



A Wind of Change

# 2022-23 Annual Report

Hawkesbury and District General Hospital





# Mission, Vision and Values

## Mission

To promote health and provide compassionate care for our communities through the cycle of life.

## Vision

Dedicated people pursuing healthcare excellence through teamwork, innovation and leadership.

## Values

Respect  
Quality  
Collaboration  
Integrity  
Compassion

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# A Word from the Chair of the Board of Directors

There was a transition in senior management at HGH over the past year. Only two employees report directly to the Board: the Chief Executive Officer and the Chief of Staff, and we recruited them both. Dynamic, inspiring and with a vision aligned with the Board's, we are confident that these two talented managers will succeed in rallying our institution's human capital to pursue the development and reach the full potential of our hospital.

Preparing for Accreditation Canada's visit is a significant event in the life of a hospital. We have to demonstrate that effective policies and procedures are in place to facilitate decision-making and ensure sound governance. We are very proud of the results of this exercise that ended with the maintenance of the Accredited with Exemplary Standing.

The full implementation of our 2020-24 strategic plan has been slightly affected by the pandemic. In the upcoming year, we will launch a process to review the plan while continuing to focus on our three pillars: our people, service and performance. In addition, we will be working with our external partners to deliver on our strategic directions: better access, better health, a positive experience and successful transitions. To this end, our integration into the Archipel Health Team will be most beneficial.

In closing, I'd like to thank all staff, physicians and volunteers for their resilience and unwavering commitment to providing quality care for our patients.

Guy Yelle



Guy Yelle  
Chair of the Board of Directors

## A Word from the Chief Executive Officer



Frédéric Beauchemin  
CEO

A wind of change sums up the past year at HGH. I was proud to join the leadership team in September 2022 and be able to welcome a new Chief of Staff and a new Chief of Human Resources, as well as new members on our management team. Supported by our teams, we have redirected certain strategies and launched new ideas and initiatives to focus on the people aspect of our organization.

The success of our hospital depends on the retention of our workforce, and our goal is to be recognized as an employer of choice. The various initiatives of our wellness program and different management approaches have enabled us to reduce the number of voluntary employee departures by 27%. We are moving in the right direction and my goal is to better meet the needs of our staff. I strongly believe that to take good care of our patients, we must be able to simultaneously take good care of our staff.

In November 2022, we completed another continuous improvement cycle with the Accreditation Canada visit. We are proud to share that for the third time in a row, HGH received the highest level of accreditation awarded to a hospital: Accredited with Exemplary Standing. We're very proud to have our commitment to quality confirmed by external surveyors and exceeding on standard expectations. This is a great HGH team achievement—kudos to the Quality Department for spearheading this project.

In the coming year, we are looking forward to resuming our hospital clinical activity at full capacity and see the completion of the fourth operating room to support increased

volumes. At the regional level, we will continue to work with our stakeholders as we develop the Casselman Community Health Hub and maintain our relationships with partners such as other hospitals, the Prescott-Russell Residence, Emergency Services, and municipalities. And finally, we are proud to play an active role in the new Archipel Health Team.

So, it is with so much optimism that we look forward to the upcoming year highlighted by an increase in access to healthcare services throughout Prescott-Russell.

Frédéric Beauchemin

## A Word from the Chief of Staff

I have been a member of the HGH medical team since 2018 and was very honoured to be appointed Chief of Staff in January 2023. After several years of construction and renovation, equipment upgrades and the expansion of medical services, the medical team is in a renewal phase. We have adopted a new administrative structure and hired a medical affairs manager. These changes are well adapted to optimize operations in our new facilities as well as responding to the needs of our community.

We all recognize the negative impact that the pandemic had on access to care. As such, we are committed to addressing the delays that have accumulated in several programs while recognizing that it will take some time as demand continues to grow. That is why we have reorganized clinical activities and added administrative support to ease physicians' workload. So, it is with renewed energy and determination that we are tackling these challenges, aiming to achieve concrete short-and-long-term objectives while putting forth clinical performance indicators.

