

2018-2019 ANNUAL REPORT



SIoux LOOKOUT
Meno Ya Win
HEALTH CENTRE

Excellence Every Time

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Meno Ya Win
HEALTH CENTRE



Pictured: Members of SLMHC's Board of Directors and senior executive team.
Back row, from left: Knowles McGill, Terry Jewell, John Cutfeet, Brenda Fox, John McKay, Beatrice Anderson, Joe Meekis and Dean Osmond.
Front row, from left: Douglas Semple, Roy Spence, Teri Fiddler, Heather Lee, Sadie Maxwell, Samantha Brooks and Patricia Keesickquayash.

TO OUR STAKEHOLDERS

MESSAGE FROM THE CEO AND BOARD CHAIR

Amid significant changes in the health care system, the 2018/2019 year at Sioux Lookout Meno Ya Win Health Centre (SLMHC) produced many exciting opportunities to move forward and grow on our journey to “Excellence Every Time.” We are very proud of everything that has been accomplished by our entire team of staff, physicians and volunteers. We appreciated the commitment they have made to uphold and demonstrate our values of Compassion, Respect, Quality and Teamwork.

Growing on our journey to “Excellence Every Time.”

This year was the final chapter of our 2016-2019 Strategic Plan, and we are pleased to share some of the results that were achieved. This work could not have been done successfully without the support of our Board of Directors, staff, physicians, clients, families and our communities. We want to thank you for the contributions you have made to help your hospital become even better in the service and care we provide.

Over the past year, we developed and are now guided by our new 2019-2022 Strategic Plan. Aligned with our mission, vision and values, while also integrated in the Seven Grandfather Teachings of the Anishinaabe people, the plan will guide the focus of our work over the next three years and beyond.

On behalf of the Board of Directors, senior executives and staff, we would like to acknowledge all of our partners in health for your continued support and trusting us to meet your health care needs. Together we can create more opportunities to access safe, high-quality and culturally-appropriate care as close to home as possible.

Heather Lee, President and CEO

Sadie Maxwell, Board Chair

MESSAGE FROM THE CHIEF OF STAFF

As health care providers at Sioux Lookout Meno Ya Win Health Centre (SLMHC), we are committed to being a Centre of Excellence in First Nations and northern health care by working together to improve the health status of individuals, families and communities. The commitment to work together has been demonstrated in the creation of a new Chief of Department framework, developed to engage physician leaders to work in partnership with front line staff, management, the senior executive team and stakeholders to address the expanding health care needs of the population.

SLMHC supports the Sioux Lookout Regional Physician Services Inc. (SLRPSI) in the recruitment and retention of physicians with an interest in First Nations and northern health care. There were 13 physicians recruited in 2018, and 15 in 2019. These numbers include part-time and full-time physicians working in Sioux Lookout and the northern communities we serve. SLRPSI is currently in the process of reviewing the physician resource requirements for the region in the areas of Family and Specialty Medicine. An expansion of physician resources is anticipated to address the growing population needs. The physician resource expansion will allow enhanced services to be delivered at

SLMHC, and will allow there to be more services delivered at the community-level in the northern communities and Sioux Lookout, with the goal of bringing health care closer to home.

Ongoing quality and education initiatives occur to ensure that the highest quality of care is delivered at SLMHC. These efforts assist SLMHC on its journey to becoming a High-Reliability Organization as we strive for zero harm to patients.

As we look to the future, a comprehensive orientation is being redesigned for physicians who choose to work at SLMHC. This includes cross-cultural training. Additionally, a quarterly newsletter is commencing to ensure that all physicians are aware of pertinent policies and quality of care matters that impact patient care.

It has been a privilege to serve the patients in the Sioux Lookout region with such a dedicated team of health care providers, administrators, and Board Members who commit to “Excellence Every Time.” Please do not hesitate to contact me with any questions or suggestions for improvement.

Dr. Barbara Russell-Mahoney, Chief of Staff

Message from the Sioux Lookout Meno Ya Win Health Centre Foundation

It has been just over 25 years since the Sioux Lookout Meno Ya Win Health Centre (SLMHC) Foundation came into existence in May 1994. The original impetus for the Foundation’s incorporation was the imminent approval of the building of a new hospital. In fact, the new hospital opened in November 2010.

However, in the intervening years, and the years since, the SLMHC Foundation has raised over \$7 million for equipment needs, large and small, staff training and, of course, the new hospital.

