



REPORT TO THE COMMUNITY 2020/21



PLAYING A KEY ROLE IN ONTARIO'S PANDEMIC RESPONSE

Throughout the COVID-19 pandemic Halton Healthcare has worked with the provincial government and its regional partners in supporting the local health system response.

We are proud to respond to our local community needs and support our provincial partners in numerous ways:

- Establishing and operating three COVID-19 testing centres
- Initiating COVID-19 in-house lab testing
- Building two internal field hospitals in anticipation of increased demand on hospital resources
- Accepting patients from overburdened hospitals in the GTA
- Opening and operating a vaccination centre at Oakville Trafalgar Memorial Hospital

COVID CARE AT HOME

The COVID Care at Home Program enables COVID patients to be discharged safely and recover at home where they are closely monitored and provided with care and services customized to their needs. The early discharge of these patients reduces stress on emergency services at each Halton Healthcare hospital.

In the first seven weeks of the program, COVID Care at Home served 286 patients. By June, more than 128 patients had been discharged from the program.

GETTING THE SHOT: ADMINISTERING HALTON'S FIRST COVID-19 VACCINE

Halton Healthcare was the first to administer Pfizer-BioNTech COVID-19 vaccinations in Halton Region. Just five months after the first vaccine, the vaccination centre celebrated the 100,000th dose.



WITH RENEWED PURPOSE: A NEW STRATEGIC PLAN THAT IS INSPIRING CARE

To care.

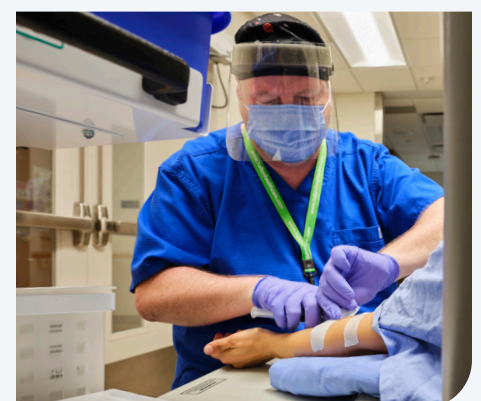
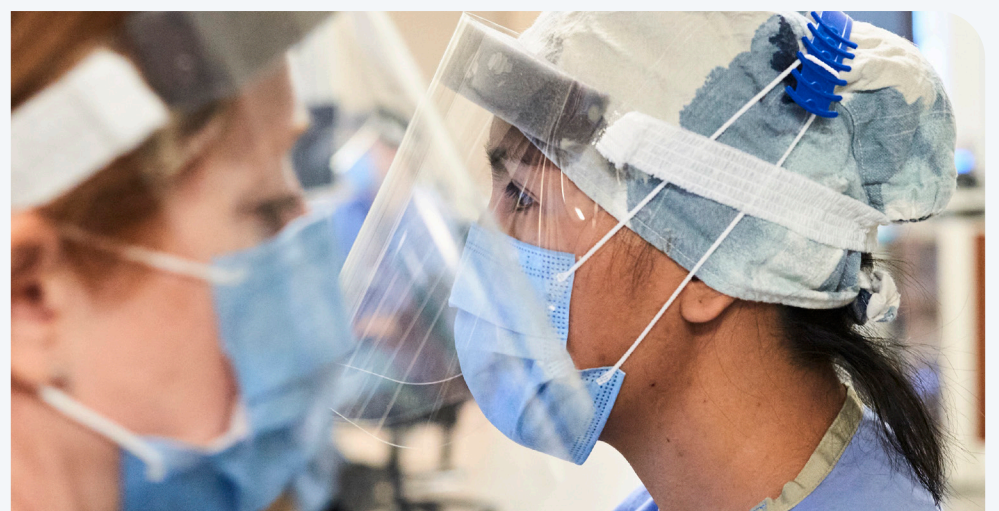
Every day, people come to work at Halton Healthcare to do just that: care.

"To Care" is the purpose statement that is at the heart of Halton Healthcare's new strategic plan.

