

West Haldimand General Hospital Annual Report

2023-2024

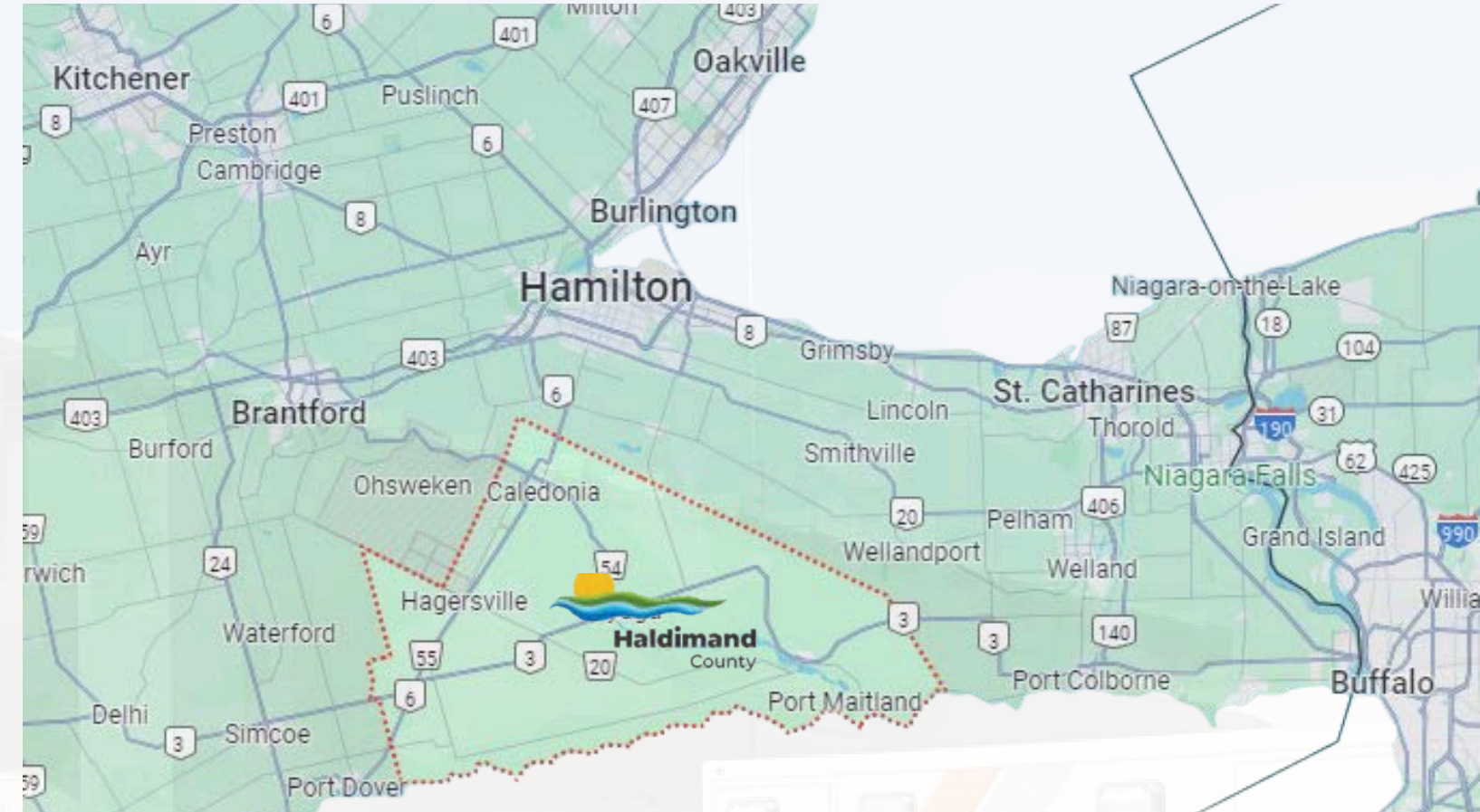


WEST HALDIMAND
GENERAL HOSPITAL



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Our Vision:

To ensure access to quality health care for everyone who enters our doors.



Our Mission:

The best rural hospital through partnerships and integration.



Our Values:

Innovation, Compassion, Accountability, Respect, Excellence

WHGH Land Acknowledgement Statement

In consultation with our partners from surrounding Indigenous communities, we have developed and are proud to share the following land statement:

As we gather, we are privileged to provide care on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation, Six Nations of the Grand River, and the traditional territory of the Haudenosaunee peoples.

We recognize the harmful laws and mistakes of the past, some of which still continue today.

Today, this land continues to be home to many First Nations, Inuit, and Metis, as well as non-Indigenous settlers from a variety of backgrounds. We strive to stand with all Indigenous people across Turtle Island, past, present, and future in promoting the wise stewardship of the land, and providing equitable care for all its peoples. We will continue to move forward in a spirit of peace, friendship and respect towards reconciliation and collaboration.

Our Commitment to Reconciliation

At West Haldimand General Hospital, we are deeply committed to the process of reconciliation with Indigenous Peoples. We recognize the historical and ongoing impact of systemic barriers and interpersonal racism experienced by First Nations, Inuit, and Métis Peoples in accessing healthcare.

We acknowledge the pain, loss, and displacement caused by the residential school system and offer our sincere apologies for the harm inflicted upon individuals, families, communities, and nations.

Our commitment is to foster an inclusive and culturally safe environment for Indigenous patients and their families. We will strive to continuously improve access to cultural supports, address systemic barriers, and promote understanding and empathy.

We understand that health and well-being encompass the emotional, physical, mental, and spiritual aspects of an individual, and we will honour and respect the traditional worldviews, knowledge, and practices of First Nations, Inuit, and Métis people for their health and wellness. We recognize the importance of traditional medicines and practices that have existed since time immemorial.

As an healthcare organization, we commit to increasing the cultural responsiveness and cultural safety training opportunities for all our staff. We are actively developing a comprehensive Indigenous Reconciliation Action Plan, scheduled for implementation in the near future. This plan will embody our dedication to meaningful reconciliation and actionable steps towards a more inclusive healthcare environment for Indigenous individuals.

We also commit to continuing to implement the Calls to Action outlined by the Truth and Reconciliation Commission of Canada, with a specific focus on those relevant to health and healthcare.

We understand that this is a journey towards justice, healing, and reconciliation, and we invite you to join us in creating an inclusive culture that respects and honours the experiences and contributions of all First Nations, Inuit, and Métis people.

The Statement of Commitment will be respected and honored for present and future generations.



A message from the Board Chair; the President and CEO and Chief of Staff

While the veil of the pandemic challenges slowly lifts, our hospital family has heartily taken the many obstacles that arose this past year. Always innovative, there has been no stopping the collaborative efforts of everyone to ensure that we provide safe, quality care to our patients, families and communities.

