRE DAME HOSPITAL (HEARST)

### SUMMARY STATEMENT OF FINANCIAL POSITION

MARCH 31, 2018

	2018	2017
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash	\$ 3,433,306	\$ 3,950,855
Accounts receivable	1,036,579	819,933
Inventories	255,578	219,670
Prepaid expenses	193,179	163,000
	<u>4,918,642</u>	<u>5,153,458</u>
NOTES RECEIVABLE	68,666	81,128
INVESTMENTS	1,046,469	1,023,104
CAPITAL ASSETS	10,507,843	10,827,419
PROJECTS IN PROGRESS	164,973	48,067
	<u>\$ 16,706,593</u>	<u>\$ 17,133,176</u>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	\$ 2,665,663	\$ 3,235,382
Deferred revenues	544,742	411,760
Current portion of long-term debt	36,100	34,350
	<u>3,246,505</u>	<u>3,681,492</u>
DEFERRED CONTRIBUTIONS AND CAPITAL GRANTS	262,515	235,499
DEFERRED CAPITAL CONTRIBUTIONS	7,530,256	7,690,919
LONG-TERM DEBT	309,144	345,243
POST-EMPLOYMENT BENEFITS PAYABLE	2,155,143	2,066,773
	<u>13,503,563</u>	<u>14,019,926</u>
<b>NET ASSETS</b>		
INVESTED IN CAPITAL ASSETS	2,632,343	2,756,907
UNRESTRICTED SURPLUS	570,687	356,343
	<u>3,203,030</u>	<u>3,113,250</u>
	<u>\$ 16,706,593</u>	<u>\$ 17,133,176</u>

In light of this first year as President of the Foundation, I am pleased to share with you the successes achieved and, at the same time, introduce you to the Foundation's Board of Directors, which now has many new faces. The team includes Tammy Coulombe, vice president, Maryse Gauvin, treasurer, and Isabelle Sabourin, Félix Camiré, Véronique Dubé and Lynda G. Morin as members.

Things are never at a standstill at the Foundation, and one cannot help but notice that. The community is always there to lend a hand, and for that, I thank you. The Hôpital Notre-Dame Hospital is a meeting place for difficult moments as well as for wonderful moments. We come to it to receive treatments and to support family members and friends, but also to welcome the most beautiful gifts imaginable. I myself experienced such a beautiful moment this year, with the birth of my daughter. It's the kind of experience that makes you think and realize how lucky we are in Hearst to have a modern and welcoming hospital.

Those who know me know that I grew up hanging around the hospital because my father worked there. Even while living out of town for a short period, I have always kept that sense of belonging and the memory of warm and welcoming people who care deeply about the health and well-being of the community. I believe that the projects of the Foundation make everyone feel like that way. Here are a few examples of such projects: the first shoulder surgery procedures that took place thanks to a gift from the Auxiliary, the stays at the Salon Caisse Pop Lounge in the acute care department, the purchase of the PICC Line thanks to the Double Rink Tournament, and the medical instrument donations such as the Airvo2 from Mrs. Cécile Lehoux-Blais and the EMMA capnographs from Caisse populaire Alliance Hearst. These are comforting projects which reduce travel demands, increase patient care options at the hospital, and add a touch of warmth no matter what situation has brought us here at the hospital.

