



Town of Orangeville

One Community, Caring Together

About us ...

STRATEGIC DIRECTIONS

GETTING EVEN BETTER

- Relentlessly driving even higher levels of quality across our teams
- Investing in the continuous development and recognition of our people
- Continuously improving our facility and driving operational excellence

NOTHING ABOUT YOU, WITHOUT YOU

- Partnering with patients and families on what's most important to them
- Empowering individuals and teams to have more control over their work and work life
- Continuing to build the future of our hospital with our community

INTEGRATED CARE, CLOSE TO HOME

- Partnering to advance integrated systems of care in our community
- Improving the health of our community with our partners

SUPPORTS

MAKING EVERY DOLLAR COUNT FOR OUR PATIENTS & COMMUNITY

INNOVATION, RESEARCH & TECHNOLOGY



OUR VALUES

KINDNESS



PASSION



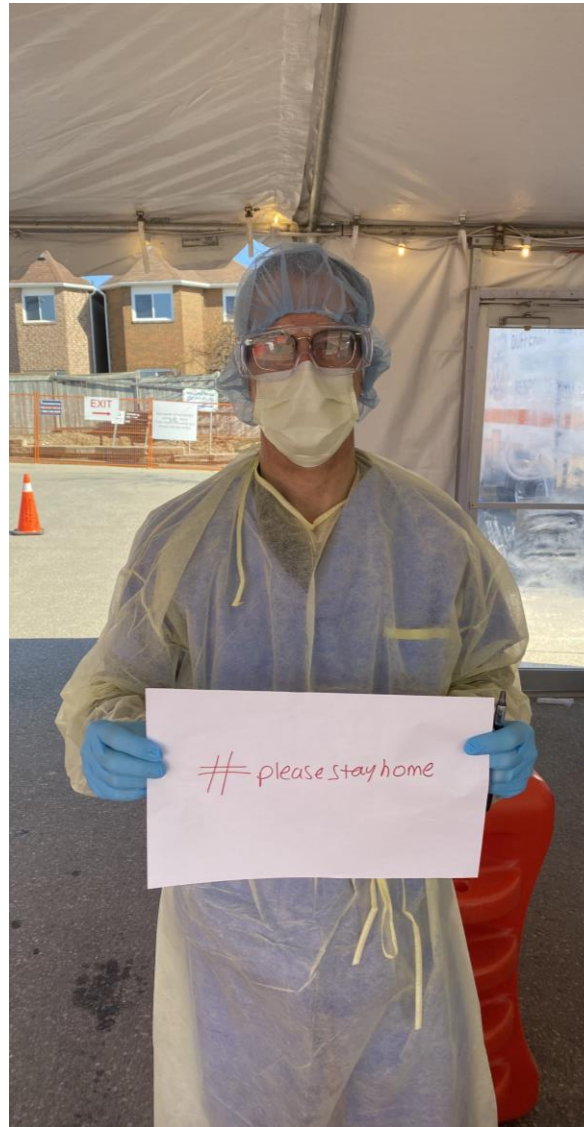
COURAGE



TEAMWORK



COVID-19 tested our resolve

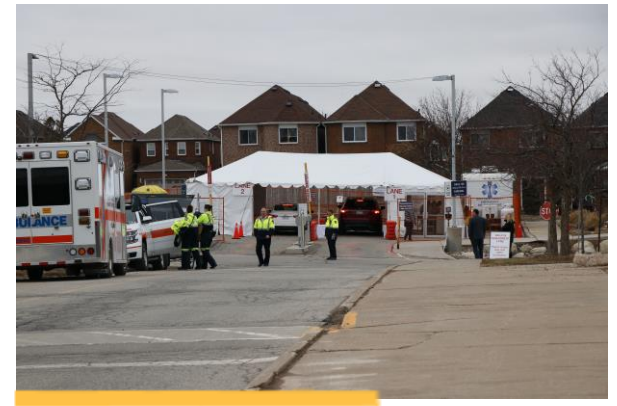


Key Hospital Updates : COVID-19

- Our response
- COVID-19 Assessment Centre
- Community outpouring of support

[Look inside our Assessment Centre](#)

[Watch a parade of support from Emergency Services](#)



By the numbers ...