We would like to take this opportunity to express our heartfelt thanks and gratitude to WHGH’s exceptional staff, physicians, board members and volunteers. Their tireless efforts, compassion and dedication to providing patient centered care are the reason for our success.

In the fiscal year 2023/2024, the dedicated volunteers of the West Haldimand General Hospital Auxiliary contributed a remarkable total of 1,950 volunteer hours. Their unwavering commitment and hard work have been instrumental in enhancing the quality of care and support provided to our patients and staff.

This year the Hospital launched IDEA (Inclusion, Diversity, Equity and Anti-Racism) initiative.

This initiative reflects our unwavering commitment to fostering a workplace that celebrates and embraces the unique perspectives and contributions of every individual. This initiative is born out of a recognition of the critical importance of embracing diversity, fostering inclusion, and championing equity and anti-racism within our hospital. We deeply value the diverse backgrounds, cultures, and beliefs of our staff, physicians, volunteers, patients, and their families. We are committed to the principle that every person is entitled to work and receive care in a respectful, positive environment, free from all forms of discrimination, harassment, and exclusion. The IDEA Initiative will be a comprehensive and ongoing effort to promote diversity, equity, and inclusion at all levels of our organization.

During this past year, we have also had the opportunity to participate with system colleagues as we continue to evolve the GHHN and Haldimand Council. These strong partnerships are critical to moving toward an integrated system.

We are proud that WHGH has become a part of Choosing Wisely Canada as part of our strong commitment to reducing the use of unnecessary medical procedures, creating better efficiencies, optimizing health-care resources, and improving the quality and safety of patient care. Choosing Wisely Canada focuses on areas where evidence shows that a test, treatment or procedure provides little to no benefit to a patient, and encourages physicians and patients to have a healthy conversation about the topic.

WHGH recognizes the imperative of engaging in a journey of learning and reconciliation with Indigenous peoples. Our goal is to collaboratively address the Truth and Reconciliation Commission of Canada's Calls to Action, particularly those pertaining to health, while enhancing our organizational capacity to deliver culturally safe services and cultivate equitable relationships with Indigenous partners.

A message from the Board Chair; the President and CEO and Chief of Staff

While we have certainly made positive steps over the past few years, the need for a more deliberate approach and plan was identified as a need. To address this need, we are embarking on the development of a multi-year Indigenous Reconciliation Action Plan.

Our current strategic plan spanned from 2018-2023. As a result we have embarked on a transformative journey, in collaboration with NGH, through the development of a new strategic plan that will guide our efforts over the next 3 - 5 years. This strategic plan will serve as a roadmap, ensuring that our hospital continues to thrive and provide exceptional care to our community. While developing a strategic plan for any organization has always been an important activity – the last three years have demonstrated that any plan must be nimble and adaptable, grounded in partnerships across the broader health continuum, and focused on impact and sustainability. The new strategic plan is anticipated to be finalized in September of 2024.

At WHGH we have made remarkable progress in the replacement our obsolete IT infrastructure. This is critical in laying a robust foundation for our journey toward implementing a comprehensive electronic health record (EHR) system. Together, we are making great strides towards a future where technology enhances every aspect of patient care and hospital operations.

Like many health organizations nationwide and globally, WHGH faces ongoing challenges that affect our workforce, programs, and services. Our staff and physicians have demonstrated remarkable strength and adaptability, yet we continue to encounter issues such as our province's aging population and the global competition for healthcare professionals. In response, we are embracing innovative approaches to tackle these challenges head-on. The future will certainly be challenging but equally interesting and invigorating. As we look ahead, we will continue to build on our successes as we navigate health human resources challenges, funding uncertainties, and the changing landscape of healthcare.

WHGH is a tremendous asset to our community, thanks to the unwavering dedication and commitment of our exceptional staff, physicians, volunteers, leaders and trustees. We extend our thanks to the communities we serve for your unwavering support of WHGH.

As you read the following pages they signify not only our collective accomplishments from 2023 but also the innovation and dedication of our extraordinary team members. as well as the patient stories that illustrate the ways we support patients. Together, we have made an incredible impact on our patients and community and this report provides an opportunity to pause, reflect and celebrate the remarkable work of our team as we move forward toward a brighter tomorrow.