Called "Inspiring Care," the plan was developed over the last year as an update of Pathway 2020. Board members, representatives from across the organization, and advisors Optimus SBR worked together on the project. Through surveys, town halls, and interviews, more than 1,700 people had input to the plan.

While the plan is new, in many ways it is a refresh to Pathway 2020 rather than a whole scale change. The mission, vision and values have remained the same or been tweaked slightly. The purpose statement is the new addition.

Inspiring Care will begin implementation in fall 2021. Along with initiatives that span the whole organization, departments, clinical programs and services will use the key tenets of the plan to align their activities and develop their own initiatives.





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A MESSAGE FROM OUR LEADERSHIP

The COVID-19 pandemic brought some of the most demanding, complex and difficult situations that many of us have ever faced. The third wave, with the arrival of variants of concern, challenged hospitals and healthcare workers like never before. While this has been a year unlike any other, our teams at Halton Healthcare have responded in the way they always do: with compassion, accountability and respect.

Our first positive case of COVID-19 was identified in March 2020. Since then, we have played a major role in the health system response. Our three testing centres and vaccination clinic are providing vital services to our communities. We are also supporting other hospitals through the GTA Hospital Incident Management System (IMS).

Beyond COVID-19 we focused on our three strategic priorities of Innovate, Collaborate and Empower.

We have continued to work collaboratively with our health system partners as part of the Connected Care Halton Ontario Health Team (CCHOHT). OHTs are a driving force in transforming health systems across our province. The collaborations and partnerships built through the OHTs ensure that we are active participants in this process.

The pandemic has underscored the urgent need to redevelop our hospitals to ensure we are equipped to

Richard Nunn
Chair, Board of Directors

Denise Hardenne
President & CEO

Dr. David McConachie
Chief of Staff

respond to infectious diseases, increased patient numbers and other unforeseen issues. Over the past year, Halton Healthcare has been recognized as a leader for effective capital planning. We are continuing the much-needed redevelopment for Georgetown Hospital, applying our lens of long-term space planning to this critical project.

We are continuing to work to improve patient, visitor and staff experiences, through our innovation grant program. Thanks to this funding, OTMH implemented an innovative wayfinding system for people with sight loss. Read about how Blindsquare is reducing barriers and enhancing inclusion in this report.

In July, our Board of Directors initiated a planning process to review and refresh Halton Healthcare's strategic plan. This fall we will be introducing Inspiring Care, our updated, ambitious and inspirational strategic plan.

The past year has been characterized by a constantly changing environment, extreme demands, and unprecedented challenges. It has also been characterized by an unprecedented level of care across our teams at Halton Healthcare. Looking back and looking ahead, we are dedicated to delivering on our vision of exemplary patient experiences, always.

HALTON HEALTHCARE BY THE NUMBERS

APRIL 1, 2020 TO MARCH 31, 2021



1,526
VOLUNTEERS



869
MEDICAL + PROFESSIONAL STAFF
(PHYSICIANS, DENTISTS & MIDWIVES)



5,089
STAFF



17,344
ONCOLOGY
VISITS



4,277
BABIES
BORN



2,706,572
LABORATORY
TESTS



38,739
SURGERIES



37,171
DIALYSIS
VISITS



675,759
PATIENT
MEALS SERVED



126,357
EMERGENCY
DEPARTMENT VISITS



89,823
ADDICTIONS +
MENTAL HEALTH
VISITS



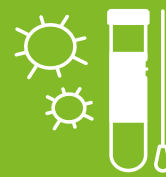
250,235
DIAGNOSTIC
IMAGING EXAMS



29,547
FRACTURE
CLINIC VISITS

COVID-19 ACTIVITY

MARCH 1, 2020 TO JUNE 13, 2021



225,159
TESTING CENTRE
VISITS



1,289
COVID-19
PATIENTS



478
IMS
TRANSFERS



13,638
VIRTUAL
VISITS



128,525
VACCINE DOSES
ADMINISTERED



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