

a journey together



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OUR MISSION

Safe and excellent hospital care.

OUR VISION

A journey together. The best care every time.

OUR VALUES

W WORKING TOGETHER
E EQUITY
C COMPASSION
A ACCOUNTABILITY
R RESPECT
E EXCELLENCE

The activities and programs of Yukon Hospitals are governed by a Board of Trustees, which represents the interests of all Yukoners. It is comprised of members from communities across the territory as well as representatives from Yukon First Nations, medical staff, public service and the public at large.

2017/18 BOARD OF TRUSTEES

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message from chair/ceo



Each journey through the health system is personal and unique. Our work at the Yukon Hospital Corporation is focused on how we can meet these unique personal and community needs across our territory.

Thank you for taking time to explore our 2017-18 Year in Review, which looks back at our own journey over the past year and provides a snapshot of where we are going in the future as we strive toward the best care every time.

In the following pages you will learn about the opening of our state-of-the-art Emergency Department at Whitehorse General Hospital, the continued evolution and integration of our community hospitals and the progress we are making with new technologies and systems to advance and support care.

The story of our expanding surgical services is told through the experience of 14-year-old Vincent Kaiser, whose accident at summer camp led him to the care of our skilled surgical team.

A feature on Registered Nurse Britt Udala, who recently joined our team in our Cancer Care Coordinator role,

highlights one of the ways we are enhancing valuable patient supports. Hospital volunteer and cancer survivor Eileen Fraser joins Britt in sharing how they are providing one-on-one comfort and assistance to Yukoners during a most difficult time.

We also share the story of an aspiring medical student, and hospital volunteer, Reina Thurma. She illustrates one way our team demonstrates its commitment to reconciliation, by providing hospital care that meets and respects the unique personal and community needs of our First Nations patients.

You will learn how we are working with our health system partners so you receive the hospital care you need and are able to return home safely. This also helps us ensure that beds are available when needed and that we use all resources across our hospital system to ensure Yukoners are receiving quality, accessible and timely care.

We have also been focused on maximizing our team's skills and expanding services where feasible, in a way that allows us to wisely and efficiently manage our funding and other resources.

All of these activities are part of our five-year strategic plan launched in late 2017. This plan was developed by listening and gathering input from individual Yukoners, staff, health system partners and community organizations.

As part of that work, we created an important set of organization values represented by the words 'WE CARE' – working together, equity, compassion, accountability, respect, and excellence. These values guide us daily in delivering safe and excellent hospital care. We are excited to continue this journey with you and we look forward to meeting the needs of our community and patients in the coming year.

Thank you to all of our staff, government and health system partners, donors and patients for joining us on our journey toward providing the best care every time.



Brian Gillen
Chair,
Board of Trustees



Jason Bilsky
CEO

*Inside the new Emergency Department at
Whitehorse General Hospital.*

Archbould Photography

by the numbers

Our hospitals provide a wide range of health services to thousands of Yukoners every year, 24 hours a day, seven days a week. Below is a breakdown of some of our activities over the last year.



