

2019/2020 ANNUAL REPORT



SIoux LOOKOUT
Meno Ya Win
HEALTH CENTRE

Excellence Every Time



SIoux LOOKOUT
Meno Ya Win
HEALTH CENTRE

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

We value compassion, respect, quality and teamwork.

2019/2020 ANNUAL REPORT

TO OUR STAKEHOLDERS

MESSAGE FROM THE CEO AND BOARD CHAIR

We are pleased to share the 2019/2020 Annual Report of the Sioux Lookout Meno Ya Win Health Centre (SLMHC). The past year has been very busy and, as you know, in the final months of the operating year the global COVID-19 pandemic reached our country. Like many organizations, the entire team at SLMHC, inclusive of the hospital site and the William A. George Extended Care site, prepared the facility to ensure that everyone who entered were kept as safe as possible.

We are very appreciative of our community, and the people we serve, for their support during the COVID-19 pandemic. There have been so many acts

of kindness that inspired and supported our health care team to continue providing high-quality, compassionate, and culturally-safe care during these uncertain times.

We are fortunate to have an exceptional team at SLMHC and we are grateful for each individual and the unique qualities that they bring to the organization. During this unprecedented time, our team collaborated with many partners and communities, both locally and regionally, to lean-in and face the challenges that COVID-19 presented; and for this we are truly thankful.

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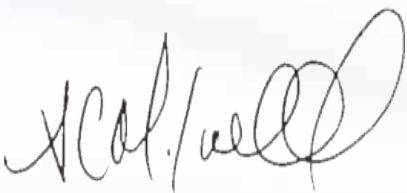
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During the initial days of the pandemic, our team quickly implemented our pandemic protocol, forming a Command Table and various working groups to address specific protocols. Examples include the rapid set up of an Assessment Centre for COVID-19 testing to help divert patients away from the Emergency Department; hospital capacity was increased by temporarily relocating clients who were awaiting long term care placement to transitional spaces at the William A. George Extended Care facility; non-urgent services were suspended; and visitor restrictions implemented to help reduce the spread of the virus.

To the communities, organizations, and businesses of our area, thank you for the steps you have taken to keep our region safe. The result of everyone's immediate actions resulted in a very low incidence of positive COVID-19 cases in our catchment area; and of the positive cases identified to date there has been minimal illness.

As we move into 2020/2021, we look forward to slowly reintroducing services while maintaining a heightened awareness that the virus is still present, with anticipation of a vaccine being developed. Our team looks forward to serving you in new and innovative ways that keep everyone as safe as possible.

Miigwetch,



*Sadie Maxwell, Chairperson,
Sioux Lookout Meno Ya Win Health Centre
Board of Directors*



*Heather Lee,
President & Chief Executive Officer,
Sioux Lookout Meno Ya Win Health Centre*



MESSAGE FROM THE SLMHC FOUNDATION

The Sioux Lookout Meno Ya Win Health Centre (SLMHC) Foundation had another exceptionally good year in fiscal 2019/20. Over \$240,000.00 was raised through individual and corporate donations, along with our two annual events: Bearskin Airlines Charity Golf Tournament in June and the Bearskin Airlines Skip to Equip Classic.

After five years serving as President and Chair of the Board of Directors, Mr. Terry Jewell has stepped down from that position, while remaining on the board. Ms. Christine Hoey was appointed as the new President and Chair. Please see the entire list of volunteer board members below.

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.

Due to COVID-19, the SLMHC Foundation, as are most charities, are looking at a challenging 2020/21 as our main fundraisers have been cancelled. We are looking at new and different ways to raise funds to ensure that we will be able to continue to support SLMHC with needed equipment and capital needs.

Christine Hoey, President

SLMHC Foundation Board of Directors

Ms. Christine Hoey, President

Ms. Jackie Duhamel, Vice-President

Ms. Anna Friesen, Secretary

Ms. Rita Demetzer, Treasurer (Administrator)

Ms. Catherine Beamish

Ms. Tracey Bullock

Mr. Terry J. Jewell

Mr. Tom Kamenawatamin

Mr. Doug Lawrance

Mr. Ed. Linkewich

Mr. Dean Osmond

Mr. Stanley Sainnawap

Mr. Douglas Semple

Dr. Eric Touzin

STAFF MILESTONES

We want to thank and recognize the following staff who have hit a significant milestone between April 1, 2019 and March 31, 2020. Thank you to everyone for your continued dedication to SLMHC and Excellence Every Time.