41,618

Emergency
Department Visits

4,767

Day Surgeries

453

Volunteers

4,396

Dialysis Visits

24,921

Outpatient Visits
(excluding DI, ED and Lab)

979

Inpatient Surgeries

764

Staff

2,550

Oncology Consultations

795,592

Lab Tests
(excluding DI)

5,910

Inpatient Admissions



1,211

Telehealth Visits

898

Babies Delivered

1,472

Chemotherapy Treatments



39

Medical Students

158

Physicians, Dentist
& Midwives

29,876

Diagnostic Imaging
Tests



Key Hospital Updates : Program/Service Improvements

- Patient Family Advisory Partnership
- New wireless fetal monitor and laboratory machines
- Increased access to health information
- Choosing Wisely Canada Designation
- Hospital One-Year Mortality Risk (HOMR) Project
- Renewed Urology Program and Equipment
- New Independent Spinal Assessment and Education Clinic & Musculoskeletal Rapid Access Clinic
- Continued infrastructure improvements



[Look inside our renewed Urology Program](#)

Key Hospital Updates : Facility Improvements

- Joan & Paul Waechter Welcome Centre
- Main hospital entrance and patio
- Paediatric department upgrades



Ontario Health Team

- Supporting local health care during COVID-19
- Congregate Care Settings
- Mental Health & Addictions
- Palliative Care
- Digital Health
- Community Wellness Council

[Meet the Hills of Headwaters Collaborative](#)



Local Heroes

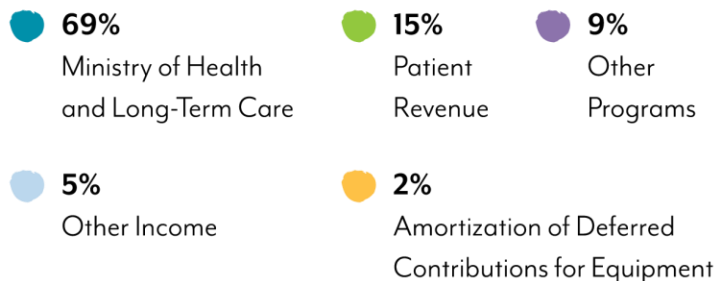


Making every dollar count ...

The operating results for the year ended March 31, 2020 is a deficit of \$716,600, before building amortization expense and related deferred capital contributions.

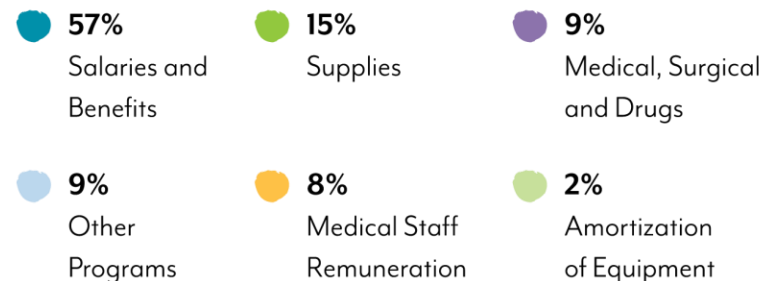
REVENUES \$76.9 Million

Revenues increased \$5.2M or 7.2% from the year prior. Special one-time investments and rebates received contributed to the majority of the increase in revenues.



EXPENSES \$77.7 Million

Total expenses increased by \$5.9M or 8.2%, relating mostly to annual inflation, increased drug costs and one-time investments. The deficit incurred in the year is a result of COVID-19 costs, which were unfunded as of March 31, 2020.



2020/2021 Areas of Focus...



- Replacement of our Health Information System (Meditech)
- Continued COVID-19 Pandemic Response
- Hills of Headwaters Collaborative Ontario Health Team
- Accreditation 2021
- Our People Strategy



Be part of health care in your community ...

- Join our team
- Join our Patient Family Advisory Partnership
- Volunteer with us at the hospital, in the gardens or in the community
- Participate with us at community events
- Donate to Headwaters Health Care Foundation at **hhcfoundation.com**



For more information:

Connect with us anytime by email at **info@headwatershealth.ca**, online at **headwatershealth.ca** or on social media at **@headwatershcc**

Partner in the Hills of Headwaters Collaborative, the Dufferin-Caledon Ontario Health Team. Learn more at **hillsofheadwaterscollaborative.ca**.

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