WHITEHORSE GENERAL HOSPITAL



ADMISSIONS

3,395

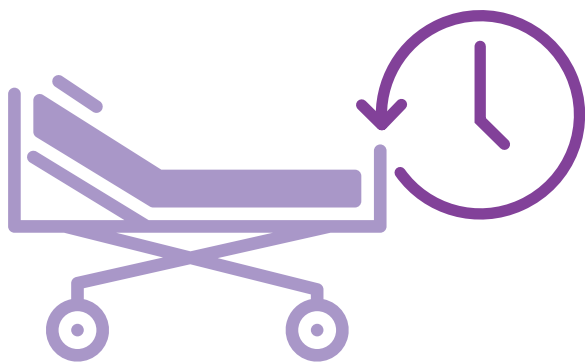
STAFF

537



VOLUNTEERS

60



PATIENTS ADMITTED: DAYS

20,085



BIRTHS

405

VISITS

34,352 IMAGING

33,464 EMERGENCY

28,806 LAB

8,618 SPECIALISTS

5,085 THERAPY

1,053 CHEMOTHERAPY



MRI SCANS

2,117



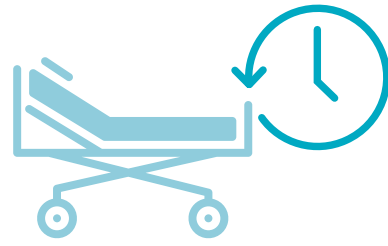
SURGERIES

2,617

FIVE YEARS OF CARE CLOSER TO HOME

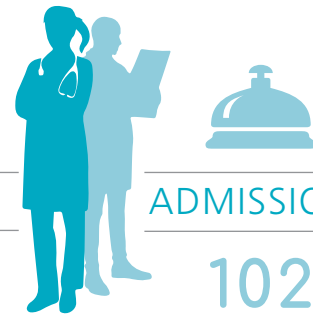
Our community hospitals in Watson Lake and Dawson City are celebrating an important milestone – five years ago these incredible facilities opened and became part of our hospital system, offering safe and excellent hospital care closer to home for many Yukoners.

Each has become an established community health care hub, providing Yukoners an array of services including emergency care, 24-hour in-patient monitoring, on-site laboratory and imaging services, medical clinics, pharmacy and public health providers all under one roof.



PATIENTS ADMITTED: DAYS

1,037



STAFF

25

ADMISSIONS

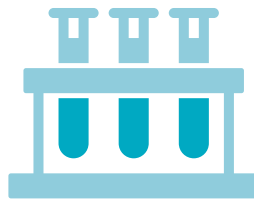
102

VISITS



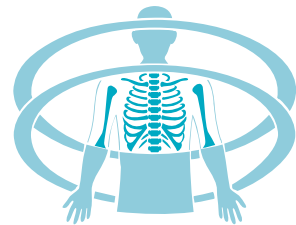
EMERGENCY

2,892



LAB

2,460



IMAGING

509



DAWSON CITY COMMUNITY HOSPITAL



PATIENTS ADMITTED: DAYS

1,074



STAFF

28

ADMISSIONS

114



VISITS



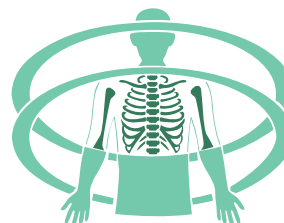
EMERGENCY

2,462



LAB

1,714



IMAGING

573



WATSON LAKE COMMUNITY HOSPITAL



excellent patient care



Getting the care you need, in the moments that matter

When 14-year-old Yukoner Vincent Kaiser broke his leg while playing dodge ball in the first hour after arriving at youth camp, he knew his summer plans were about to change.

"My leg slipped and everyone within 20 feet heard it crack," says Vincent whose leg was fractured in three locations.

Instead of campfires and marshmallows, Vincent's summer journey would instead bring him to Whitehorse General Hospital and into the care of Yukon's new resident orthopedic surgeon Dr. Curtis Myden.

"We knew the break was bad," says Operating Room Clinical Care Manager and Registered Nurse Thelma Floyd, who was a part of Vincent's care team. "Dr. Myden will often see patients not expecting to do surgery that same day, but he knew Vincent needed to be seen in the operating room."

In the past, complex fractures like Vincent's would require a trip to Vancouver or Calgary, with time in the

air and family having to find a place to stay. In Vincent's case, he was scheduled for surgery in Whitehorse that very same afternoon.

"Who's going to take care of the other kids – it's a logistical nightmare," says Vincent's mom Christina. "All of those things didn't happen because we have an orthopedic surgeon here."

Dr. Myden came to the Yukon last October as a part of phasing in expanded surgical service. His arrival means that over the coming years, more Yukoners will be able to prepare for surgery, have an operation and recover here at home.

Yukon Hospitals has also been able to make investments in new equipment to support orthopedic care, including a new fracture table and associated hardware for the surgical procedures.

"He has been a huge asset to our community, to our hospital, and to our emergency physicians," says Thelma.