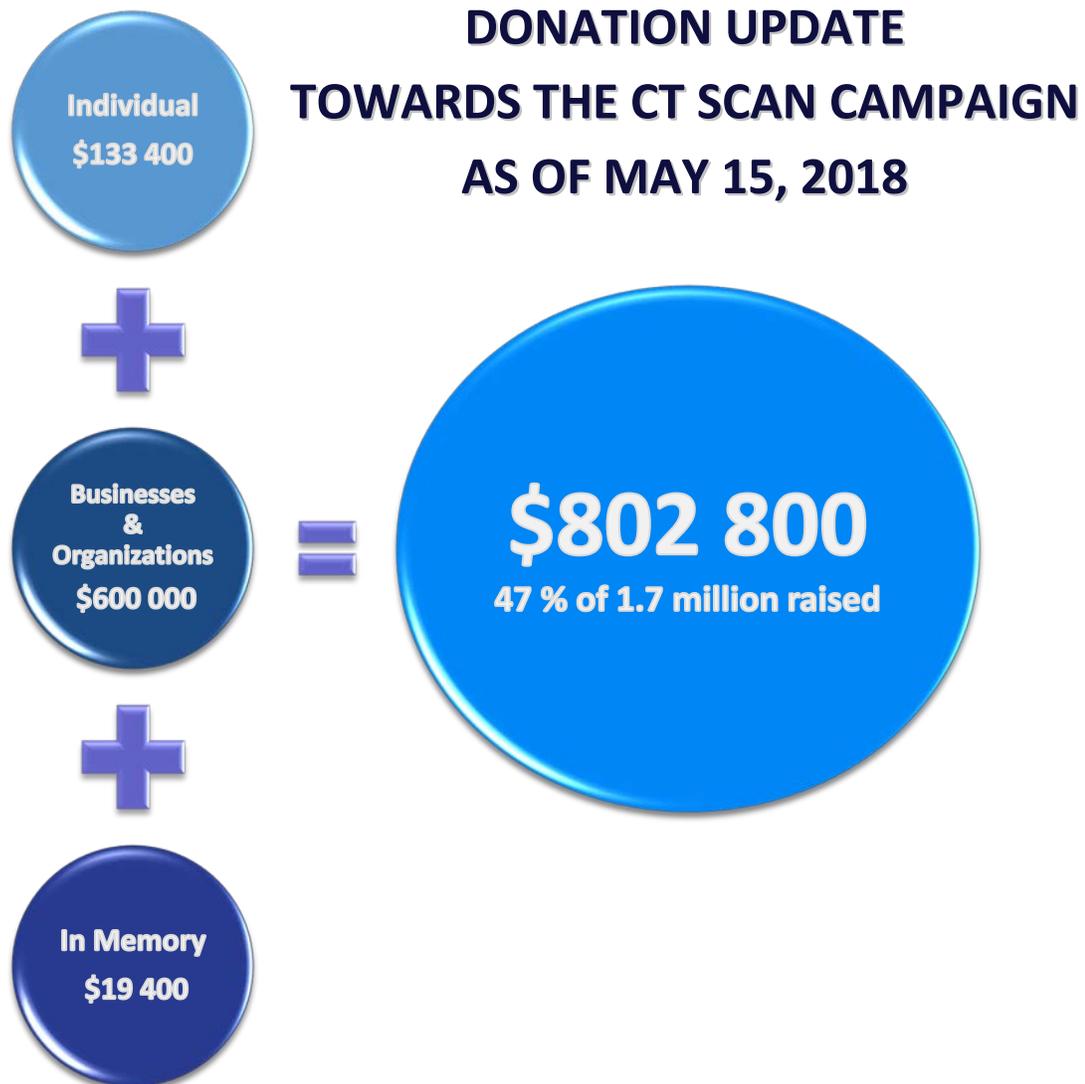
My report would not be complete without mentioning the CT Scan Project, a large-scale project that will save lives in the community. The Foundation's Board has a lot of work ahead, and is strong in heart, but that does not mean that it only has one focus. Its efforts will be focused on the CT Scanner, while continuing to move forward and work on other important projects for the benefit of the hospital and its patients.

Lastly, I would like to thank the Foundation coordinator, Marie-Josée Veilleux (without whom the wheels would stop turning as effectively as they do), the other members of the Board of Directors,



the Hôpital Notre-Dame Hospital team and, above all, the individuals and companies who donate time, money, expertise and consideration to the Foundation.

Joël Lauzon, president



# Report from the Foundation (Cont.)



Thanks!



Thanks!