Julie Richardson
Board Chair

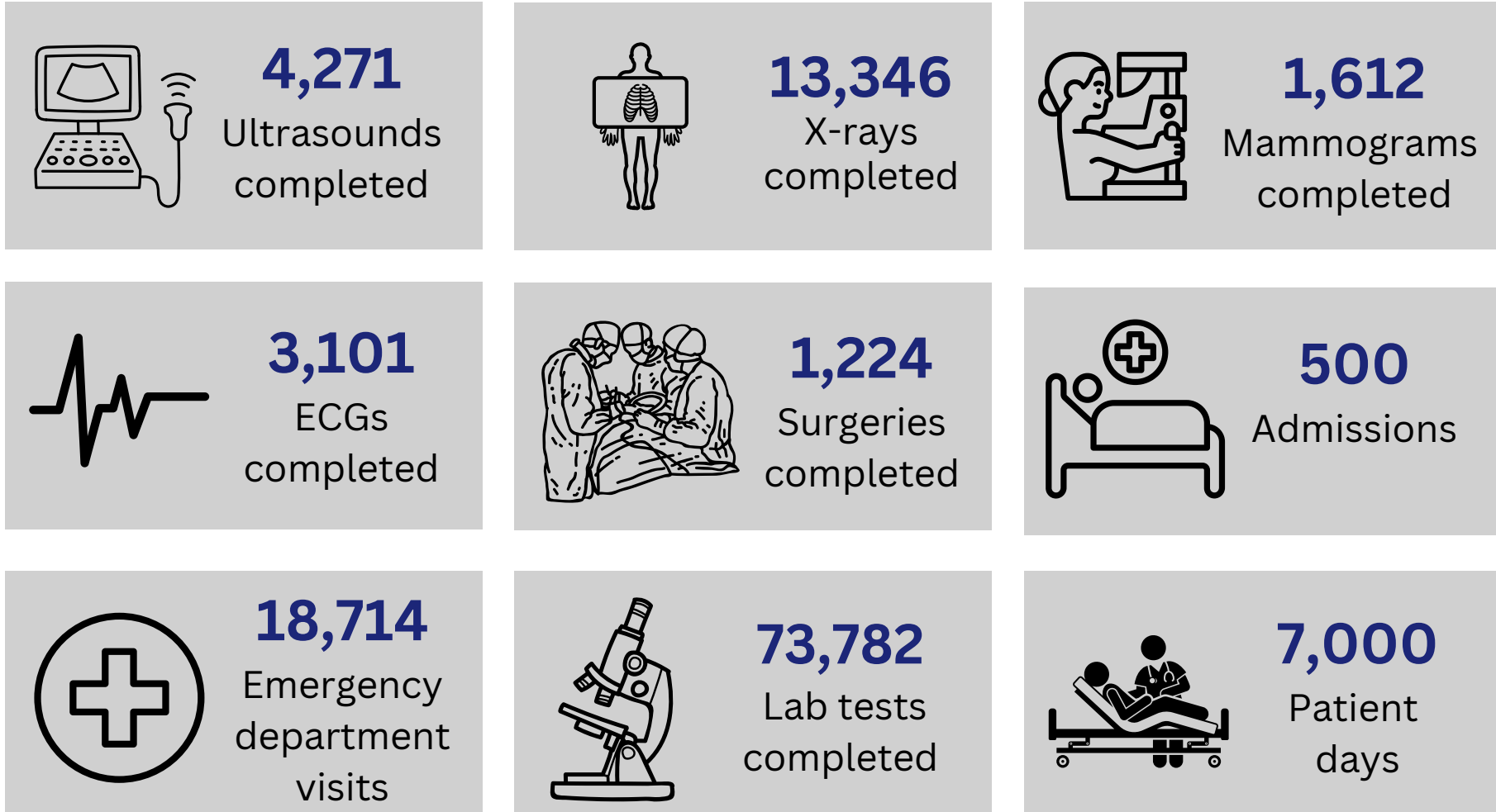
Todd Stepanuik
President and CEO

Dr. Robin Martin Godelie
Chief of Staff

Serving our patients and the community



In 2023-2024, WHGH saw increased activity in many key areas, including:





Corporate Profile

West Haldimand General Hospital (WHGH) is proud of its dedicated team of health care professionals who are focused on delivering safe and quality care to its patients, clients, families and communities. Located in Haldimand County, including the lands of the Mississaugas of the Credit First Nation and the Six Nations of the Grand River, we serve a vital role in the communities we serve.

WHGH is home to a dedicated team of about 292 staff, volunteers, and physicians. Together, we serve over 25,000 residents, making us one of the largest health providers and employers in the area. Our mission is to ensure access to quality health care for everyone who enters our doors.

We offer expertise in several areas including, 24/7 Emergency Department care, Day Surgery, Acute Care, Physiotherapy, Diagnostic Imaging and various specialty clinics. As a 23-bed hospital, we focus daily on improving the quality of care for the patient and family experience.

We are honoured with Accreditation with Exemplary Standing by Accreditation Canada, reflecting a 99.2% compliance rate with stringent standards. Achieving this distinction for the second consecutive time highlights our commitment to excellence.

As a major employer in Haldimand County, we are also a key center for training future health professionals. We work closely with educational institutions to provide hands-on training and development.

Since we opened in March 1964, and through subsequent expansions in 1967 and 1984, WHGH has grown significantly. We are fully accredited by the Canadian Council of Health Service Facilities, ensuring we meet the highest standards of health care delivery.

200+
Employees

80+
Physicians

50+
Volunteers

2023-2024 HIGHLIGHTS: CRITICAL ACTION PRIORITIES & INITIATIVES

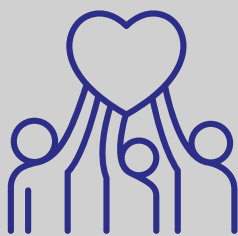
Our work to improve the health care system in Haldimand County is guided by three critical action priorities that align with our strategic plan. We recognize that there is always more work to be done, but we are proud of the significant progress achieved in 2023-2024 within these three areas of focus:



Improving **ACCESS** to health care, specifically surgery services, emergency care, and primary care services



RETENTION and **RECRUITMENT** of physicians, nurses and staff



Community **ENGAGEMENT** and creating a positive patient **EXPERIENCE**



During the 2023-2024 fiscal year, we advanced more than

10+
KEY PROJECTS

These were initiated to improve access to services, patient flow, patient experience, and the retention and recruitment of health care workers.

Over the following pages, we are excited to share further details about the progress made within each critical action priority area.



Priority area #1 **ACCESS TO SERVICES**

Primary Care Initiatives

WHGH is dedicated to making primary and urgent care accessible, timely, and convenient for everyone in Haldimand County.

By rethinking how we deliver primary health care and using a team approach, we provide efficient, coordinated, and sustainable services to best meet the needs of our community. This method not only benefits the community but also makes WHGH more attractive to physicians, helping us retain and recruit top talent.

Improving Access to Diagnostic Imaging

In 2023-2024, our Diagnostic Imaging Department had a very productive year. We handled our highest volume of patients ever, with over 22,460 examinations performed. X-ray services continue to grow, driven by emergency and outpatient needs. Our breast screening program saw the most significant increase, with growth expected to continue as the Ontario Breast Screening Program now includes women from age 40.

We renovated our clerical office, the department's scheduling hub, and improved urgent exam reporting with Real Time Radiology. We've also partnered with the Juravinski Group for timely breast biopsies and hired new casual staff who have positively impacted our team.



Enhancing CT Services for our patients through partnership

In 2023-2024, we partnered with Norfolk General Hospital to improve access to CT services for our patients. Starting February 12, 2024, West Haldimand General Hospital (WHGH) patients can receive after-hours CT scans at NGH without needing additional approval. This change streamlines the process, making it easier for both hospitals to serve patients efficiently.

Under this valued partnership, WHGH patients remain under the care of their main physician while getting their CT scans at NGH. This ensures a smooth and coordinated experience, enhancing patient care and accessibility.

Improving Alternate Level of Care (ALC) Rates

Our Inpatient Unit (IPU) achieved a 43% decrease in Alternate Level of Care (ALC) rates this year, thanks to the ongoing efforts of our Discharge Planner, Jakki Accadia. Jakki supports patients and families during difficult times, particularly in Haldimand County, which lacks sufficient services and care options.

ALC rates are crucial because beds occupied by ALC patients are unavailable to others needing specialized care. By lowering ALC rates, we ensure more beds are available for those who need them. Jakki's strong relationships with community partners and her collaboration with Home & Community Care Support Services staff have made this possible.



Priority area #1 ACCESS TO SERVICES

WHGH Enhances Emergency Care with Pediatric Tele-Resuscitation Program

WHGH is proud to partner with McMaster Children's Hospital (MCH) in the Pediatric Tele-Resuscitation Program. This program connects MCH's emergency department with community hospitals using two-way, hands-free videoconferencing. Through video chat, MCH experts provide resuscitation support while observing the patient and WHGH's emergency health care providers. This partnership ensures that WHGH has immediate access to pediatric experts when children need it most, enhancing the quality of emergency care for our youngest patients.



Improving Access to Physical Therapists

In 2023-2024, we onboarded two new physical therapists to enhance patient care. Nada Janjic, a part-time therapist with over 40 years of acute hospital experience, and Patricia Mendoza, a full-time therapist with over 20 years in the industry, joined our team.

Our therapists are dedicated to improving movement, reducing pain, and enhancing the quality of life for patients with various conditions. They support patients through all phases of healing, from initial diagnosis to recovery, ensuring comprehensive care and preventing further injury or disability.



