

Presentation to the Town of Caledon

May 17, 2022



Celebrating our Silver Anniversary 1997 to 2022



STRATEGIC DIRECTIONS

GETTING EVEN BETTER

- Relentlessly driving even higher levels of quality across our teams
- Investing in the continuous development and recognition of our people
- Continuously improving our facility and driving operational excellence

NOTHING ABOUT YOU, WITHOUT YOU

- Partnering with patients and families on what's most important to them
- Empowering individuals and teams to have more control over their work and work life
- Continuing to build the future of our hospital with our community

INTEGRATED CARE, CLOSE TO HOME

- Partnering to advance integrated systems of care in our community
- Improving the health of our community with our partners

SUPPORTS

MAKING EVERY DOLLAR COUNT FOR OUR PATIENTS & COMMUNITY

INNOVATION, RESEARCH & TECHNOLOGY

OUR VALUES

KINDNESS



PASSION



COURAGE



TEAMWORK



OUR PURPOSE

**ONE
COMMUNITY,
CARING
TOGETHER**



COVID-19 OPERATIONS

- Staffing and operating the COVID-19 Assessment Centre
- Extra cleaning and disinfecting
- Additional lab testing
- Patient transfers from other hospitals
- Staff redeployment
- Personal Protective Equipment sourcing and distribution



COVID-19 ACCOMPLISHMENTS (as of March 31, 2022)

- Over 33,000 COVID-19 Assessment Centre Visits
- Over 5,000 internal COVID-19 tests
- Opened 20 additional beds + staffing resources to support pandemic-related needs
- Staff vaccination clinic with Public Health
- New screening protocols
- Ramp down/up x3
- 100% PPE during pandemic
- COVID-19 financial tracker
- Assessment Centre booking system
- Enhanced communication
- Hired many new staff into new roles



THANK YOU TO OUR TEAM



COURAGE



PROGRESS OVER THE PAST YEAR - COMMUNITY CONNECTIONS

- Enhanced engagement with partners
- Regional Personal Protective Equipment hub continued
- Hills of Headwaters Collaborative Ontario Health Team progress
 - The team established the COVID-19 Vaccination Clinic in Bolton





PROGRESS OVER THE PAST YEAR - OUR PEOPLE



- Modified virtual environment was available for some teams
- Ongoing recruitment
- Standardized recruitment, scheduling and onboarding of new team members
- Built on our recognition activities to celebrate our people

HOSPITAL FOUNDATION & VOLUNTEERS



- Record year for fundraising with the Foundation raising over \$4 Million last year
- Auxiliary
 - Hospital volunteerism & Seconds Count Thrift Shop
- Patient Family Advisors
- TeleCheck
- Friendship Gardens
- Spiritual Care
- Board of Directors

PROGRESS OVER THE PAST YEAR - QUALITY

- Accreditation preparation - fall 2022/spring 2023
- Successful Laboratory Accreditation
- Patient lifts installed
- Improved our maintenance order system
- Meditech Expanse – Health Information System implementation – one patient, one record
 - Patient Portal to come!

