

2020/2021 ANNUAL REPORT



SIoux LOOKOUT
Meno Ya Win
HEALTH CENTRE

Excellence Every Time

2020/2021 ANNUAL REPORT

TO OUR STAKEHOLDERS

MESSAGE FROM THE PRESIDENT AND CEO

I begin my message with a sincere “thank you” to our exceptional team of frontline staff, physicians, and management. Keeping up-to-date with the daily fluctuations in clinical and safety measures, imposed upon us by the COVID-19 pandemic, has been a challenge in Ontario hospitals. However, I am grateful for the SLMHC team, who embraced each day and shift with a positive attitude and a vision to keep our patients, residents, community members, and co-workers safe as COVID-19 impacted so many across the globe.

Additionally, I would like to thank our health leaders and partners locally, regionally, and across the province, Chiefs and Councils, and the people we serve in the communities within our catchment area across the north. Together, we were able to collaborate in keeping everyone as safe as possible during this very difficult time.

To those who have lost loved-ones, co-workers, and friends to this devastating virus, you remain in our thoughts, and we wish you comfort and hope in the days ahead.

During this year, news reports of the discovery of hundreds, then thousands,

of unmarked graves throughout the Residential School System was devastating, revealing a truth of our country’s history that is reprehensible. We give our condolences to the families and communities who have been, and continue to be, impacted by this system. SLMHC is committed to working with those we serve in truth and reconciliation, as we continue to build and improve upon health care services in our region.

SLMHC has continued to provide core health care services throughout the pandemic and during times when staffing and physician shortages have prevailed locally, provincially, and nationally. In Ontario, as health system recovery continues, please be assured that the organization, supported by our team of physicians and staff, are here to serve your health needs.

Miigwetch,



MESSAGE FROM THE CHIEF OF STAFF

It is my honour to have the opportunity to address you in my role as interim chief of staff, a position I assumed in May 2021.

We are now well past the one-year mark in our fight against COVID-19. We have all watched as the pandemic has led to sweeping changes across healthcare. This ranges from the massive expansion of virtual medicine, to many new safety protocols and procedures, to changes in physician movement and work patterns.

COVID-19 has certainly brought many challenges. Over this past summer, we have grappled with unprecedented physician staffing shortages for hospital and community services. We have worked closely with Sioux Lookout Regional Physician Services Inc. (SLRPSI) in rapid, emergent recruitment to prevent closure. It is a huge testament to the team that we have managed to prevent any hospital closures as a result of physician staffing. A large number of first time locum physicians worked in the facility over this summer, and many took the time to comment on their positive experience; many plan to return. Going forward, this crisis has led to new protocols and procedures being developed and put in place for similar emergency situations in the future. We have also standardized processes for physician orientation to the hospital.

The pandemic had temporarily put on hold the hospital programs for visiting specialists. These services have now begun to resume going forward. It has been encouraging to work with a number of new specialists who are interested in coming to SLMHC for the first time, and thus be able

to expand the services available locally. We also continue to work on expanding the delivery of virtual care for regional specialists in order to enhance services to our patients. Finally, we continue to partner with SLRPSI to advocate to the Ministry of Health with respect to the need for permanent, Sioux Lookout-based specialists going forward.

The team of physician leaders at our hospital have all been actively involved in expanding and strengthening services in their respective departments throughout the pandemic. The emergency department and mental health and addictions department, in particular, are in the process of very promising future planning.

We truly are a unique organization. We have inherited a powerful history and legacy. Having taken the time recently to once again carefully read over SLMHC's Mission, Vision and Values, I am excited to be reminded of what we represent and what we are accomplishing. During my time in this role, I have welcomed the opportunity to continue to build on the foundation of quality of care and patient safety at our hospital, and will continue to do so going forward.

Best,
Dr. Laurel Laakso
MD, CCFP



STAFF MILESTONES

We want to thank and recognize the following staff who have hit a significant milestone **between April 1, 2020 and March 31, 2021**. Thank you to everyone for your continued dedication to SLMHC and Excellence Every Time.

5 Years

Shanthive Asokan
Anders Hakala
Stephanie Medwid
Erin Ewaniuk
Michelle Bertrand
Tom Chapman
Andrew Boileau
Renee Soulliere
Rachel Auld
Hailey Henderson
Jana Kiefl
Kimberly Suprovich
Kristina Catlin
Ryan Alvaran
Katelyn Daubney
Jory Ariano

10 Years

Sheryl Melnichuk
Rebecca Baas
Ernie Buswa
Ida Vicent
Vince Kilfoyl
Marlene Jordaan
Erica Ogilvie

15 Years

Donna Dubroy
Denise Tilberg
Aileen Turallo
Debora Gartner

20 Years

Sonya Fewer
Debbie Woychyshyn
Brad Lance
Estrelita Clarke
Yvonne Maillet
Tammy Wright

