



GBGH  
Annual Community  
Update  
2018/2019



Hôpital général de la baie Georgienne  
**GEORGIAN BAY**  
General Hospital

# A Message to Our Community

*As we wrap up another year at Georgian Bay General Hospital (GBGH), we are very proud to report on some of the significant milestones reached in 2018-2019.*

A few big ticket items came rolling into your hospital, including a new portable X-ray, ICU portable ultrasound and largest of all – the new CT scanner. Our new state-of-the-art CT arrived on September 28 and was operational by October 15 when we scanned our first patient. Since its arrival, our Diagnostic Imaging department has been able to reduce wait times from 20 days to 10 days – a 50% improvement!

We were also able to finally cut the ribbon on the three-phase Emergency department redevelopment last September. Now, we look forward to enjoying our first summer in the fully completed space as our volumes soar from 117 up to 180 visits per day from seasonal and tourism-related patient visits.

In 2018, GBGH also launched its new strategic plan – our map for the next five years - guiding our strategy, decision-making and master planning processes. A year into working with our new plan, we have made significant gains in areas directly improving patient experience and outcomes under our **three strategic themes:**

## Engagement & Inclusiveness

- Worked to improve communication and engage with patients and families
- Engaged our Patient & Family Advisory Council for input on programs and information impacting patients and families
- Welcomed patients and families 24/7 through our Family Presence Policy
- Strengthened relationships with partners, including those in the francophone and First Nations Métis and Inuit (FNMI) communities
- Planned and initiated a leadership and physician leadership development program
- Launched a new electronic onboarding system for new staff
- Started comprehensive performance evaluations for the hospital's leaders
- Launched a new accessible, easily navigable and mobile-friendly website

## Quality & Safety

- Developed and implemented action plans to improve quality
- Prepared for our upcoming Accreditation survey measuring quality and safety
- Started the master planning process to thoroughly understand the needs of our community in the next 10, 15 and 20 years

## Accountability & Sustainability

- Working toward a new electronic medical record system with hospital partners
- Revised our financial planning process to ensure we have the most urgently needed equipment, when we need it
- New equipment purchases to replace aging and technologically outdated

In the coming year, GBGH will continue to focus on what is most important to our community and patients. We look forward to your continued support as we strive to fulfill our mission - improving the health of the communities we serve.



Gail Hunt  
President and CEO, GBGH

Patrick McNamara Chair  
GBGH Board of Directors

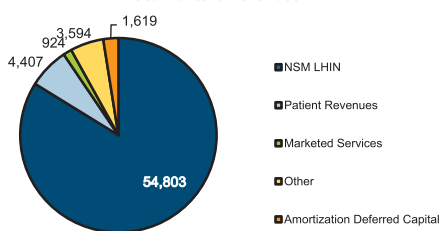
# Georgian Bay General Hospital Financial Results Annual Report For the Year Ended March 31, 2019 (\$ in 000's)

Description	March 31st	
	2018-2019	2017-18
<b>Revenues</b>		
NSM LHIN	54,803	50,698
Patient Revenues	4,407	4,284
Marketed Services	924	935
Other	3,594	3,717
Amortization Deferred Capital	1,619	1,291
<b>Total Revenue</b>	<b>65,347</b>	<b>60,925</b>
<b>Expenses</b>		
Salaries	33,529	29,646
Benefits	9,109	9,753
Medical Staff remuneration	4,034	3,715
Drugs	3,511	3,611
Medical & Surgical Supplies	2,175	1,958
Supplies & Other Expenses	11,164	10,849
Amortization Expenses	2,728	2,207
Interest on Long Term Debt	124	143
<b>Total Expenses</b>	<b>66,374</b>	<b>61,882</b>
<b>Deficit of revenue over expenses</b>	<b>(1,027)</b>	<b>(957)</b>

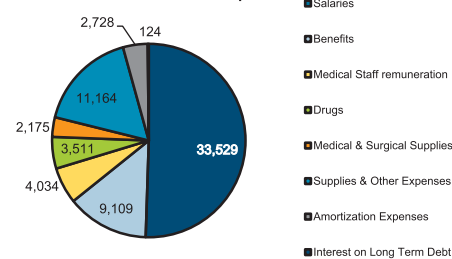
## Hôpital général de la baie Georgienne **GEORGIAN BAY** General Hospital **GBGH** by the Numbers 2018/19

Total Beds – April 1, 2018	109
<b>Total In-Patient Days</b>	<b>39,846</b>
Acute Days	26,869
Complex Continuing /Palliative Days	6,956
Rehabilitation Days	5,041
Births	129
<b>Outpatient Activity</b>	
Emergency Visits	45,261
Ambulatory Care	14,195
Dialysis	6,262
<b>Diagnostics</b>	
Laboratory Tests	702,752
CT Scan	10,293
Ultrasound	9,575
X-ray	29,595
*Bone Density	105
Surgery	3,851
Staff	682
Volunteers	170
Credentialed Staff	151

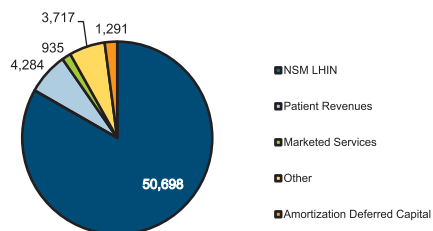
Fiscal 2018/19 Revenues



Fiscal 2018/19 Expenses



Fiscal 2017/18 Revenues



Fiscal 2017/18 Expenses