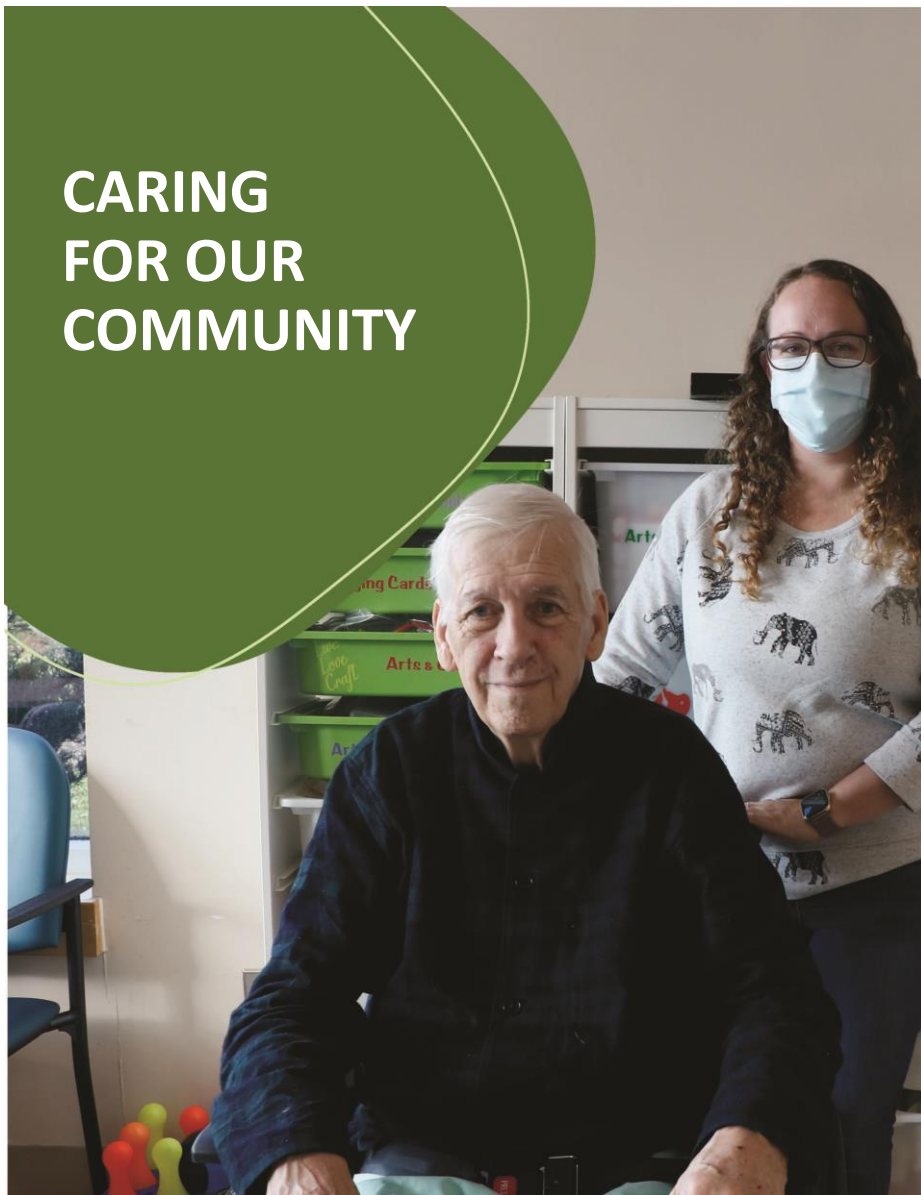


PROGRESS OVER THE PAST YEAR - FACILITY

- Building improvement plan
- Recognition signage
- Main Entrance redevelopment
- Ambulatory Care Hallway & Diagnostic Imaging Waiting Room
- Renovations due to aging infrastructure
- Emergency Dept. – behind the scenes renovations
- HEPA filters on nursing units
- Wayfinding strategy developed



CARING FOR OUR COMMUNITY



WHAT'S ON THE HORIZON

- Post pandemic recovery plans
- Continue to refocus and rebuild clinical programs – recruiting a new Vice President, Patient Experience and Clinical Nurse Executive
- Welcomed a new Vice President, People and Culture
- Build on our partnership with other hospitals and community partners – to provide a seamless integration of information



WHAT'S ON THE HORIZON – CONTINUED

- Resume looking at Hospital Improvement Plan opportunities
- Revisit planning for Emergency Department Renovations
- Accreditation preparation
- Recruiting for our team in all areas and celebrating our people





BE PART OF HEALTH CARE IN YOUR COMMUNITY

- Join our team
- Join our Patient Family Advisory Partnership
- Volunteer with us at the hospital, in the Friendship Gardens or in the community
- Participate with us at community events
- Donate to Headwaters Health Care Foundation at **hhcfoundation.com**

For more information:

Connect with us anytime by email at **info@headwatershealth.ca**, online at **headwatershealth.ca** or on social media at **@headwatershcc**

We are a partner in the Hills of Headwaters Collaborative, the Dufferin-Caledon Ontario Health Team. Learn more at **hillsofheadwaterscollaborative.ca**



KINDNESS