5 Years

Judith Boles
Angelica Brucelas
Betina Brugger
Katie Bull
Jason Bunn
Nicholas Deforest
Megan George
Alexandra Lloyd
Micko Lopena
Clinton Lorteau
Carissa Mansfield
Peter Mayberry
Michael McCord
Shelly Nystrom
Carly Oberg
Ashley Osmond
Mariah Ricci
Stephanie Simpson
Luisito Tamayo
Martin Tuesday
Phyllis Wills
June Wynn

10 Years

Joe Borja
Nicole Brown
Stephen Csuzdi
Raymond Legros
Danielle Lillie
Pauline Linklater
Emilie Pelletier
Lisa Totton
Brenda Wessel
Denise Wojciechowski

15 Years

Cynthia Bogard
Brad Caughell
Gaetano Cospito
Margaret Kimball
Shelley Read
Mary Spray
Christine Tavares

20 Years

Maria Turtle
Sean MacEachern
Brenda Ropek
Brenda Voth
Anna Wellwood

25 Years

Susan Anderson

40 Years

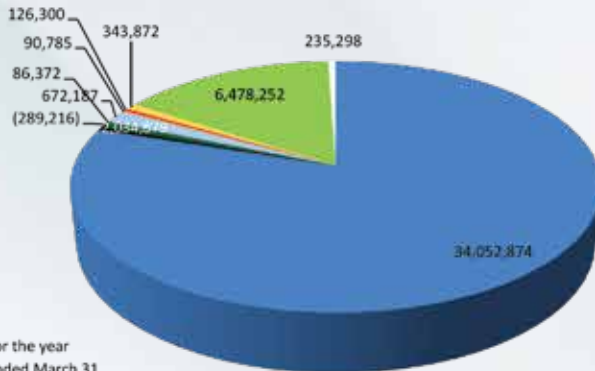
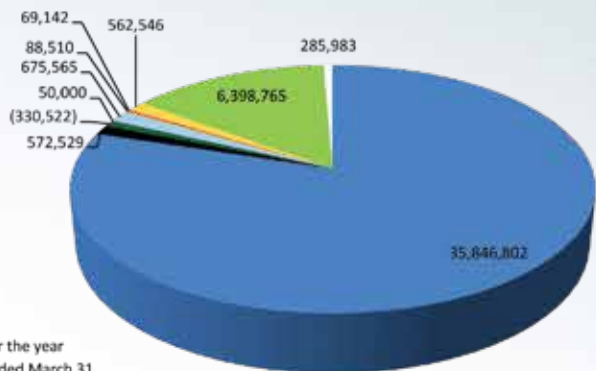
Susan Jeffery

Retired

Tony W. Brazier
Dianna Marie Bridgwater
Dorelene Kusick
Juliette Makar
Lesli Ann Marshall
Janet Joy Potter
Shiela Tennant

STATEMENT OF OPERATIONS

Revenues



For the year ended March 31

2020

Ministry of Health Base Allocation	\$	35,846,802
Ministry of Health One Time Payments	\$	572,529
Ministry of Health Recoveries	\$	(330,522)
Paymaster	\$	50,000
Hospital On-Call Coverage	\$	675,565
Visiting Specialist	\$	88,510
Cancer Care Ontario	\$	69,142
Health Canada	\$	562,546
Other Revenue	\$	6,398,765
Amortization of Donations and Grants for Equipment	\$	285,983
Total	\$	44,219,320

