

## GUELPH GENERAL HOSPITAL - A MID-YEAR UPDATE



Guelph General Hospital's 2014/15 was a year of transition. In September 2014, long-time CEO Richard Ernst retired and passed the reins to Marianne Walker. It's hard to believe it has been almost a year since this change. Marianne says 'I feel privileged to be working with our amazing people who are so committed to giving their best each day and improving the lives of people who look to us for health care.'

The end of 2014/15 marked our first full year as a **Stroke Centre**. Our median 'door to needle time' (the time that the patient arrives to the time that the patient receives the clot busting drug) was 59 minutes, just under the 60 minute provincial target. Research has shown the faster blood flow can be restored to the impacted portion of the brain, the more function the patient is likely to regain following their stroke. The team is aware of this research and continues to focus on streamlining our stroke processes.



At the end of May, **Guelph General Hospital ranked 5th in the Province related to Emergency Department wait times** - our best performance ever! There are a number of wait times taken into account.

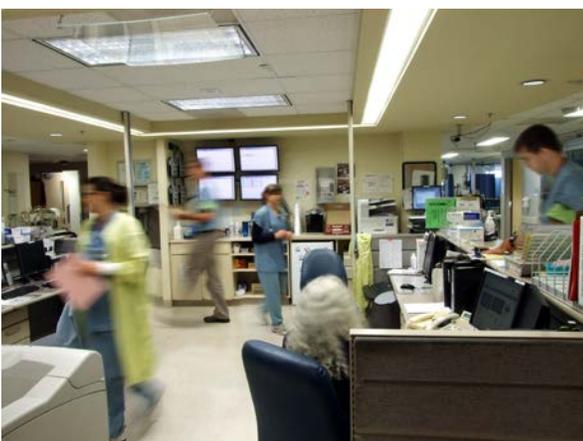
As an example, 90% of patients who need to be admitted after their Linamar Emergency Department visit have that happen within 9.4 hours of their arrival. The provincial average is 27.1 hours.

These results are due to the teamwork throughout the Hospital, and a focus on providing the best care for our patients, and the results are good news not only because our patients wait less, but also because they increase the amount of funding we receive.



Our Rotary Club of Guelph Family Birthing Unit team undertook a project that has **eliminated the practice of inducing pregnant women into labour unnecessarily before they are really overdue** (or, before 41 weeks). Just six months ago, 39 per cent of women who were induced at the hospital for being overdue were actually less than 41 weeks pregnant. The trend was troubling as research shows that, in the absence of health concerns, there isn't any benefit to kick-starting labour early and in some cases, induction can lead to danger for both mom and baby. So, the new program means healthier outcomes for mom and baby.

Through the efforts of our compassionate, organized Diagnostic Imaging staff, GGH's MRI service is **the most efficient in the province**, meaning that we are able to perform more exams per hour than other hospitals. This efficiency doesn't come at the cost of service though, as our patients continually comment about our staff's caring approach.



Finally, the last two months have been extraordinary ones at our Hospital, as we dealt with both short and long-term consequences of the May 20 shooting in our Emergency Department. In the short-term, we focused on supporting our staff, patients and visitors who were directly affected. In the longer-term, we fast-tracked a security audit and review of mental health services that were both already scheduled. The Security Audit has been received, and recommendations are currently being implemented. They include everything from new signage to enhanced security personnel to structural building

changes. The Mental Health review, including Guelph and Wellington County, should be complete in the next couple of months.

We could not provide excellent care or achieve excellent results without the support of our community and many donors. They have stepped forward to improve the lives of many who seek services at GGH and we are truly grateful.

Last year we were able to transfer \$772,401 to Guelph General Hospital and additional funds have been raised and are at the Hospital's disposal as soon as priority project move forward (like Nuclear Medicine, new IV pumps and an anatomical pathology tracking system).

A significant portion of the funds transferred this year went towards a new **Operating Room (OR) Electronic Information System**.

*The OR is one of the most complex areas in the Hospital. The new Electronic Information System, recently launched thanks to donors, will help ensure our ORs are as safe, efficient and patient friendly as possible.*

*The system centralizes and co-ordinates various kinds of critical information.*

*Imagine one surgery...you need to make sure the appropriate operating room is booked for the surgery the patient requires; book the patient; ensure they are prepped for surgery; get them down to the OR; schedule the nursing staff; book the surgeon and assistant; book the anaesthetist; book the nursing staff; ensure the right medication is in the room; ensure the right supplies and instruments are in the room; perform the surgery; document the surgery; document anaesthesia administered; update the family; recover the patient; clean the room; dispose of supplies; transport instrumentation for sterilization; transport the patient out of the OR.*



*Multiply this by 15,000, and you have the work of the operating rooms at Guelph General Hospital each year.*

*There's a staggering amount of resources to co-ordinate, and when lives hang in the balance, it's critical to ensure the right people are in the right place at the right time with the right supports. Our new system co-ordinates all these resources in a much smarter and effective way.*

*The system went live at the beginning of June after an extensive planning process. This is a 'behind-the-scenes' project, yet it will have an impact on each and every one of the 15,000 patients we see each year for surgery, and their loved ones.*

Without our donors, there would still be a Guelph General Hospital, but you help us move from acceptable to exceptional care. Without you, the care we are able to provide would be very different – in terms of diagnosis (MRI scanner) to treatment (scopes for the operating room) to comfort (a blanket warmer comes to mind, or teddy bears), and more.

**SAVING LIVES AND IMPROVING HEALTH...TOGETHER WITH OUR COMMUNITY.**

**THANK YOU FOR HELPING US MAKE A DIFFERENCE.**