In an environment where we are dedicated to caring for others, it is vital that we also care for ourselves, which is why HGH is focusing on the well-being of staff and physicians. The hospital now includes doctors in its employee assistance program, as well as in other initiatives aimed at improving the experience of healthcare staff. This openness has created greater synergy and collaboration between all members of the medical, clinical, and administrative teams.

Our medical team is proud to serve the community throughout the greater Prescott-Russell area.

With a team fully engaged in patient care and healthcare provider experience, the future of our hospital is strong and promises to reach new heights.

Dr. Paul E. Beaulé



Dr. Paul E. Beaulé  
Chief of Staff

# HGH Board of Directors 2022-23



Guy Yelle  
Chair



Lucie Charlebois  
Vice-Chair



Marco Lalonde  
Treasurer



Robert O. Brunet  
Director



Derek Duval  
Director



Sylvain Labrie  
Director

## Ex-officio members

Frédéric Beauchemin  
CEO and Secretary

Dr. Paul E. Beaulé  
Chief of Staff

Ginette Ferguson  
Chief Nursing Officer and  
Vice-President, Clinical  
Programs



# HGH Board of Directors 2022-23



Nicole Lafrenière-Davis  
Director



Sylvette Leroux  
Director



Neil Levac  
Director



Anne-Marie Maheu  
Director



Sébastien Racine  
Director



Joanne Séguin  
Director



Dr. Richard McCall  
President of Medical Staff  
Ex-officio member



Nathalie Ladouceur  
President of the HGH Foundation  
Ex-officio member

## Leadership Team



**Ginette Ferguson**  
Chief Nursing Officer and  
Vice-President, Clinical Programs



**Imrana Jeffrey**  
Chief Performance and Quality Officer and  
Vice-President, Corporate Services and  
Business Development



**Chantal McLean-Leroux**  
Chief Financial Officer and  
Vice-President, Facilities



**Freda Stolz**  
Chief Human Resources Officer

# Inauguration Ceremony for the New HGH

On April 21, 2022, the Hawkesbury and District General Hospital (HGH) celebrated the completion of its major redevelopment project with a ribbon-cutting ceremony held in hybrid mode due to the pandemic. Launched in 2014, the redevelopment project transformed the local community hospital into a full-service regional hospital through a \$200 million investment in state-of-the-art infrastructure, equipment and technology.



Official ribbon cutting by Dr. Michel Thibodeau, HGH Interim Chief of Staff; Nathalie Ladouceur, President, HGH Foundation Board of Directors; Daniel Lafleur, Warden, United Counties of Prescott and Russell; Honourable Caroline Mulroney, Minister of Francophone Affairs; Daniel Gatien, Chair, HGH Board of Directors; Marc Le Boutillier, Chief Executive Officer, HGH

## A Team Devoted for life

In the winter of 2023, we launched a recruitment campaign called Devoted for Life. Several staff and medical team members proudly posed for the campaign.



Natacha Bertrand  
Food Aide  
Food Services



Caroline Tadros  
Psychologist  
Mental Health and Addiction Regional Centre



Sarah Godbout  
Physiotherapist  
Outpatient Rehab

## A Team Devoted for life



Philippe Legault  
Radiology Technician  
Medical Imaging

## Did you know that?

Each year, HGH awards a \$500 bursary to each of the region's high schools to help students enrolling in a post-secondary health program.



Glikeria Gogas  
Registered Practical Nurse  
Ambulatory Clinics



Myriam Ouellette Destin  
Housekeeping Aide  
Housekeeping

# HGH Serving the Community

## Respiratory assessment centre

The region experienced a surge of respiratory illnesses during the winter 2022-23. To reduce the number of patients and wait times at the Emergency, HGH opened a Respiratory Illness Assessment Centre.

The centre is open three days a week by appointment. Individuals aged 14 and over with symptoms of colds, flu, COVID-19, respiratory syncytial virus (RSV) and other viral respiratory diseases are accepted.



