



A Message to Our Community

After spending the past three years consumed with ensuring a safe and responsive plan to address the pandemic, we are pleased to report GBGH has now turned the corner, and is focused on expanding patient services to bring your healthcare closer to home. We have emerged from many of the circumstances brought on by COVID-19 with optimism, although there remain long-term challenges such as the health human resources shortage all hospitals are experiencing. This has been a top priority for the past few years and will remain one for the foreseeable future.

In addition to addressing some challenges, there are many successes to celebrate from the past year at GBGH, including:

- Received Ministry of Health **approval to operate an MRI** and initiated a fundraising campaign to purchase the equipment and renovate/build space in which it will be located, with MRI services projected to begin in early 2025
- Launched a web-based Emergency department **wait times clock** for transparency and to help patients/families know what to expect when planning a visit to the Emergency department
- Brought full **Pulmonary Function Testing (PFT)** to our community and expanded our surgical program, ensuring improved access to care closer to home
- Initiated the **Essential Care Partner program** to ensure essential caregivers have a specific role as members of the care team
- Reinstated a new **patient experience survey** to gather timely feedback on areas for improvement and recognize what we're doing well
- **Replaced key hospital equipment** to bring state-of-the-art capabilities to GBGH
- Received a **Provincial Eligible Approach Rate Award** from Ontario Health Trillium Gift of Life Network (TGLN), recognizing GBGH's outstanding efforts in facilitating discussions about organ and tissue donation

To help address health human resource shortages, GBGH has continued focusing on innovative initiatives to attract and retain talented professionals in support of our goal to be fully staffed. We also began the development of a **Diversity, Equity, Inclusion and Belonging strategy** within our hospital to enhance respectful, inclusive care for patients, families and team members. Finally, we launched a comprehensive learning and development program in response to staff requests for more educational opportunities.

Over the past year, we have also developed a long-term **strategic plan** to position GBGH to meet the healthcare needs of our growing community for the foreseeable future. Based on extensive external and internal consultation, this new strategic plan will serve as the map that informs GBGH's planning, decision-making and priorities for the next seven years (2023-2030). While some of the fundamental elements of our previous strategy remain - such as quality, safety and the patient experience - we have identified important new priorities to further guide our actions. We have shared additional details of the plan within this update to the community and will continue to do so, throughout this year.

In closing, we must thank our loyal community for your unwavering support of GBGH. We would not be where we are today without your generosity, feedback and respect for our hospital and its incredible team. We are committed to continued collaboration with our community to bring your healthcare closer to home, and make excellent care personal.

Matthew Lawson
President & CEO, GBGH

Tim Kastelic
Chair, GBGH Board of Directors

OUR STRATEGIC PLAN
NOTRE PLAN STRATÉGIQUE

2023-2030



GEORGIAN BAY GENERAL HOSPITAL

We Make Excellent
Care **Personal**

GBGH has launched our new strategic plan to guide the hospital for the next seven years. Having a strategic plan provides a framework on which we will base our decisions, set our priorities and measure our progress toward success. We will align our actions within our four pillars – Continual Excellence, Trust & Belonging, Dedicated Team and Sustainable Growth – and will deliver care based on our five values.



L'HÔPITAL GÉNÉRAL DE LA BAIE GEORGIENNE

Nous **personnalisons**
les soins d'excellence

L'HGBG a lancé le nouveau plan stratégique pour orienter l'hôpital pendant le sept prochaines années. Disposer d'un plan stratégique offre un cadre sur lequel baser nos décisions, établir nos priorités et mesurer les progrès que nous réalisons vers l'atteinte du succès. Nous harmoniserons nos actions avec les quatre piliers – excellence continue, confiance et appartenance, équipe dévouée et croissance durable – et nous prodiguerons des soins fondés sur nos cinq valeurs.

**Continual
Excellence**

**L'excellence
continue**

**Trust &
Belonging**

**Confiance
et appartenance**

**Dedicated
Team**

**Équipe
dévouée**

**Sustainable
Growth**

**Croissance
durable**

OUR VALUES / NOS VALEURS

INSPIRE DEDICATION/INSPIRER LE DÉVOUEMENT • PATIENTS FIRST/LES PATIENTS D'ABORD
EMPOWER OTHERS/RESPONSABILISER LES AUTRES • LEAD WITH EMPATHY/DIRIGER AVEC EMPATHIE
THINK FORWARD/PENSER À L'AVENIR

BY THE NUMBERS
LES DONNÉES DE L'ANNÉE

2022-2023



TOTAL
BEDS
113
NOMBRE
TOTAL
DE LITS

TOTAL
SURGERIES
2,157
NOMBRE
TOTAL
DE CHIRURGIE



80 MILLION DOLLAR ANNUAL BUDGET BUDGET ANNUEL 80 MILLIONS DE DOLLARS

TOTAL
IN-PATIENT DAYS

39,597

NOMBRE TOTAL
DE JOURS
D'HOSPITALISATION

TOTAL
ACUTE DAYS

30,341

JOURS EN
SOINS ACTIFS

COMPLEX CONTINUING/
PALLIATIVE DAYS

5,559

JOURS EN SOINS
COMPLEXES CONTINUS/
PALLIATIFS

REHABILITATION
DAYS

3,697

JOURS EN
RÉADAPTATION

BIRTHS
AT GBGH

190

ACCOUCHEMENTS

OUR TEAM NOTRE ÉQUIPE



STAFF
767
PERSONNEL



VOLUNTEERS
117
BÉNÉVOLES



PROFESSIONAL STAFF
232
CORPS PROFESSIONNEL

OUTPATIENT ACTIVITY ACTIVITÉS - PATIENTS EXTERNES



EMERGENCY VISITS
40,400
VISITES À L'URGENCE



AMBULATORY CARE
16,641
SOINS AMBULATOIRES



DIALYSIS
6,614
DIALYSE

DIAGNOSTICS DIAGNOSTICS



LABORATORY TESTS
493,037
TESTS DE LABORATOIRE



CT SCAN
14,129
TOMODENSITOGamme



ULTRASOUND
9,724
ÉCHOGRAPHIE



X-RAY
27,725
RADIOGRAPHIE

* Some statistics have decreased related to the pandemic (elective and non-urgent surgical / ambulatory care, Emergency visits, Diagnostic Imaging)

* Certaines statistiques ont diminué liées à la pandémie (services chirurgicaux/ soins ambulatoires électifs et non urgents, visites aux urgences, imagerie diagnostique)