The SLMHC Foundation is very proud of the work that has been done in these years to raise the funds SLMHC requires to provide the best care possible for our patients and residents and for staff training.

We are profoundly grateful to the many donors who have contributed, be they individuals and families, local businesses and

national corporations and other charitable organizations and, especially, local organizing committees who organize annual events that greatly benefit the SLMHC Foundation.

We hope to assist Sioux Lookout Meno Ya Win Health Centre with all their equipment, capital and training needs for a very long time to come.

*Terry J. Jewell,
President*

\$274,620
Raised



STAFF MILESTONES

We want to thank and recognize the following staff who have hit a significant milestone between April 1, 2017 and March 31, 2019. Thank you to everyone for your continued dedication to SLMHC and Excellence Every Time.

5 Years

Anderson, Grant
Anderson, Taylor
Anderson, William
Ayotte, April
Beaulne, Jade
Belmore, Kim
Bull, Katie
Crawford, Troy
Crosby, Adrienne
Davis, John
Deforest, Nicholas
Drake, Jennifer (Carmen)
Drew, Sylvia
Fenelon, Jordyn
Flemming, Tee
Froude, Selena
George, Megan
Gloria, Elena
Hatch, Brad
Hay, Laurence
Hutchinson, Catherine
Islam, Milmayra
Lavoie, Lindsay
Lee, Heather
Libler, Samantha
Loon, Kathy
Lopena, Micko
Marshall, Kyra
Miller, Alyx
Neufeld, Amanda
Nystrom, Shelly
Rudd, Chelsea
Serson, Johanna
Simpson, Stephanie
Thompson, Shelby
Turner, Michelle
Turner, Minne
Ursula, Dana

10 Years

Besselt, Lee-Anne
Brooks, Samantha
Bruneau, Adam
Goretzki, Tammy
Hynds, Stephanie
Lapworth, Dawn
Legros, Raymond
Lopena, Carina
Luteria, Melody
Monaco, Emily
Pelletier, Emilie
Tamson, Lorena
Vescio, Marcie
Williams, Krista
Woychyshyn, Mikal

15 Years

Bolen, Lorraine
Brinkman, Daleann
Chawrun, Cindy
Coughlin, Tracy
Dell, Scott
Findlay, Holly
Harms, Lydia
Hildebrand, Dave
Hindy, Lisa
Hussein, Magdi
Kowalow, Helen
Osmond, Fran
Power, Jennifer
Quequish, Myra
Rice, Rhea
Shattler, Yanti
Sithole, Isaac
Southwind, Renee
Tavares, Christine
Wiebe, Carol

20 Years

Barrett, Mary
Belmore, Erin
Kusick, Dorelene
MacEachern, Nancy
MacEachern, Sean
Marshall, Lesli Ann
Miles, Lorraine
Mittleholt, Sue
Turtle, Maria

25 Years

Bruneau, Ghislain
Parent, Karen
Slater, Carole

30 Years

Lorteau, Michael
Jonasson, Faye
Carson, Mary

35 Years

Donnelly, Lori

Retired

Anderson, Val
Beardy, Betsy
Brazier, Bill
Bridgwater, Dianna
Fox, Colleen
Kusick, Dorelene
Kuzemchuk, Carol
Likely, Kim
Makar, Juliette
Markewich, Rose
Potter, Jan



Did you know we have...

430

Staff at SLMHC

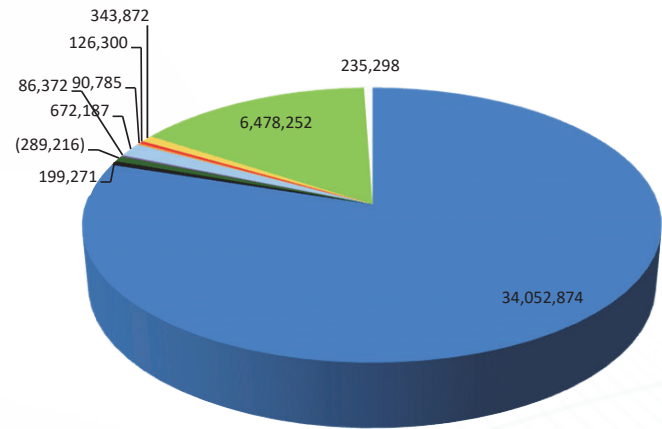
STATEMENT OF OPERATIONS

Revenues

For the year ended March 31

2019

Ministry of Health Base Allocation	\$	34,052,874
Ministry of Health One Time Payments	\$	199,271
Ministry of Health Recoveries	\$	(289,216)
Paymaster	\$	86,372
Hospital On-Call Coverage	\$	672,187
Visiting Specialist	\$	90,785
Cancer Care Ontario	\$	126,300
Health Canada	\$	343,872
Other Revenue	\$	6,478,252
Amortization of Donations and Grants for Equipment	\$	235,298
Total	\$	41,995,995