In addition to the timely care, Christina adds that she appreciated the staff's

"In the past, complex fractures like Vincent's, would require a trip to Vancouver or Calgary, with time in the air and family having to find a place to stay. In Vincent's case, he was scheduled for surgery in Whitehorse that very same afternoon."

approach to involving the family in Vincent's care by inviting them into the cast room to be part of the discussion regarding his treatment plan.

"It's always so nice when they try to make sure mom and dad can be involved – I really like that."

After five weeks Vincent was healing well and looking forward to getting back on his feet. "I'm doing fine now," says Vincent. "The people who took care of my leg, they did a great job."

*Reducing harm and keeping you safe – left to right:
Clinical Care Manager Thelma Floyd, Stephanie Tremblay,
Vincent Kaiser, his mom Christina, and Trina Henderson.
Archbould Photography*



HIGHLIGHTS:

Providing excellent patient care

Providing excellent patient care means striving for the highest standard of quality and safety, engaging patients in their care, providing care that is compassionate, timely, and culturally appropriate, while continuing our commitment to on-going improvement.

Here are some of the ways we continued to deliver excellent patient care on your important health care journey.

Opening new Emergency Department and Intensive Care Unit

A new, state-of-the-art Emergency Department opened at Whitehorse General Hospital (WGH) on January 9, on time and on budget. The facility includes 17 modern emergency treatment areas with optimal infection control practices, technology and enhanced privacy along with a four-bed Intensive Care Unit (ICU) to provide more complex, critical care. Building and opening the new wing involved the participation of individual Yukoners, local businesses, physicians, nurses and nearly every team in the organization. With this expansion complete, our focus turns to the redevelopment of other areas of WGH, including surgical and pre-operative spaces, medical daycare, and outpatient lab (collection) areas.

Helping, healing and improving

Medication errors and patient falls are the two leading incidents in hospitals across the country. Over the last year,

with our health system and physician partners, we have focused on putting strategies in place to prevent these occurrences. We are now seeing a decrease in these incidents as a result of our efforts.

The overall quality of our programs, systems and services were also recently evaluated by Accreditation Canada, with an external team of health professionals from across the country visiting our hospitals. An identified key strength included collaboration with community partners, while an important opportunity for our hospitals is continuing to have greater patient involvement in their health care journey.

Maintaining your privacy and trust in our hospital system

Your privacy is a priority at Yukon Hospitals. That is why we take a number of steps to protect patient information, and only use it when we need it to provide safe and excellent hospital care. We look at maintaining your privacy in many ways – from how

your information is received and how it is stored to how it is shared within our hospitals and with our health care partners.

We also want to ensure spaces where you receive care are safe, and your information is kept private during a test or treatment.

Yukon Hospitals is dedicated to ensuring our staff have a strong understanding of ethics in decision making. That's why we developed tools to support our team in making sound choices and difficult decisions that achieve the best possible patient outcomes.

Utilizing all beds and resources in our hospital system

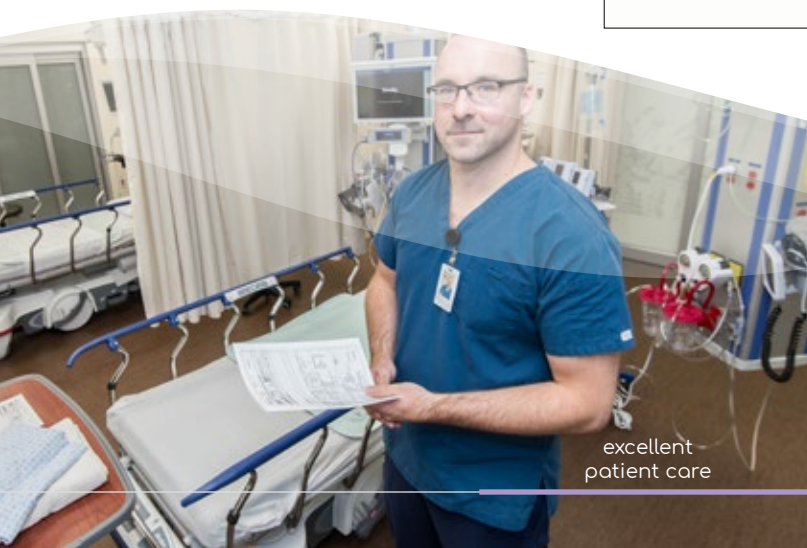
When you need a hospital bed, you expect one to be available for you. But more than half the time over the last year, WGH did not have a bed to meet the need. As a result, our hospital system has had to take a number of steps to ensure you have access to the care you need, when you need it. One