Priority area #2 RECRUITMENT AND RETENTION

Recruitment Initiatives

West Haldimand General Hospital's (WHGH) HR team continued its proactive and innovative approach to recruitment over the past year, to recruit healthcare professionals to our hospital. In addition to adding new recruitment platforms, we also attended a wide variety of job fairs. WHGH has seen an improvement in staffing levels and has been successful in recruiting across the hospital. The hospital currently enjoys a low vacancy rate of 7.14%, which continues to be below the Ontario Hospital Association average for all Hospitals.

While some positions require experience, there are exciting opportunities available for new graduates of RN, RPN, MLT and MRT programs, and we encourage students to apply. We also offer excellent placement opportunities to students studying for careers in healthcare. WHGH actively works to make job offers to students participating in placements at our Hospital. The recruitment team gives priority to our students over external candidates.

At WHGH, we know that excellence in patient care is achieved through talented and dedicated employees. We take pride in our teams and are committed to providing safe and healthy work environments to support, inspire and develop our employees.



Join our team today!

Whether you are a physician, a nurse or a professional in another field, or a resident or a student, WHGH will provide you with the opportunity to make a positive difference in the lives of the patients we serve by working for an organization that you can feel proud of.

Interested? Please email hrrecruit@whgh.ca with your contact information, and we will be happy to schedule a time to chat about this opportunity and the advantages of living and working in Haldimand County!

Inclusion, Diversity, Equity and Anti-Racism (IDEA)

We believe it's important that everyone who enters our facilities feels valued, safe, and cared for. We strive to treat one another with dignity, respect, and compassion, reflecting our commitment to equity, diversity, inclusion, and safety. This aligns with our Inclusion, Diversity, Equity, and Anti-Racism (IDEA) initiative, proudly introduced in December 2023.





Priority area #2 **RECRUITMENT AND RETENTION**

The IDEA initiative shows our dedication to honouring and embracing the unique perspectives and contributions of every individual. With a diverse team, we believe in creating an inclusive and welcoming work environment where everyone feels valued and respected.

Our efforts include providing training and education, implementing policies, and ensuring everyone feels heard and understood. As part of this commitment, we have also become an employer partner of the Canadian Centre for Diversity and Inclusion (CCDI), a national charity dedicated to building a more inclusive Canada.

Inspire, Hire, Train, Retain (IHTR) Initiative

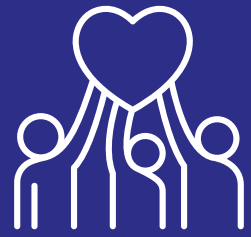
We are participating with a small group of hospitals, in a pilot project, entitled “Inspire, Hire, Train, Retain (IHTR): We are co-designing resources with and for Ontario healthcare organizations to create equitable opportunities in the labour market in a sector experiencing labour shortages (healthcare) to increase employment of individuals with disabilities.

The goal is to prepare healthcare managers to hire, engage and retain workers with disabilities by increasing knowledge on accessibility and confidence for inclusion. This initiative is being led by Holland Bloorview Kids Rehabilitation Hospital, with funding from the Government of Ontario EnAbling Change funding envelope.

Wellness & Wellbeing

We launched our Wellness & Wellbeing Committee in March 2023, following hosting of employee focus groups and an employee survey to determine the specific direction of the committee which was charged with promoting the health and well-being of our employees. The Committee is responsible for developing initiatives and programs that promote physical, emotional, and mental well-being in the workplace. These initiatives are tailored to the unique needs of our staff and are an integral part of our overall approach to employee wellness.

This committee, made up of staff from across the hospital and supported by our Chief Human Resources Officer, spearheaded a Wellness Week which included group walks, massages, mini ergonomic assessments, wellness information sessions hosted by Homewood Health, random acts of kindness, group walks and self care. The Committee has also established Wellness Wednesdays, which dedicates a Wednesday every month to a different wellness strategy and incorporates fun events for staff to participate in as part of that month’s topic. Topics for Wellness Wednesdays have included: Hydration, Relaxation, Mental Health, Step Challenge, etc.



Priority area #3 **COMMUNITY ENGAGEMENT AND PATIENT EXPERIENCE INITIATIVES**

Transforming health care through innovation

The healthcare environment is continuously evolving, and at West Haldimand General Hospital, we are proactive in adapting to these changes to enhance the care we provide to our patients, clients, and their families.

As a dedicated local health organization, we are integrating cutting-edge technologies and forward-thinking strategies to elevate patient outcomes, expand access to healthcare, and increase operational efficiencies.

Innovation stands at the core of our strategy to overcome the challenges facing our healthcare system. We employ advanced technology to refine employee training, enhance surgical techniques, and optimize the flow of patient care. Furthermore, we are actively developing new methods to engage our staff and to attract top-tier professionals and physicians.

Embracing innovation is crucial as we focus on our key priorities. We remain steadfast in our commitment to expand upon our existing initiatives and to explore innovative solutions that will continue to advance and reshape our healthcare services.

Advancing Information Technology Enhancements

At West Haldimand General Hospital, we've made great strides in updating our old IT systems. By investing in new technology, we're improving every part of patient care and hospital operations. This means better patient safety and higher quality care.

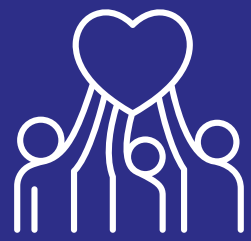


We're also very committed to cybersecurity. We've added stronger controls, provided cyber awareness training, improved asset management, detected data leaks, and increased vulnerability scanning and prevention efforts. These advancements help ensure our patients receive the best care possible in a safe and secure environment.

Transforming Diagnostic Imaging Services

We have formed a partnership with Hamilton Health Sciences, St. Joseph's Hamilton, and Norfolk General Hospital to integrate into the Citywide Picture Archive Communication System (PACS), scheduled for launch in the fall of 2024. This collaborative system empowers our radiologists to access imaging from interconnected sites, streamlining the retrieval of past images and alleviating the burden on our administrative staff. This advancement will lead to expedited report completions and enable radiologists to provide remote assistance during mammography exams, reducing the volume of exams requiring interpretation on breast assessment days.





Priority area #3

COMMUNITY ENGAGEMENT AND PATIENT EXPERIENCE INITIATIVES

Our Journey Towards a New Electronic Health Record (EHR) System

At West Haldimand General Hospital, we are in the planning stages of implementing a new, comprehensive electronic health record (EHR) system to enhance patient care and safety. This modern system will replace multiple old systems, putting all patient information in one place.

With the new EHR, patients won't need to repeat their health history at each visit. Their information will be recorded once and updated as needed, giving all care team members instant access to the same data. This will help us make safe and informed care decisions quickly.