25 Years

Robert Martin

30 Years

Beverly Marciniw

40 Years

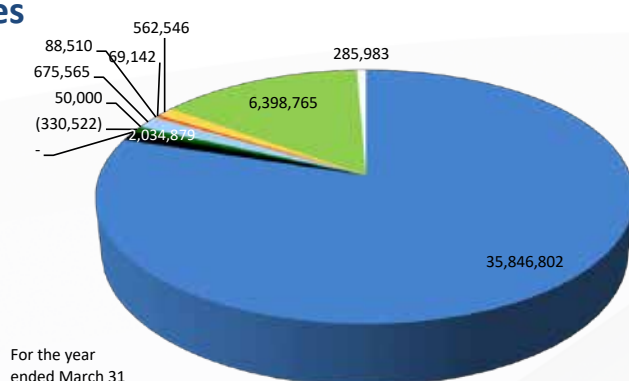
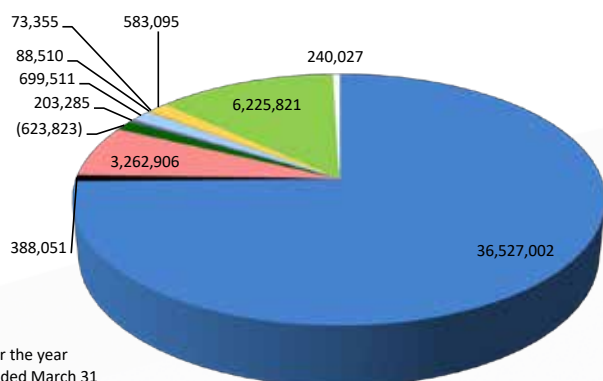
Madilena Berze

Retired

Sue Mittleholt
Craig Legros
Martin Tuesday
Faye Jonasson
Robert Elliott
Helen Kowalow
Carol Wiebe
Gaetano Cospito
Lesli Ann Marshall
Michael Lorteau

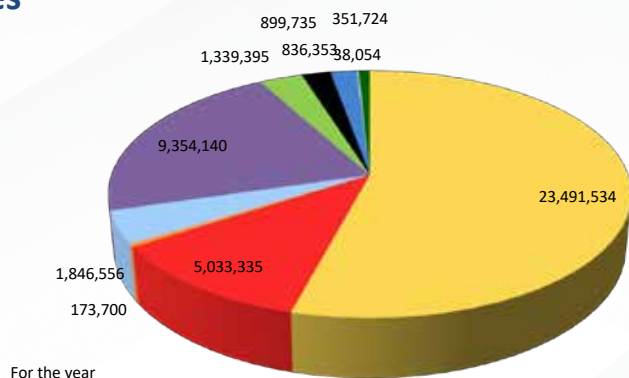
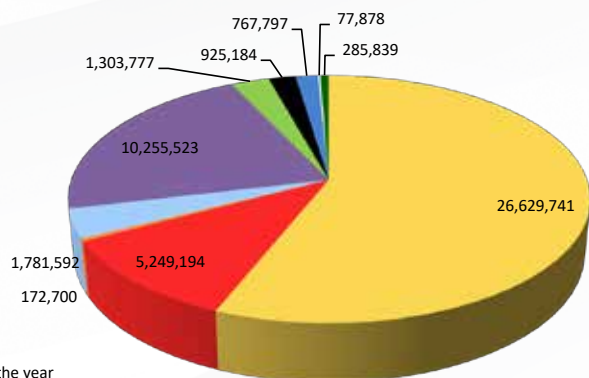
STATEMENT OF OPERATIONS

Revenues



STATEMENT OF OPERATIONS

Expenses



Excess of Revenue over Expenses
from Hospital Operations

\$ 218,515

Excess of Revenue over Expenses
from Hospital Operations

\$ 854,794

Audited financial statements for the year ended March 31, 2021 are available on our website at www.slmhc.on.ca

Our SLMHC | 2020/2021 at a Glance



Sioux Lookout Meno Ya Win Health Centre delivers its first newborn of 2021! Congratulations to Sioux Lookout resident Rosella Harper, who welcomed her son, Quentin Burt, on Jan. 2 at 5:19 a.m.



Blue, green, orange and yellow... the nursing floors were bright this past summer when SLMHC launched the new Team Model of Care approach. Working through challenges in staffing and COVID-19, the new approach was a way to create interdisciplinary teams who all worked together to serve each patient. The new model of care saw team colours being introduced and an approach which amplifies individualized care to every patient.