of those steps is using all the resources in our hospital system, including available beds at our community hospitals. Both Dawson City and Watson Lake hospitals now receive patients from WGH, on a limited basis, following established medical criteria and consultation with individuals and their families. Our goal is to ensure we make optimal use of all beds and resources in order to maintain access to hospital services where they are available.

Contributing to reconciliation

Our First Nations Health Programs continue to serve as a model for other hospitals and health centres as they strive to improve Indigenous health outcomes. With our success, we have an obligation to share our journey with other health providers, so they too, can advance the health of Indigenous peoples in their communities. That is why, in 2017, we helped with the development of a national report from HealthCareCan (an association of Canadian hospitals and health authorities) entitled Bringing Reconciliation to Healthcare.

Registered Nurse Michael Burke in the new Emergency Department.
Archbould Photography



excellent patient care

What Yukoners are telling us

Understanding your experience in our hospitals is important for ensuring that we provide the best care every time. We asked for feedback and more than 400 patients shared their thoughts through the patient experience survey, covering a wide range of topics.

95%

received good to excellent care

96%

say staff are respectful

97%

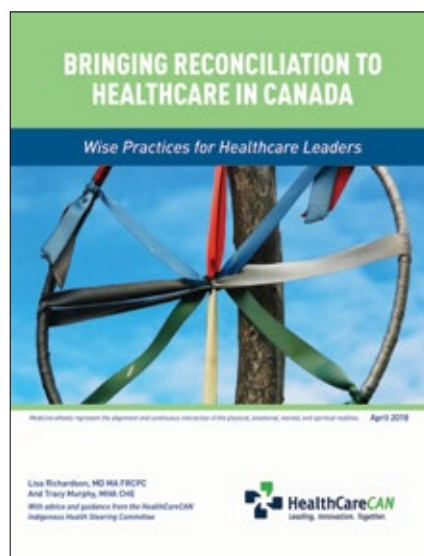
say staff listen

The report focuses on health system changes that recognize barriers faced by First Nations in accessing and receiving care. We were able to share our experiences in offering our patients traditional foods and medicines; including

First Nations beliefs and traditions into programming; having a sacred space on-site; offering an onsite First Nations Liaison service, and providing cultural competence education to all employees.

Improving access to health services

To better support deaf and hard of hearing patients, we partnered with the Government of Yukon's ASL interpreter program by placing American Sign Language (ASL) signage at various patient interaction locations. Patients can now point to the signs to indicate they require support from an interpreter who is now available 24 hours a day seven days a week.



Volunteer Christine Klassen-St. Pierre conducting a patient survey
GBP Creative





passionate and engaged people



Comfort and community as cornerstones of cancer care

Cancer diagnosis and treatment is complex and can often be confusing and overwhelming for patients and their families. Many care providers and clinics support this journey, which is why Whitehorse General Hospital (WGH) has established a highly collaborative and specialized team, providing a range of cancer care to support patients, when possible, to be closer to home.

In 2017, Registered Nurse Britt Udala joined that team in the role of Cancer Care Coordinator. Her specialized education and training, and experience as a chemotherapy travel nurse in Northern BC and the Yukon, supports Yukoners by helping them make informed decisions about treatment and access to timely support throughout our hospital and broader health system – inside and outside the territory.

"I'm here from day one. When someone is diagnosed, often they come into the office, and their emotions are very raw. All they want me to do is sit and listen to them," says Britt. "Fortunately, here

in the Yukon, we're able to offer one-on-one experience with somebody who is your advocate throughout your entire cancer journey."

"In the Yukon you get a one-on-one experience with somebody who is going to be your advocate throughout your entire cancer journey."