Know your health care options boosts awareness of non-urgent care choices

Originally launched in 2021, West Haldimand General Hospital's Know your health care options, initiative has seen tangible success as an effective informational tool to help minimize overcrowding in our emergency department, as more people in Haldimand County are informed about other resources to access the health care services they need for non-urgent care. The initiative shares information and helpful resources, directing patients toward options such as www.urgentcareontario.ca after-hours clinics, pharmacies, and Health 811. Integrated communications campaigns and tactics are used to share information about the most appropriate care for patients and their health care needs.



Engaging with our communities

Collaborating with our communities, we aim to tackle challenges together and involve the residents of Haldimand County in the healthcare decisions that affect them the most. This involves exploring innovative approaches to foster meaningful conversations with our patients, clients, and communities.

Working together with our Foundation and Volunteers

We take great pride in partnering with our foundation and our dedicated volunteers who play a vital role in improving care and services for our patients, clients, and families. Additionally, their support extends to promoting the health and well-being of our healthcare workers at WHGH. This collaboration is crucial for advancing WHGH's healthcare system.



OUR VOLUNTEERS

In the fiscal year 2023/2024, the dedicated volunteers of the West Haldimand General Hospital Auxiliary contributed a remarkable total of 1,950 volunteer hours. Their unwavering commitment and hard work have been instrumental in enhancing the quality of care and support provided to our patients and staff.

The Auxiliary's fundraising efforts have been exceptionally successful this year, with a total of \$65,105.00 donated to the hospital. This generous financial support has enabled us to make significant improvements and acquisitions that directly benefit patient care and hospital operations.

Since its inception in 1964, the Auxiliary has raised an impressive total of \$1,477,000. This long-standing tradition of philanthropy underscores the vital role the Auxiliary plays in our hospital community.

The Auxiliary has organized various successful fundraising events, including:

Christmas Cookie Walk (2023): This event was particularly successful, generating \$783 and selling out in just 11 minutes!



Monthly Soup and Chili Sales: Held on a regular basis, these events feature homemade soups and chili, contributing to consistent fundraising efforts.

Basket Draws: These draws involve raffling off themed baskets filled with various items, which have proven to be popular among participants.



OUR VOLUNTEERS

H.E.L.P.P Nevada Tickets: The sale of these tickets is another way the Auxiliary raises funds, adding to their diverse fundraising strategies.

These activities not only generate funds but also foster community involvement and support.

Currently, the Auxiliary is supported by a dedicated group of volunteers who tirelessly work to support the hospital's needs. Their efforts are deeply appreciated and vital to our ongoing success.

Celebrating our volunteers:

Thanks to the funds raised, the Auxiliary was able to purchase several key pieces of equipment for the hospital, including:

- High back chairs for patient comfort for our IPU
- Ergonomic chairs for the nursing station to improve staff well-being
- A Nellar SP02 model for the TM 80 (adds capabilities to telemetry)
- Four crash carts for emergency preparedness
- A Panoptic ophthalmoscope and portable otoscope for versatile mobile diagnostics

These acquisitions have greatly enhanced our hospital's ability to provide top-notch medical care and support to our patients.



The West Haldimand General Hospital Auxiliary's contributions in the fiscal year 2023/2024 have been outstanding!

Their dedication and generosity continue to make a profound impact on our hospital, ensuring that we can offer the best possible care to our community. We extend our heartfelt gratitude to all the volunteers and supporters who make these achievements possible.





WHGH 2023-2024 Accomplishments



In 2023, 2024, WHGH partnered with McMaster Children's Hospital (MCH) in the Pediatric Tele-Resuscitation Program. This program connects MCH's emergency department with community hospitals using two-way, hands-free videoconferencing. Through video chat, MCH experts provide resuscitation support while observing the patient and NGH's emergency health care providers. This partnership ensures that WHGH has immediate access to pediatric experts when children need it most, enhancing the quality of emergency care for our youngest patients.



West Haldimand General Hospital (WHGH) has partnered with Maawdoo Maajaamin Child Care in Hagersville to provide temporary shelter for children and staff in case they need to evacuate their space.

Maawdoo Maajaamin Child Care is the only Indigenous-led childcare program in Haldimand-Norfolk.



In April 2024, West Haldimand General Hospital and its Foundation celebrated a monumental milestone. The Foundation received its largest single donation ever—\$1,448,767.95. This historic gift was made possible through the Hagersville Catch the Ace Draw, which took place over 45 weeks.



WHGH held its annual Quality Award of Excellence ceremony on December 7, 2023, at the Royal Canadian Legion in Hagersville. The event honored staff for their dedication to patient care and teamwork.

Ian Mitchell, a member of WHGH's maintenance team, received the Quality Award of Excellence for his commitment to safety, accountability, and pride in his work. Recipients of this award are nominated by their colleagues.



West Haldimand General Hospital's Food Services Team received the 2023 Quality Award. This team, responsible for preparing nutritious meals for patients and staff, was honored for their unwavering commitment to quality.



Our COVID, Cold, and Flu Care Clinic (CCFCC) closed on June 30, 2023, due to the decreased prevalence of COVID-19 in the region.

WHGH's first COVID-19 Assessment Centre opened on March 16, 2020, and expanded in December 2022 to assess both adults and children for flu-like illnesses. WHGH is grateful to the COVID-19 Assessment Centre and CCFCC team for their dedication in providing tests to the community throughout the pandemic.



WHGH 2023-2024 Accomplishments



The hospital's senior leadership team once again held several staff appreciation lunches to recognize staff and physicians for their efforts to keep our patients, their families and the community safe over the past year. WHGH also hosted several Wellness and Wellbeing programs, initiatives and events that support a healthy lifestyle and create a healthy environment in which we live and work.



WHGH partnered with 17 other Community and Hospital Physician Recruitment Specialists to establish (SOPRA) in 2023. SOPRA reaches a broader network of international medical students, residents, and physicians across countries like the US, UK, and Australia. 40% of medical learners studying overseas are Canadians. The partnership with SOPRA remains crucial for securing talent and expertise to address healthcare challenges in our community.



WHGH is dedicated to fostering an environment where every individual finds their place, feels a sense of belonging and experiences inclusion. To advance these goals, WHGH has established a Inclusion, Diversity, Equity, and Anti-Racism (IDEA) strategy and framework. During 2024-2025, we will focus on initiatives around training and mentorship. Staff members will actively participate in mandatory IDEA training, educational events, employee resource groups and awareness programs.



WHGH is dedicated to supporting the 95 recommendations of the Truth and Reconciliation Commission of Canada. A key priority for us is fostering a culturally safe and informed organization, providing appropriate care, and building strong relationships with Indigenous Peoples and Communities we serve. As a healthcare organization, we pledge to increase cultural responsiveness and cultural safety training opportunities for all our staff.



Enhancements in Security. We updated on-site security measures to ensure a safer environment.