## Students from Specialist High Skills Major in Health visit HGH

In the spring of 2023, some thirty students in grades 10, 11 and 12 from École secondaire catholique régionale de Hawkesbury and École publique Le Sommet visited HGH. These visits were part of the Specialist High Skills Major (SHSM) in Health and Career Options programs.

Students had the opportunity to meet a number of health professionals and discuss their study paths. A mock response to a Code Blue (cardiac arrest) grabbed their attention. Many were surprised and impressed with the leading-edge technology and medical equipment in use throughout the hospital. In addition, students had the opportunity to put on a uniform and discover what goes on behind the scenes at the hospital. They were exposed to lesser-known professions in medical imaging, cardiology, reprocessing of medical devices and respiratory therapy.



# Innovations in Mental Health

## Transition service for people aged 65 and over

Aging is a natural process, but the care and treatment of older people require a different approach than with children or young adults. That’s why the Mental Health and Addiction Regional Centre (MHARC) has launched the project Transition Service for Francophones aged 65 and over in the Prescott-Russell community.

This project is aimed primarily at family physicians, nurse practitioners, social and front-line workers, as well as other healthcare professionals in the greater Prescott-Russell region. The MHARC has produced a series of videos and a booklet to better equip these professionals and support seniors and their caregivers on their journey.



## Mobile walk-in counselling clinic

In the summer of 2022, the HGH Mental Health and Addiction Regional Centre (MHARC) launched a mobile walk-in counselling clinic pilot project. From June to October, MHARC professionals travelled to meet people in public places in Alfred and St-Isidore.

This mobile clinic offers no-appointment individual psychotherapy consultations. In a single-session approach, the therapists build on the person’s strengths to help them deal with their concerns. In most cases, a single consultation is enough to enable the person to take control of the situation and move in the desired direction.

The program was a success and the mobile clinic will be back on the road in May 2023, visiting Alfred, Limoges, St-Isidore and Plantagenet.

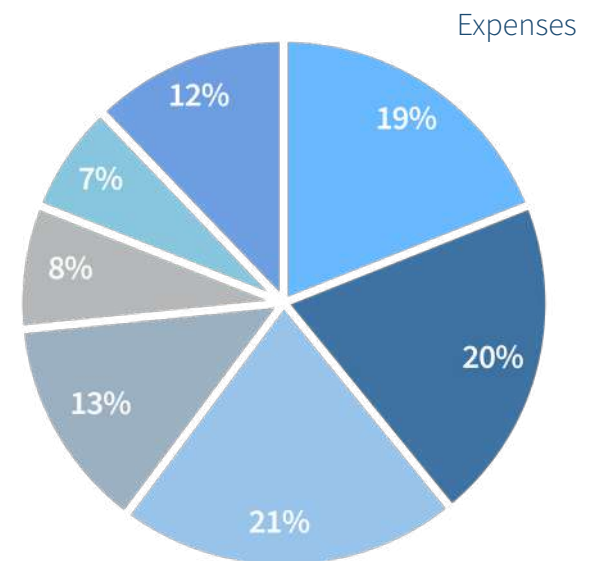
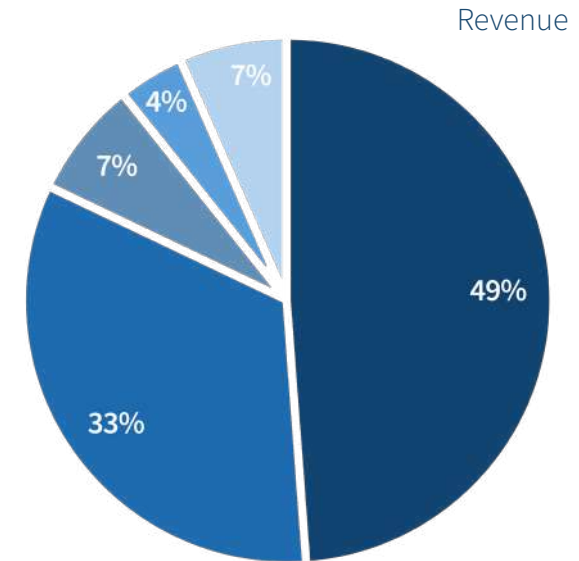