A cancer diagnosis can affect patients and families physically, emotionally, financially, socially, and spiritually. It's a difficult path that cancer survivor and hospital volunteer Eileen Fraser understands all too well.

"I was diagnosed in March 2010, and I didn't know at the time, but I was actually stage three plus," says Eileen. "It took me years to say that."

Today, Eileen is using her experiences by welcoming patients as they arrive for appointments and treatments in WGH's chemotherapy clinic, which had 1,053 visits last year. She helps create a comfortable environment that supports the care by our team of physicians, nurses and pharmacists.

"I went through lots of testing at the U of A Hospital and the Cross Cancer Institute in Edmonton," says Eileen. "The one thing I noticed at Cross Cancer was all the burgundy vests – the volunteers. They made such an impact."

By working together with the hospital's surgical and diagnostic teams, clinical dieticians and oncology specialist and family physicians, Britt and Eileen are ensuring patients receive the best care every time.

"Our patients know that I'm going to go to bat for them," says Britt. "I just see it as an honour to help someone out in one of the most difficult times in their life."

Registered Nurse and Cancer Care Coordinator Britt Udala (left) with YHC Volunteer and cancer survivor Eileen Fraser in Karen's Room, a special environment for patients and their families at Whitehorse General Hospital.

Archbould Photography



HIGHLIGHTS:

Cultivating an environment of passionate and engaged people

Cultivating an environment of passionate and engaged people means inspiring all of our people (employees, volunteers and medical staff), actively supporting a culture of quality, safety and open communication, valuing growth, work/life balance and wellness, and fostering accountability, teamwork and supportive relationships. Here are the highlights of some of the ways we are striving to meet this important objective.

Supporting on-going learning opportunities

The continuous growth and development of our people is critical to providing the best care every time. Our learning programs are aimed at helping our team members maintain required skills or adopt best practices, keeping our work and care environments safe, and offering new career opportunities within the organization.

We provide dozens of online learning opportunities, continuing education assistance, and on-site skills and training days.

As an example, we introduced for all staff a First Nations learning session available in class or online. The initiative is part of our commitment to reconciliation and recognition of the importance of providing care that recognizes fairness, cultural safety, diversity and accessibility.

Welcoming new medical staff leadership

Yukon's hospitals were pleased to welcome Dr. René Soucy as the new Chief of Medical Staff in early 2018 following the retirement of Dr. Wayne MacNicol. Dr. Soucy is a general practitioner with more than 25 years' experience, in addition to a decade working as a physician advisor with the Canadian Medical Protective Association. Welcome Dr. Soucy!

Taking the pulse of our team

Understanding our team's work experience is an important first step toward building a strong organizational culture of passionate and engaged people. This year, our team told us the following issues were important to them — communication and engagement, work/life balance, career development and performance feedback. We are committed to looking at and addressing feedback to ensure our people feel supported, valued and engaged in their journey with Yukon Hospitals.

Working together with our partners

Our hospitals continue working with our union partners to provide the best possible care.

Last year, we renewed our collective agreement with our Registered Nurses, Pharmacists, Registered Dietitians, Physiotherapists and Occupational Therapists. And on a regular basis, we collaborate and keep lines of communication open so we address important issues and ensure all of our employees are safe and supported.

Yukon Hospitals CEO Jason Bilsky with Mike Paré, PIPSC President (YHC Group)



Aspiring medical student takes on new volunteer roles

Meet Reina Thurmer, a 23-year-old, who is aspiring to complete the Northern Medicine Program at the University of British Columbia. On her educational journey, Reina is gaining valuable experience as a volunteer supporting patients in Yukon Hospitals' First Nations Health Programs and new Emergency Department.

"The hospital is like a huge well-run machine with many moving parts," says Reina. "Some people shy away from coming in or avoid it altogether – I'm here to help people not be afraid."

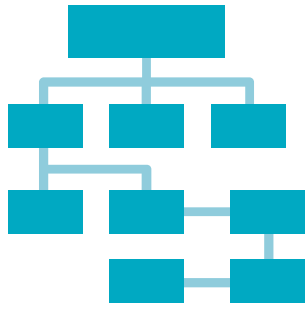
Reina is one of over 60 Yukoners who volunteer as part of the hospital team in five different positions, including General Information Desk, Friendly Visitor, ED Information Desk and First Nations Cultural Support.

