

We're Listening

Our 2016-2017 Report to the Community



Winchester District Memorial Hospital

At Winchester District Memorial Hospital (WDMH), we love feedback and we get a lot. Each letter, phone call, Facebook post or hallway conversation helps to ensure that each patient's experience is the best it can be. We call it compassionate excellence.

Our patients and families are at the centre of everything we do. So, we've turned this year's Report to the Community over to them! Thank you for your input and thank you for sharing your stories with us.

Meet Benjamin

When Melissa and Bob Theriault were house-hunting, they stumbled upon Winchester by chance and fell in love. "We have everything we need here, including a wonderful hospital. Everyone told us how great it was," says Bob. When it was time to welcome Benjamin into the world, the decision to come to WDMH was easy. "It's the little extras that make you feel good. We are so thankful to the whole maternity ward for an amazing experience," adds Melissa.

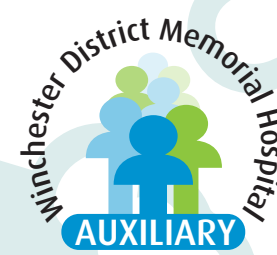


Putting Patients at Ease

When Dr. Oberoi explained that the wait time for surgery at WDMH would be shorter, Amber Carty was keen to make the short drive from Ottawa South. She is glad she did: "I was anxious but everyone took the time to listen to my concerns and make my entire experience less stressful. From the amazing anesthetist, to the nurse who held my hand, to Dr. Oberoi's calm and confident manner, I knew I was in good hands. Thank you!"

Caring Partners

WDMH believes in collaboration and two of our greatest partners are the WDMH Auxiliary and the WDMH Foundation. This past year, our volunteers provided more than 11,100 hours of service, including successful fundraising events. The WDMH Foundation raised \$1.4 million, purchasing 10 pieces of equipment totalling \$80,000 and earmarking much more for the new automated dispensing cabinets for medication - coming soon to WDMH. We couldn't do what we do without these amazing partners.



Compassionate Care

David Jackson has lived in Embrun for three years but had never been to Winchester – until a minor work accident required a trip to the ER. "I expected to wait as I understand that the sickest patients are treated first. But it wasn't too bad and the doctors and nurses were professional, warm and compassionate," recalls David. "I want to ensure that the staff know how much I appreciate their phenomenal service."



WDMH is My Hospital

Christine Chevalier has lived in Ingleside for 14 years and in the local area for even longer. She says WDMH is her hospital – from ER visits, to routine tests, to a recent CT Scan. "Everyone is always so darn nice. I try to go there for all my care because I am always treated with respect and dignity. People are so quick to complain. For me, it's more important to let people know when they've done a good job. You folks rock!"

The Most Important Voice

Terry MacLellan knows a lot about hospitals and he knows that little things make a big difference. That's why he volunteered to be part of our Patient and Family Engagement Committee, which includes patients and family members who provide input and feedback on all aspects of care at WDMH. "I come with a different set of experiences, having had a sick child with a rare syndrome for 32 years. I know WDMH very well and I'm happy to give back."

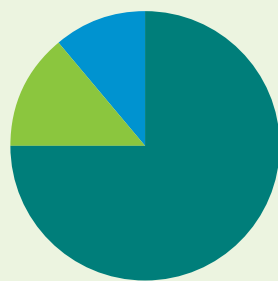
Learn more at www.wdmh.on.ca/PFEC.



BY THE NUMBERS

At a Glance

Emergency Visits	23,756
Surgery	
- Inpatient Procedures	523
- Day Surgery Procedures	4235
Births	770
Diagnostic Imaging Procedures	33,795
Cancer Care	
- Mammograms	2,325
- Cancer Care Visits	2,578
- Colonoscopies	1,597
Ambulatory Care Visits	16,916
Staff	335
Appointed Staff (physicians, dentist, midwives) ...	177
Volunteers	175



Financial Snapshot:

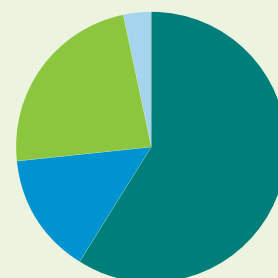
April 1, 2016 to March 31, 2017

Revenue

MOHLTC global funding	\$29,486,714 (77%)
MOHLTC services funding	\$5,207,636 (14%)
Other revenue	\$3,378,383 (9%)
TOTAL	\$38,072,733

Expenses

Salaries and benefits	\$20,202,284 (54%)
Medical staff remuneration	\$4,803,806 (13%)
Supplies and drugs	\$11,435,987 (30%)
Other	\$1,133,982 (3%)
TOTAL	\$37,576,059



Keep in touch!

To learn more about WDMH, visit www.wdmh.on.ca.

Don't forget to sign up for CONNECT, our e-newsletter.

If you have ideas or comments, contact

Cholly Boland, WDMH's CEO, at **613.774.1049**

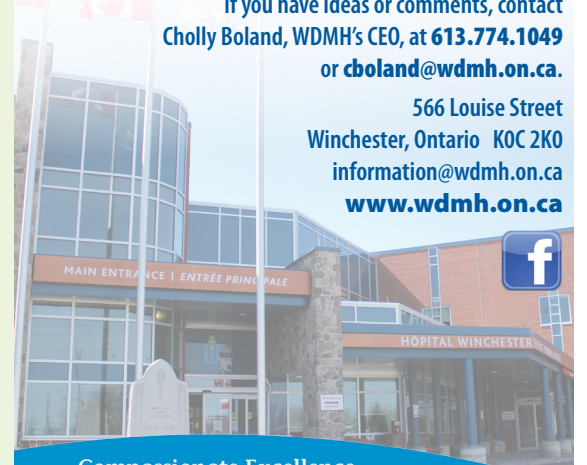
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Compassionate Excellence