This year, SLMHC was proud to announce its appointment as a Best Practice Spotlight Organization (BPSO) pre-designate through the Registered Nurses' Association of Ontario. The BPSO designation is an opportunity for SLMHC to further accomplish its vision of being a Centre of Excellence in First Nations and northern health care. This pre-designation as a BPSO means that for the next three years, SLMHC will be dedicated to a robust work plan to reach designation and provide quality, evidence-based care. Pictured above: Director of Patient Experience, Sue Anderson, is the Chair of the BPSO steering committee and held an information session to recruit staff to participate on the committee and sub-committees. Visit slmhc.on.ca/bps to see updates from now until 2024 on the pre-designation process and other news.



The first part of January 2021 was important for the fight against COVID-19 in our region! Residents of William A. George Extended Care and health care staff were among the first to receive the vaccine during the first phase of the vaccination roll-out plan for the province. On the evening of January 5, SLMHC's leadership (President and CEO, Heather Lee, joined by Director of Clinical Support Services, Karen Parent) met with ORNGE and Thunder Air staff to receive the first cooler with the Moderna vaccine. It was securely brought to the SLMHC laboratory where the next day staff administered first doses to residents and staff.



It was an historical moment when SLMHC administered the first COVID-19 vaccine at William A. George Extended Care Facility to resident and Elder Eunice Fiddler, 85. Residents and health care workers were the first to receive the vaccine in our region during the roll-out of the vaccination plan.



Throughout January and February, SLMHC was busy administering COVID-19 vaccines to residents, staff and physicians. Thank you to our team who stepped up to run the vaccine clinic and helped SLMHC fight back in the pandemic.



We have about 450 staff working in over 15 departments here at SLMHC! Here are a few photos of some of our amazing employees! Pictured, clockwise from top left: Laboratory; Materials Management; Mental Health and Addictions Program; Maintenance; Information Technology and Systems.

Our 2020-2021 Stats at a Glance



2,153
Inpatient
admissions



298
Full-Time
Employees
121
Part-time & Casual
Employees
95
New Hires



7,817
COVID-19 Tests



117,654
Outpatient
visits



347
Babies
Born at SLMHC



22,277
Exams in
Diagnostic
Imaging

In March 2020, Ontario and Canada joined the world in the COVID-19 pandemic and these past 18+ months have been challenging for everyone across the globe. Here at SLMHC, we saw a lot of infrastructure changes and general innovative approaches to delivering health care while following guidelines and safety measures.

Clockwise, from top left: SLMHC opened the COVID-19 Assessment Centre in the spring of 2020; At the hospital, we introduced screening stations and reduced entries into the building. This allowed us to screen everyone for COVID-19 and reduce the opportunity for any outbreaks in our facilities; Every area of SLMHC was subject to more intense cleaning and sterilization. Our rehab team worked hard to wipe down equipment and stay on-top of keeping the department clean and safe for patients; To ensure we were able to provide top-notch health services in our COVID-19 in-patient unit, our health care team came up with special crash carts to ensure that each space had the tools they needed and there was no need to leave/re-enter a sterile space.



16
Medical
Students
Placed at
SLMHC



14,219
Emergency
Department
Visits



231,815
Meals
Cooked



1,433
Miichim
Meals
Served

MESSAGE FROM THE SLMHC FOUNDATION

The Sioux Lookout Meno Ya Win Health Centre Foundation has faced a challenging year, as have most charities, due to COVID-19. Our two main fundraisers had to be cancelled in 2020, the Bearskin Airlines Charity Golf Tournament (and in 2021) and the Bearskin Airlines Skip to Equip Curling Classic, as people were not allowed to gather.

We explored an alternative fund raising route, an online 50/50 draw with a license for 12 draws. We began in November 2020 and will end in November 2021. To date, we have awarded over \$270,000.00 in prizes and have been able to commit just over \$200,000.00 to Sioux Lookout Meno Ya Win Health Centre. We are very thankful to the businesses and individuals who chose to “seed” some of these draws. We also

hope we can return to our popular public fundraising events, such as the curling classic this Fall and our golf tournament next Spring. We encourage everyone to keep their eyes open for news of these events on our website (slmhc.on.ca/foundation).

This past year, we were also extremely grateful to have received a major donation of over \$800,000.00 that will be used for the future replacement of our current CT Scanner. It's hard to believe that we have been in our new hospital for almost 11 years and the need for upgraded equipment is reaching an urgent stage.

As always, 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.

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. Doug Lawrance
Mr. Ed. Linkewich
Mr. Dean Osmond
Mr. Douglas Semple
Dr. Eric Touzin



This past year, COVID-19 restrictions put a damper on traditional activities held by the SLMHC Foundation to raise funds for health care and our hospital. We were excited to hold monthly 50/50 charity draws!

So far, the Foundation has raised over \$200,000 for our hospital! Congrats to the winners of the prizes, as well as our early bird draw winners!

To find out more about the 50/50 draw and buy tickets, visit slmhc.on.ca/foundation



SIoux LOOKOUT
Meno Ya Win
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 care planning that involves the patient. We value leadership, wisdom and bravery.

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.