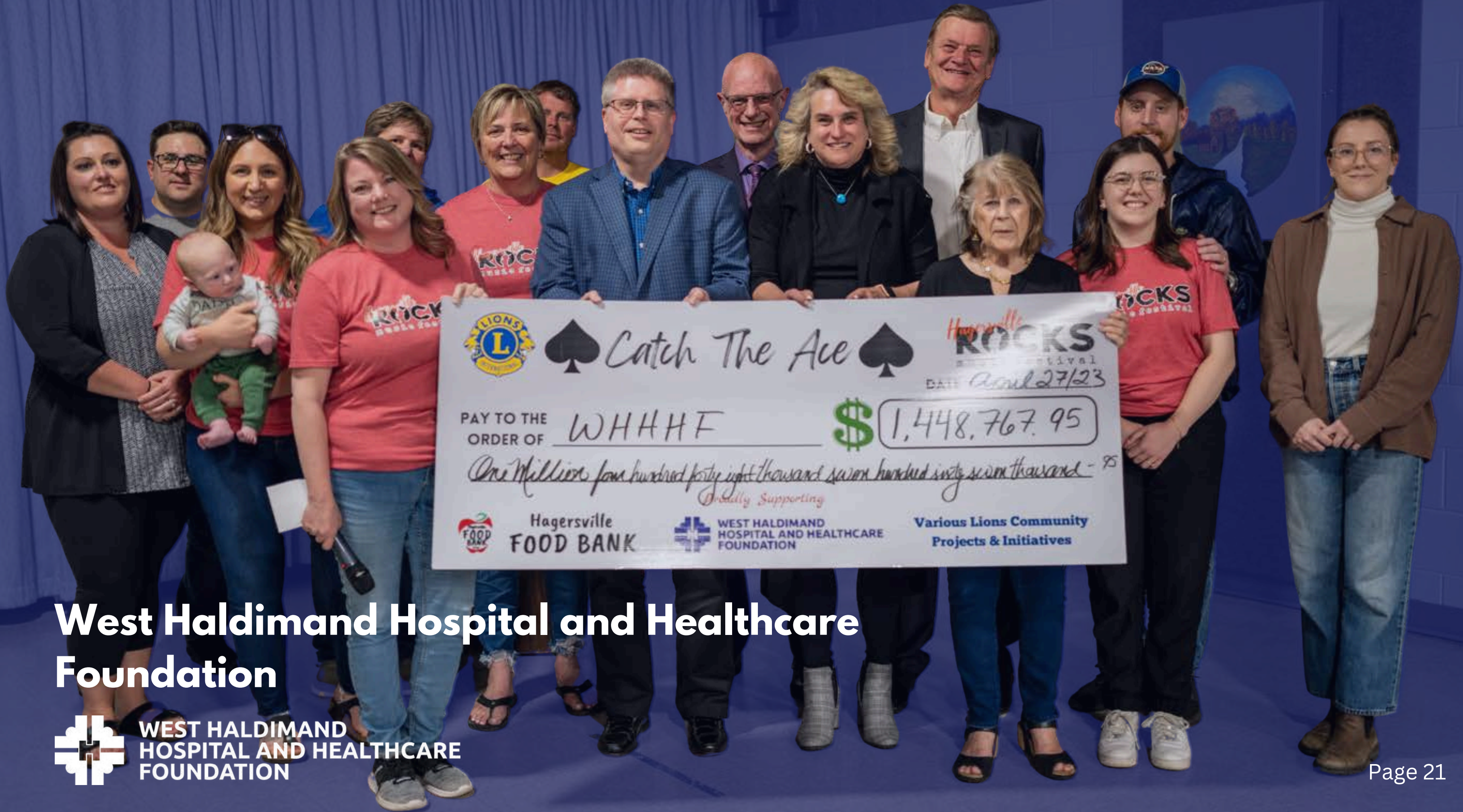


On Wednesday, April 19, 2023, West Haldimand General Hospital (WHGH) hosted a special celebration to honor the 60th anniversary of the hospital's auxiliary. This milestone event was proudly attended by hospital staff, past and present volunteers, and government officials.

Since its inception in 1963, the Auxiliary has raised an impressive total of \$1,412,376.63!



This year, we implemented a comprehensive plan to ensure continuous access to laboratory testing at WHGH. We expanded our point of care testing menu to provide Emergency Department physicians with critical lab test results, even in the absence of an on-site technologist. With this enhancement, point of care testing now delivers bedside results within 10-15 minutes during the night shift.



West Haldimand Hospital and Healthcare Foundation



WEST HALDIMAND
HOSPITAL AND HEALTHCARE
FOUNDATION



A message from Lisa and Ray



Lisa Hostein, WHHMF Executive Director & Ray Hunsinger, WHHF Board Chair

It is with great pleasure that we present to you the 2023/2024 AGM Report for the West Haldimand Hospital and Healthcare Foundation. This past year has been marked by both challenges and triumphs, and we are proud to say that, with your support, we have made significant strides in advancing our mission of providing exceptional healthcare to our community.

We are happy to report that the Hospital Foundation has remained financially resilient. Through prudent financial management and the generosity of our donors, we have maintained a solid financial position, allowing us to continue funding priority initiatives at the hospital.

Throughout the year, we have continued to support a wide range of initiatives aimed at enhancing patient care and improving community health outcomes.

We hosted our annual golf tournament in September and launched our annual Trees of Caring campaign in November.

As a result of these efforts, the Foundation was able to support the purchase of various priority medical equipment in the sum of \$899,230 including:

- Digital Mobile Optima
- OER Pro
- Blood Gas Analyzer
- Autopulse for ongoing CPR
- Ultrasound transducer
- IV pumps and poles
- Tonometer

We would like to extend our heartfelt gratitude to our donors, volunteers, staff, and Board members for their dedication and commitment to our mission. Your generosity, hard work, and passion have been instrumental in driving our success, and we are continually inspired by your unwavering support.



West Haldimand Hospital and Healthcare Foundation Annual Report

We are appreciative of our local businesses, such as **Ron's No Frills**, who have selected the West Haldimand Hospital and Healthcare Foundation as their fundraising charity of choice for the last three years. We are also grateful to the **Hagersville Rocks** committee for choosing us as the recipient of proceeds from their annual music festival, along with our friends at the Hagersville and Jarvis **Tim Hortons** locations who have supported us with their Smile Cookie campaign year after year.

Last, but certainly not least, we thank every single person who volunteered their time for the Catch the Ace Fundraiser 2023. Countless volunteer hours happened behind the scenes every single week—planning, preparing, and organizing week to week as the crowds of people grew. Volunteers from the **Hagersville Rocks Music Festival**, the **Hagersville Lions**, and the **Hagersville Legion 164** worked together to support our incredible community hospital. We are deeply honoured by Hagersville Rocks Music Festival's gift of over \$1.4M from their portion of the Catch the Ace proceeds. On behalf of patients and staff, our sincerest gratitude to all for helping to ensure access to quality healthcare for everyone who enters the doors of West Haldimand General Hospital.