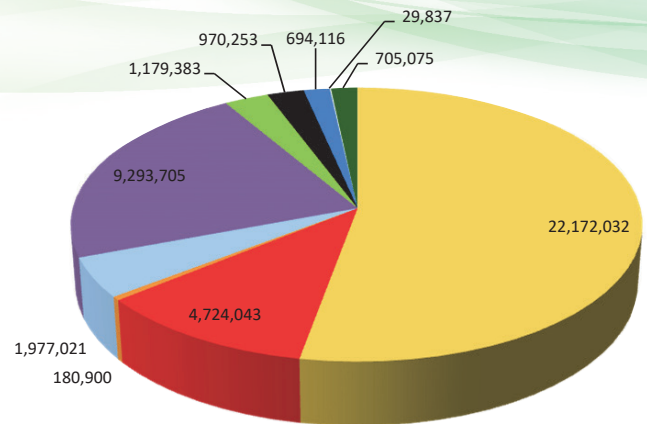
STATEMENT OF OPERATIONS

Expenses

For the year ended March 31

2019

Salaries, Wages and Purchased Services	\$	22,172,032
Employee Benefits	\$	4,724,043
Employee Future Benefits	\$	180,900
Medical Staff Remuneration	\$	1,977,021
Supplies and Other Expenses	\$	9,293,705
Medical and Surgical Supplies	\$	1,179,383
Drugs and Medical Gases	\$	970,253
Equipment Amortization	\$	694,116
Software Amortization	\$	29,837
Bad Debts	\$	705,075
Total	\$	41,926,365
Excess of Revenue over Expenses from Hospital Operations	\$	69,630



Audited financial statements for the year ended March 31, 2019 are available on our website at www.slmhc.on.ca

Our SLMHC | 2018-2019 at a Glance



2,383
Inpatient admissions

124,060
Outpatient registrations

59,885


Charts delivered from Health Records throughout SLMHC

381
Babies born at SLMHC

10,631
Integrated Pregnancy Program's Total # of Visits




23,773
Emergency Room Visits


1,543
Telehealth Visits


6
Visiting Specialists
961
Total # of Patient Visits

156
Visits to the Breastfeeding Clinic



13

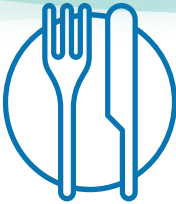
Research articles published by the Anishinaabe Bimaadiziwin Research Program (2017-2019)

Chemotherapy
60
Patients seen
958
Total # of Visits


1,500
Total Surgeries
1,273
Same-day Surgeries





459,254
Pounds of Laundry


389,951
Total Meals Cooked
64,433
of Inpatient Meals

1,302
of Miichim Meals Served
36,500
Meals for William George Extended Care Residents


29,663
Total yearly exams in Diagnostic Imaging



1,575
Mammography Exams

11,315
Ultrasound Exams

9,451
X-Rays

584
Echocardiograms (heart ultrasounds)

Mission

Caring for People
Embracing Diversity Respecting
Different Pathways to Health

Vision

We will be a Centre of Excellence
in First Nations and northern health
care by working together to improve
the health status of individuals,
families and communities now and for
generations to come.

Values Statement

Compassion

We promise to provide care that is
compassionate and reflects
humility, caring, dignity, empathy and love.

Respect

We promise to be respectful and embrace
honesty, integrity, humility,
engagement, accountability, responsiveness
and truth.

Quality

We promise to provide high-quality,
individualized care that is innovative,
meets best practice standards and reflects our
awareness of cultural safety.

Teamwork

We commit to working as a team and
collaborating in a care planning that involves
the patient. We value leadership, wisdom
and bravery.

www.slmhc.on.ca

