



STRONGER TOGETHER

COMMUNITY REPORT 2019-2020



A MESSAGE FROM OUR LEADERS

This past year, Hamilton Health Sciences (HHS) started a journey to transform the way we provide care.

We took bold steps, investing in new technology and new processes essential for meeting the changing needs and expectations of the people we serve. This work is adding new value every day - increasing our ability to innovate and deliver compassionate, high-quality care, even in times of crisis.

Early in 2020, these abilities were tested with the enormous crisis posed by COVID-19, and our exceptional teams responded.

The COVID-19 pandemic is the most significant health emergency of our time. HHS helped lead the pandemic response for our community, our province and

our country. The accomplishments we achieved together are remarkable. It's clearer than ever that Hamilton Health Sciences is an organization of exceptional strength and capability.

Our 2019/20 Community Report reflects on the excellence of our organization navigating challenges and changes this past year. These stories capture the compassion, bravery, creativity and expertise of the people who work in every corner of this organization.

While we remain deeply impacted by the pandemic, we will use the lessons gained during this time of crisis to strengthen our hospital even more.

Here's to moving forward together, stronger than ever.



Charles Criminisi

Charles Criminisi
Chair, Board of Directors



A handwritten signature in blue ink, appearing to read 'Rob MacIsaac', written over a white background.

Rob MacIsaac
President and CEO





“Here’s to moving forward together, stronger than ever.”

TRANSFORMATION

In 2019-20, we embarked on a bold plan to transform the future of Hamilton Health Sciences. We're making big changes and investments so that we can respond to the shifting expectations of our patients, families, staff and physicians, and secure our place as a sustainable, world-leading hospital for decades to come. We're:

- creating stronger connections with our partners and patients, in support of a more patient-centred and seamless healthcare system;
- leveraging the expertise of other sectors to find solutions to some of our biggest challenges;
- investing in our digital tools and equipment so that our people and patients can benefit from the latest, most advanced technology; and
- embedding quality improvement into our culture, empowering our workforce of more than 15,000 to propel us forward.



Patients



People



**Research,
Innovation
& Learning**



Sustainability

MANAGED EQUIPMENT SERVICE (MES) PARTNERSHIP

In January 2020, we announced an innovative partnership with Siemens Healthineers Canada to ensure the continual renewal and management of over 500 pieces of diagnostic and imaging equipment. The MES initiative will ensure that we always have access to the latest diagnostic tools, technology, and support, meaning less downtime and greater accuracy in patient diagnosis.



DIGITAL HEALTH PLAN

Modernizing our digital infrastructure marks one of the single largest investments in our hospital's history. Early steps have included the replacement of over 4,500 computers and devices, and the launch of a single sign-on system that enables our clinicians to spend more time on patient care. We also began work to replace our hospital information system, which will fundamentally change how our people record, access, and make decisions about care, and enable greater involvement of our patients in their own health journey.

CONTINUOUS QUALITY IMPROVEMENT (CQI)

Our CQI philosophy enables staff and physicians throughout our organization to play a leading role in identifying and acting on opportunities to improve the patient care and service we provide. To date, almost 100 units and departments have been trained in CQI, with over 5,000 improvements implemented.

HAMILTON HEALTH TEAM

In November 2019, the Ontario government announced that Hamilton would be one of the first communities in Ontario to move forward with establishing an Ontario Health Team. HHS is proud to be part of this significant move to create a more seamless, coordinated, and patient-centred health system in Ontario.

MILESTONES AND ACHIEVEMENTS

**APR.
2019**



New website aimed at patients, families and visitors launches.

**MAY
2019**



\$100 million+ endowment from Charles and Margaret Juravinski creates the Juravinski Research Institute to fund health research in perpetuity.



The government of Ontario announces funding of up to \$25 million toward expanding the stem cell transplant unit at the Juravinski Hospital and Cancer Centre.

**SEPT.
2019**



A renovated, state-of-the-art, Inpatient Acute Pediatrics Unit is unveiled at McMaster Children's Hospital through a gift from the Joyce Family Foundation.

**OCT.
2019**



For the third consecutive time, HHS is Accredited with Exemplary Standing by Accreditation Canada.



A state-of-the-art hybrid operating suite opens at the Hamilton General Hospital. The suite integrates imaging technology to allow surgeons real-time, high definition views of what they are operating on, improving accuracy.



For the tenth consecutive year, HHS meets provincial benchmarks for organ transplantation and earns an Award of Excellence from the Trillium Gift of Life Network.

**NOV.
2019**



Hamilton becomes one of the first communities in Ontario approved to establish an Ontario Health Team, with HHS named as a collaborator.



For the second consecutive year, Research Infosource Inc. ranks HHS third in Canada for hospital-based research.

**DEC.
2019**



Excellence Canada and Canada Life announced HHS as one of 2019 Canada's Healthy Workplace Month® Great Employers.



The neonatal intensive care unit (NICU) at McMaster Children's Hospital grows to become the largest in Canada. Our NICU cares for the sickest infants in our region and province. We also expanded our neonatal transport program by adding an additional vehicle, allowing us to safely move more fragile babies to and from our hospital.



The Ontario government gave HHS the green light to proceed to the next step toward building a new West Lincoln Memorial Hospital.

**JAN.
2020**



Accreditation Canada awards Hamilton General Hospital with Distinction in Stroke Services, recognizing national leadership in the delivery of high quality stroke care.



HHS announces a managed equipment service partnership with Siemens Healthineers Canada to streamline the procurement, renewal and maintenance of essential diagnostic equipment over time.

“The accomplishments we’ve achieved together are remarkable.”

Share your proudest accomplishments over the past year at #MyHHS.

#myHHS

STRONG IS RISING TO THE CHALLENGE

In March 2020, one of the most significant health crises in recent history hit close to home. The COVID-19 virus began circulating in our community and region, and HHS teams rose to the challenge.

In a matter of days, our organization rallied to mount a robust response to a rapidly evolving crisis. We dug deep, and quickly, to ensure we were as prepared as possible for the sake of our communities.

Together, we:

- developed a plan to aggressively create capacity for an anticipated surge of COVID-19 in our community;
- swiftly and thoughtfully ramped down ambulatory services, while significantly ramping up virtual care to provide alternate options for our patients;
- launched an initiative to provide long-term care partners virtual access to hospital expertise, reducing emergency visits;
- navigated a global PPE supply shortage through evidence-



based conservation measures, a proactive procurement strategy, and open-mindedness to new and innovative ideas;

- played a leading role at the regional and provincial level, helping to ensure a coordinated approach among health partners; and
- launched a suite of tools to foster resilience among our people in a time of immense challenge.

Much of this work will continue to serve our organization well beyond the COVID-19 pandemic. The connections formed and lessons learned will enable us to move forward from the crisis, stronger than ever.





THANK YOU



We're stronger, together.

Your support is vital to our strength.
Donate today at hamiltonhealth.ca/donate
#ItsVitalToCare