As we look ahead to the future, we are filled with optimism and determination. We remain committed to our mission of improving healthcare outcomes and enhancing the well-being of our community. With your continued support, we are confident that we will achieve even greater impact in the years to come.

We would like to thank each and every one of you for your contributions to the West Haldimand Hospital and Healthcare Foundation. Your support is truly invaluable, and it is because of you that we are able to make a difference in the lives of so many.

Ray Hunsinger
Board Chair
West Haldimand Hospital and Healthcare Foundation

Lisa Hostein
Executive Director
West Haldimand Hospital and Healthcare Foundation





In Memoriam

Memorial gifts honour a departed loved one or friend while also supporting the work of the hospital.



Alex W. Lint
Alfred Kienitz
Alvin Lofthouse
Andre VandenBussche
Audrey Mitchell
Barry Fairburn
Bart Conte
Betty Lloyd
Bob MacKinnon
Brian Jackson
Carl McMurchy
Carol Reynolds
Clair Phillips
Doris Donaldson
Dorothy E. Smith
Dorothy Lawrence
Drew Williamson
Elaine Meehan
Eleanor Harris
Elizabeth Brunton
Ferguson Heastont
Flemming Petersen
Floyd Visser
Frank Sommer
Frederick R. Smith
Gary Campbell
Gladys Warden
Gordon R. Warden
Gregory Morley
Helen Stubbs

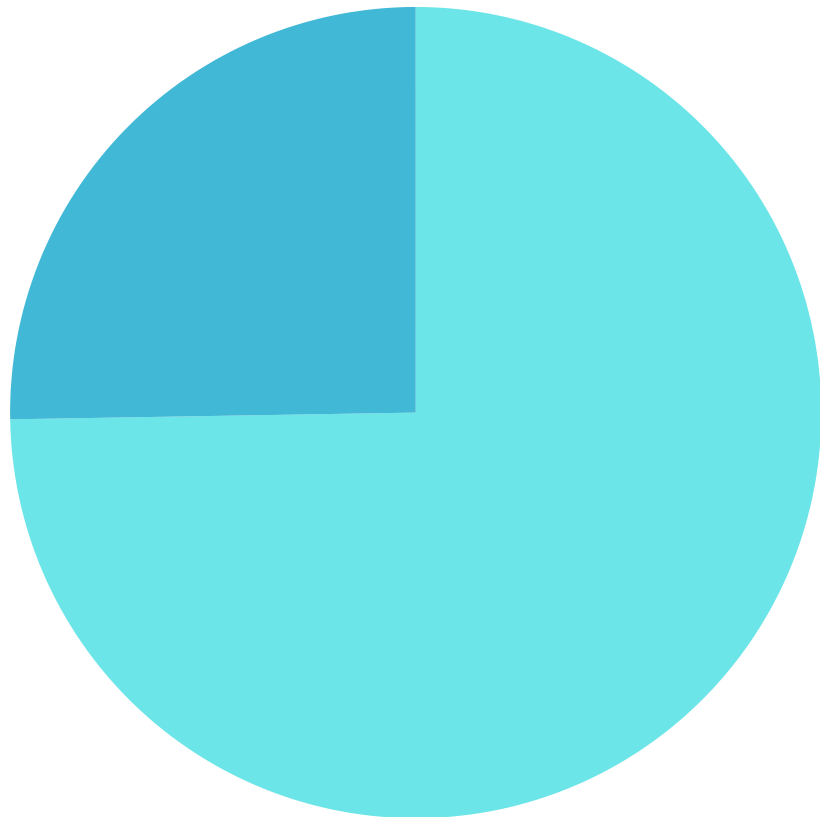
Hubert Fehrman
Hunter R. Willis
Irene M. Vecero
Jack Bethlehem
Jake Beischlag
James W. McWilliams
Jean Campbell
Jeremy Patterson
Jim Hewitt
Joan Bishop
Joan Kiefer
John Yeomans
Karen Van Eyk
Kent Bilton
Kevin DeMille
Laura Best
Lorraine J. Van Dyk
Lucia Di Iulio Chiacchia
Marlene Touesnard
Melvin Waldbrook
Nick Firmani
Nora Bassindale
Pat Snider
Patricia O'Shell
Peter Brouwer
Ralph Smelser
Shirley Young
Ted Heeg
Theresa Walker
Violet Reynolds

HOSPITAL FOUNDATION STATEMENT OF OPERATIONS

Revenue \$1,125,681

The Foundation ended 2023/2024 with an excess of revenues over expenses (prior to disbursements) of \$899,230. The breakdown of revenues and expenses is illustrated below:

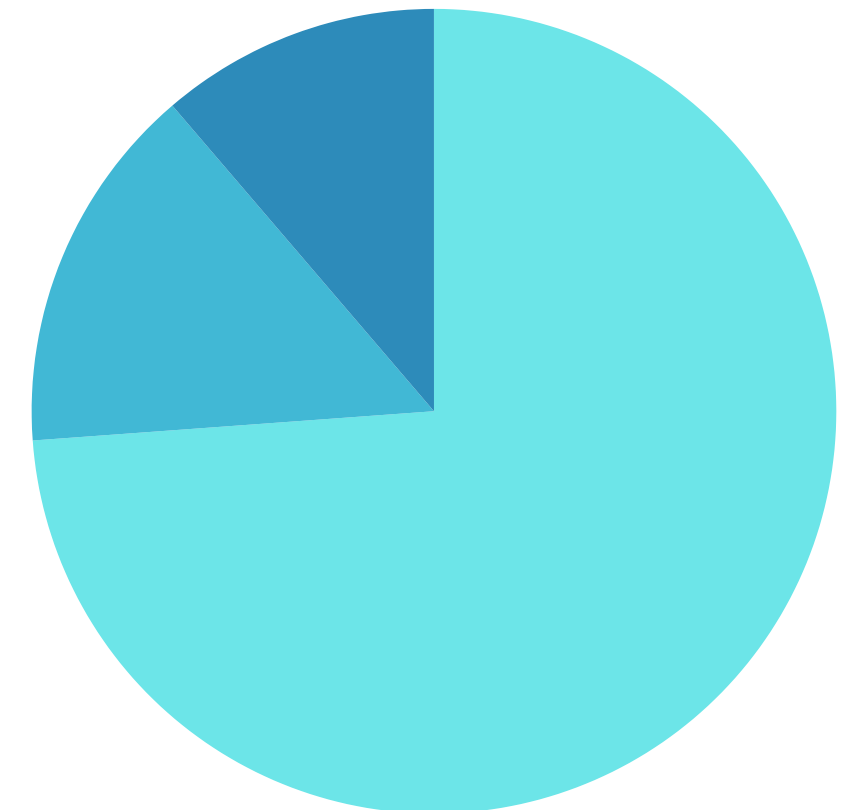
- Donations | \$843,710
- Investment Income | \$281,971