# Financial Report

## Financial statement 2022-23

From April 1, 2022, to March 31, 2023





Revenue		\$
Ontario Ministry of Health		56,825,493
Other Sources		38,744,116
Ontario Health Insurance Plan		8,395,694
Recoveries and Other Sources		4,738,759
Other		7,710,971
<b>Total Revenue</b>		<b>116,415,033</b>
Expenses		\$
Inpatients		21,015,144
Diagnostic and Therapeutic Services		22,344,265
Ambulatory Care		23,326,970
Support Services		14,617,905
Social and Community Services		8,469,975
Administration		7,560,579
Other		13,484,818
<b>Total Expenses</b>		<b>110,819,656</b>





# Statistics

From April 1, 2022 to March 31, 2023

		2020-21	2021-22	2022-23
Newborns		473	497	442
Inpatient Days		24,986	24,183	24,793
Surgical Procedures		6,461	6,891	7,813
Visits—Emergency Services		35,666	43,481	46,544

## News from the Friends of HGH

In the spring of 2022, our volunteers quietly resumed serving in reception areas and the boutique, whereas they had traditionally been active in all sectors of the hospital. The Friends' mission is to improve patients' quality of life and enrich the hospital environment while raising funds for the Foundation.

Friends of HGH need new volunteers to rebuild their teams and make a strong return. Do you have time and energy to give? There are many rewarding and enriching experiences available to you. Visit [HGH.ca](http://HGH.ca) for more information.



Mireille Lauzon-Dauth  
President  
Friends of HGH

## An organization focused on well-being

Well-being in the workplace is essential and has become an organizational priority. A calendar of special events, a quarterly magazine, video clips and mental health resources are just some of the initiatives put in place by the Wellness Committee to improve the social, emotional and physical dimensions of employee and physician well-being.

Open communication at all levels of the organization is also part of our wellness strategies. The CEO Townhall Meetings, where he discusses internal and external plans and answers questions from employees and physicians are part of the strategy.

Caring for sick people is in a hospital's DNA. And that DNA must also include a culture into which we take care of our employees, physicians and volunteers. Through this culture, HGH will become an employer of choice by promoting staff retention and facilitating recruitment.





There's No Place Like Home

# 2022-23 Annual Report

Hawkesbury and District General Hospital Foundation

## Mission of the HGH Foundation

The mission of the Hawkesbury and District General Hospital (HGH) Foundation is to raise funds to improve the care and services offered to the community by the hospital.

## The Foundation in action!



The Golf Classic - one of the Foundation's key events - raised \$55,000 at the 40th Anniversary edition in 2022.



The Foundation thanked its volunteers during a recognition event in October 2022.

# Message from the Chair of the Board of Directors of the HGH Foundation

With the return to in-person activities, a wind of optimism blew over the Foundation in 2022-23. Our There's No Place Like Home campaign is well under way, and we have now reached 62% of our \$2.8 million goal. As a result, this year our donors have been able to help HGH improve access to much-needed services by purchasing a third echocardiogram and equipment for a second endoscopy suite.

In June 2022, after a few years of restrictions, we were delighted to finally welcome a group of leadership donors to a garden party at HGH. The aim of the event was to celebrate the official opening of the hospital and to unveil our donor recognition program, which included the new donor wall and several plaques installed throughout the hospital. Then in July, the 40th edition of our Golf Classic enabled us to raise a record \$55,000. The generosity of our community never ceases to amaze us!

With the pandemic and all its challenges, many people came to realize how essential healthcare close to home is. They have also realized how important it is to financially support their hospital. And this is reflected in a 54% increase in the number of monthly donors and in the number of fundraising events organized by third parties. For example, La Baie Run held in the summer of 2022 raised \$50,000 for the Foundation, and we will again be the beneficiaries of the next edition. We have witnessed so many wonderful acts of generosity and solidarity.