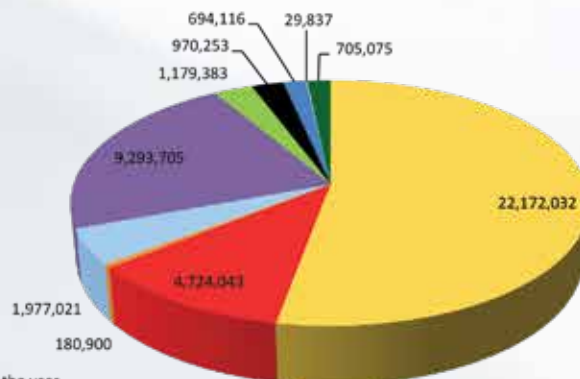
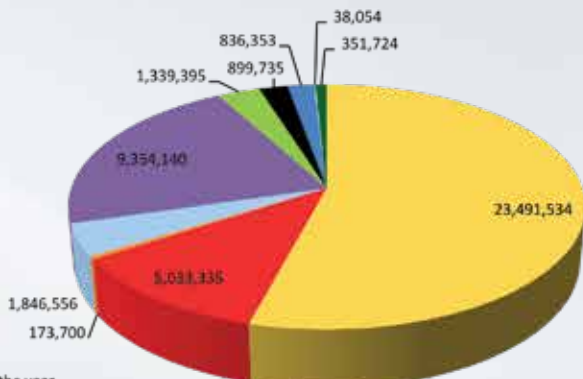
For the year ended March 31

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

2020

Salaries, Wages and Purchased Services	\$	23,491,534
Employee Benefits	\$	5,033,335
Employee Future Benefits	\$	173,700
Medical Staff Remuneration	\$	1,846,556
Supplies and Other Expenses	\$	9,354,140
Medical and Surgical Supplies	\$	1,339,395
Drugs and Medical Gases	\$	899,735
Equipment Amortization	\$	836,353
Software Amortization	\$	38,054
Bad Debts	\$	351,724
Total	\$	43,364,526

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 \$ 854,794

Excess of Revenue over Expenses from Hospital Operations \$ 69,630

Our SLMHC | 2019/2020 at a Glance



Welcome to the world Gianna Masakeyash, who was the New Year's Baby, born on January 1, at 2:20 a.m. Gianna weighed 7 lb. 10 oz. (3458 gm). Congratulations to parents Shianna Turtle and Elisha Masakeyash.



In September 2019, we introduced the new Vocera Smartbadge, which allows for reliable, hands-free communications between SLMHC employees. The smartbadge, now seen on all frontline staff, not only makes for better communications across our facility, but improves response times and positively impacts patient outcomes.



The Honourable Marc Miller, Minister of Indigenous Services, took time for a tour of SLMHC during his visit to Sioux Lookout on February 13, 2020. Pictured above are SLMHC staffers, Karen Parent, Kathy Loon and Samantha Brooks, talking with Miller during the tour, where he learned more about our services as well as our challenges and successes.



SLMHC Foundation representatives and Skip to Equip organizers celebrated \$80,000 raised during last year's 9th Annual Bearskin Airlines Skip to Equip Curling Classic in November 2019, which was donated to the Foundation.



Showing appreciation to SLMHC frontline staff and physicians was the aim as the SLMHC management team fired up the BBQ's and hosted two luncheons at the main SLMHC site and at the William A. George Extended Care Facility in July 2019.

Each luncheon was free for all staff and physicians, and provided an opportunity to not only show appreciation but to keep the conversation going as to how we can continue to drive improvement as their employer. While sharing results from the past three years of the Employee Engagement Survey, staff was given the opportunity to comment on specific areas that were working well or needed more improvement.



A group shot taken in March 2020 (prior to mandatory masks being introduced) where we joined a global social media campaign #WeStayHereForYou #PleaseStayHomeForUs as a way to thank the public for following the newly introduced provincial pandemic guidelines as well as honour the hard work of every staff member at SLMHC who were working hard to provide health services and Excellence Every Time.

Our Stats at a Glance



2,347
Inpatient
admissions



311
Full-Time
Employees
117
Part-time & Casual
Employees



364
Babies
Born at SLMHC



121,546
Outpatient
admissions

137
New Hires



23,246
Emergency
Department
Visits

In March 2020, Ontario and Canada joined the world in the COVID-19 pandemic and we saw a lot of changes here our our hospital and ECU. With masks being mandatory for staff, we started a #Facemask Friday campaign on social media to celebrate the steps our staff take every day to wear their masks and put best public health practices forward. Here are some pics of staff throughout SLMHC, including the Emergency Department, Maternity Ward, Nursing floor and Laboratory.



20
Medical
Students
Placed at
SLMHC



28,916
Exams in
Diagnostic
Imaging



389,951
Meals
Cooked



1,302
Miichim
Meals
Served



SIoux LOOKOUT
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HEALTH CENTRE

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.