Please note that audited financial statements are available in the Foundation section of the West Haldimand General Hospital website: www.whgh.ca/foundation

Expenses \$226,451

- Staff Remuneration | \$167,151
- Fundraising Expenses | \$33,766
- General Expenses | \$25,534

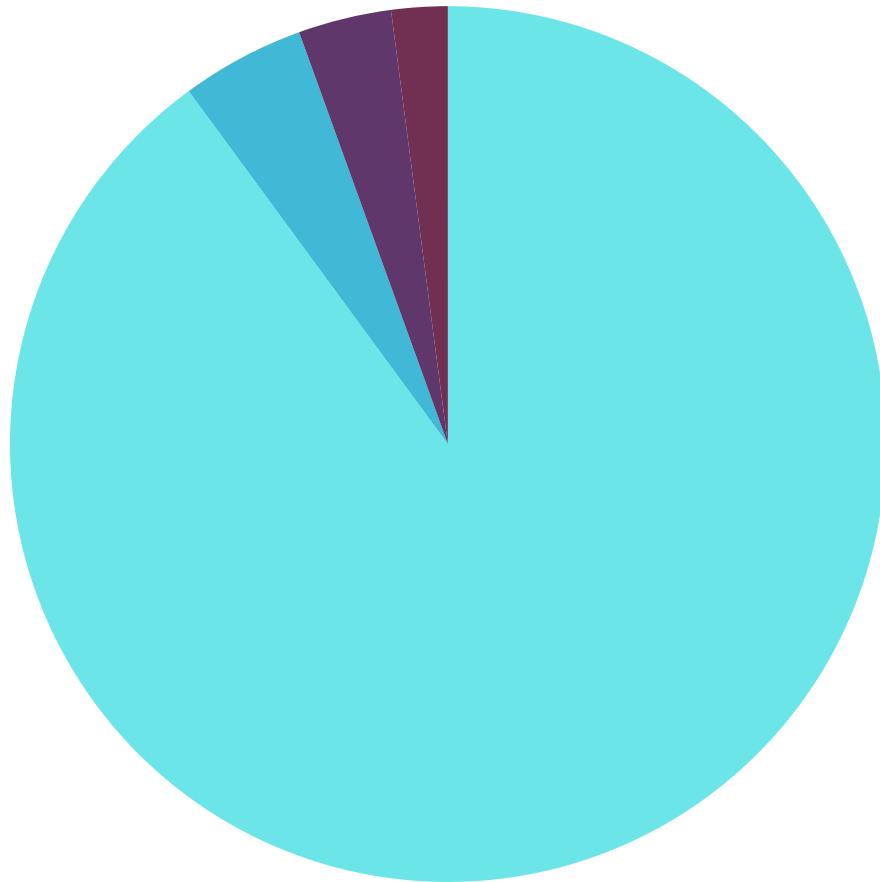


WEST HALDIMAND GENERAL HOSPITAL STATEMENT OF OPERATIONS

Revenue \$21,731,000

The Hospital ended 2023/24 with a \$93k operating deficit. The breakdown of revenues and expenses is illustrated below.

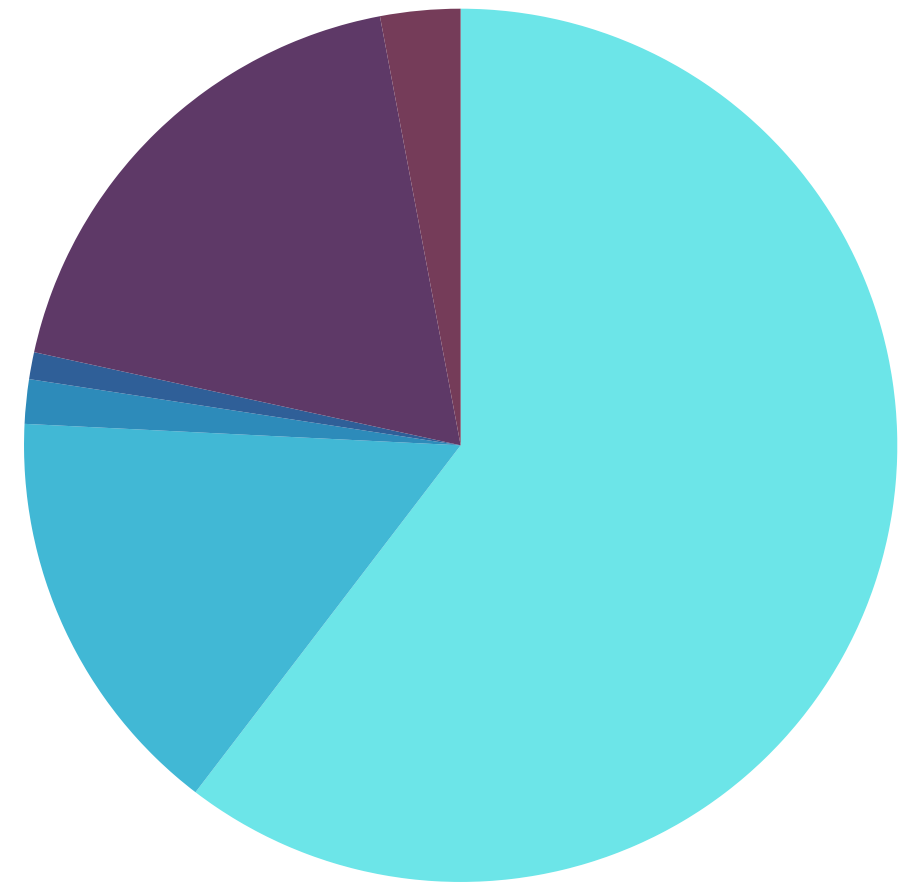
- Ministry of Health & Long-Term Care | \$19,541,000
- Patient Revenue | \$991,000
- Recoveries and Other | \$748,000
- Amortization of Donations and Grants | \$451,000



Please note that audited financial statements are available on the Hospital website (www.whgh.ca).

Expenses \$21,824,000

- Salaries, Wages and Benefits | \$13,179,000
- Medical Staff Remuneration | \$3,360,000
- Medical and Surgical Supplies | \$358,000
- Drugs | 218,000
- Other Supplies and Expenses | \$4,063,000
- Amortization | \$646,000



Thank you for your support and kindness

At WHGH, we are proud to serve our communities. Our journey over the past year has been one of challenges and victories, but our mission to “ensure access to quality health care for everyone who enters our doors.” always remains at the forefront.

We are honoured to have been part of your lives during difficult times and to have the privilege of caring for you and your loved ones. We want to express our deepest gratitude for your support, trust, and generosity. Without you, WHGH would not be where we are today.

As we look ahead, we renew our commitment to being there for you and striving for excellence in all aspects of our work. We are excited about the future and will continue to provide compassionate care every step of the way.

West Haldimand General Hospital

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www.whgh.ca