Our Board of Directors is working hard to rally communities in and around the greater Prescott-Russell area so that they can all take full advantage of our new hospital. In the coming year, our goal is to acquire new 3D mammography technology, and we will continue to raise funds to purchase specialized equipment for ophthalmology and urology. From the bottom of our hearts, we sincerely thank our donors for their immense generosity, which truly makes a difference in the lives of HGH patients!

Nathalie Ladouceur

# 2022-23 Board of Directors of the HGH Foundation



Nathalie Ladouceur  
Chair



Denis Desaulniers  
First Vice-Chair



Reginald Levesque  
Second Vice-Chair



Liza Boucher-Sutherland  
Director



Suzanne Côté-Fournier  
Director



Ginette Labelle  
Director

## Ex-officio members

Donald Hay  
Treasurer

Erin Tabakman  
Executive Director and  
Board Secretary

Frédéric Beauchemin  
CEO of HGH

Guy Yelle  
Chair of the HGH Board  
of Directors

Mireille Lauzon-Dauth  
Representative,  
Friends of HGH

# 2022-23 Board of Directors of the HGH Foundation



Roch Laframboise  
Director



Andréanne Roy  
Director



Sylvie Lefebvre  
Director



Sylvia Nayoung Han  
Director



Manon Séguin  
Director



Pierre Souigny  
Director

## HGH Foundation administrative team

Erin Tabakman  
Executive Director

Natacha Wathier  
Jean-Louis  
Administrative Assistant

Christine Gray St-Denis  
Philanthropic Project  
Coordinator

E-mail :  
foundation@hgh.ca

Website :  
HGHFoundation.org

# Financial Report of the HGH Foundation

## Financial statement 2022-23

From April 1, 2022, to March 31, 2023

Revenue	\$
Donation Revenue	1,011,581
Other Revenue	66,278
Event Revenue	225,752
<b>Total Revenue</b>	<b>1,303,611</b>
Expenses	\$
General Fundraising Expenses	293,199
Event Expenses	97,647
Administrative Expenses	82,487
<b>Total Expenses</b>	<b>473,333</b>

Preliminary results. Pledges not included.

Total expenses exclude contributions to HGH of \$642,597.

Net Assets as of March 31, 2023 in \$	\$
Restricted: There's No Place Like Home campaign	(121,083)
Restricted: Others	118,583
Unrestricted	2,146,015
<b>Total Net Assets</b>	<b>2,143,515</b>



# HGH Foundation and its Donors in Numbers

The HGH Foundation could not succeed in its mission without the engagement of an extraordinary community of donors! Here are a few figures for 2022-23.



# The Community in Action for the HGH Foundation

Every year, people and groups in the community organize events with the proceeds going to the HGH Foundation. What a wonderful way to support our hospital and its foundation. Thank you so much for your support!



In July 2022, over 350 participants ran or walked and raised \$55,000 for the HGH Foundation. Thank you to the organizing committee!



In June 2022, the Harden family donated \$220,000 to the There's No Place Like Home campaign. Thank you for your generosity!

The HGH Foundation publishes newsletters and is active on social media. There are many ways for you to get involved or follow the Foundation's activities.

- Become a volunteer.
- Subscribe to the Pulse e-newsletter.
- Follow the Foundation on Facebook, Instagram and YouTube.
- Organize an event to benefit the HGH Foundation.

# HGH, Prescott-Russell's Regional Hospital



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1111 Ghislain Street  
Hawkesbury, ON K6A 3G5  
613-632-1111

**Mental Health and Addiction Regional Centre**  
580 Spence Avenue  
Hawkesbury, ON K6A 0B4  
Telephone: 1-844-304-1414

[HGH.ca](http://HGH.ca)

**Casselman Satellite Centre**  
710 Principale Street  
Casselman, ON K0A 1M0  
Telephone: 613-764-5464

**Clarence-Rockland Satellite Centre**  
1905 Laurier Street  
Rockland, ON 4K4 0C6  
Telephone: 613-446-6776



**Devoted**  
**For Life**

[HGH.ca/careers](https://www.hgh.ca/careers)