Together, our volunteers provide a combined total of over 150 hours of their time each month (offering social interaction, recreational activities, comfort and help navigating the hospital) as partners in our journey together to provide the best care every time.

"The hospital is like a huge well-run machine with many moving parts."

*First Nations volunteer Reina Thurmer outside the entrance of the Nă Kų Healing Room at Whitehorse General Hospital.
Archbould Photography*





robust and sustainable systems



Modern facility offers seamless, quality and safe emergency care

On January 9, 2018 Yukoners celebrated the opening of our new modern, state-of-the-art Emergency Department at Whitehorse General Hospital that was completed on time and on budget.

The opening event was attended by hundreds of people from the community and beyond, who came for a glimpse inside of the new two-story 40,000 square foot building that will see approximately 34,000 patients every year.

It was the first major enhancement to the hospital in 20 years, and followed the successful first phase expansion – the opening of a new magnetic resonance imaging (MRI) facility in early 2015 that continues to provide this important test to nearly 2,200 Yukoners each year.

“Thank you to our entire team, who, along with PCL Constructors Westcoast Inc., kept the project on schedule and on budget,” says Jason Bilsky, Yukon Hospitals’ CEO. “A large part of this success is due to community involvement and support, which included nearly 100 Yukon-based businesses and specialized trades who ensured this new facility was quality built. Everyone’s commitment and dedication is reflected in this incredible facility.”

Our entire clinical team of nurses and physicians, including our Emergency Department Committee, were fundamental to planning and developing the facility. Their involvement enabled us to develop the right patient flows, systems and processes and collaborate with other hospital care providers and health system partners.

The new hospital wing includes spaces specially designed to provide emergency care at the highest standards in patient safety, security and comfort. It has a “race track” layout identical to other hospitals across Canada to better monitor activities, while creating a standardized and more familiar environment for hospital staff and visiting medical providers.

“There are now 17 patient care areas with improved sight lines between providers and patients, enhanced privacy and better infection controls,” says Bilsky.

The new building also includes a two-bay trauma room with break-out capability for a third bay, which means we can better manage emergencies where there are multiple critical patients arriving at the same time.

The wing also includes a new intensive care unit (located next to Emergency) with more treatment rooms, advanced equipment and a private family area.

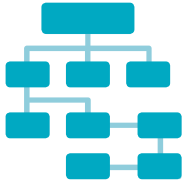
Advanced technology built in

Among the many new technologies built into this facility is the “ED Tracker” system. It is designed to improve communication between health care providers by allowing staff to track patients and view near real-time information about their status. For example, physicians can now quickly determine if new lab or medical imaging results are available in order to make the best possible decisions to improve patient outcomes.

With changing and growing health needs in the territory, a second floor was also created above the new Emergency Department for future use, along with a new IT data centre (the main computers that support technology and systems throughout the hospitals) and improvements to the building’s power infrastructure to support future growth.

“We’re now ready to meet Yukoners emergency health needs with an improved healing space for our patients and an enhanced work environment for our entire team, including nurses, physicians, support staff and partners such as paramedics,” says Bilsky. “It’s a major step forward on our journey together to provide the best care every time.”

*Opening the new Emergency Department, left to right:
Jennifer Darling, RN; Linda Woodhouse, RN/Clinical Care Manager;
Koreen Rix, RN; Dr. Marc Pronovost; and Project Director Karen Girling.
Archbould Photography*



HIGHLIGHTS:

Build robust and sustainable systems that advance and support care

Building robust and sustainable systems that advance and support care means having strong and reliable infrastructure (including critical systems, equipment and facilities), using all hospital resources in the best way possible, valuing evidence and analysis in planning and decision-making, and remaining transparent and open in sharing results and outcomes. Here are the highlights from the past year.

Modernizing and expanding surgical and medical services

As part of the redevelopment of Whitehorse General Hospital (WGH), following the opening of the new Emergency Department, we have been able to integrate several of our surgical services – so you can go to one

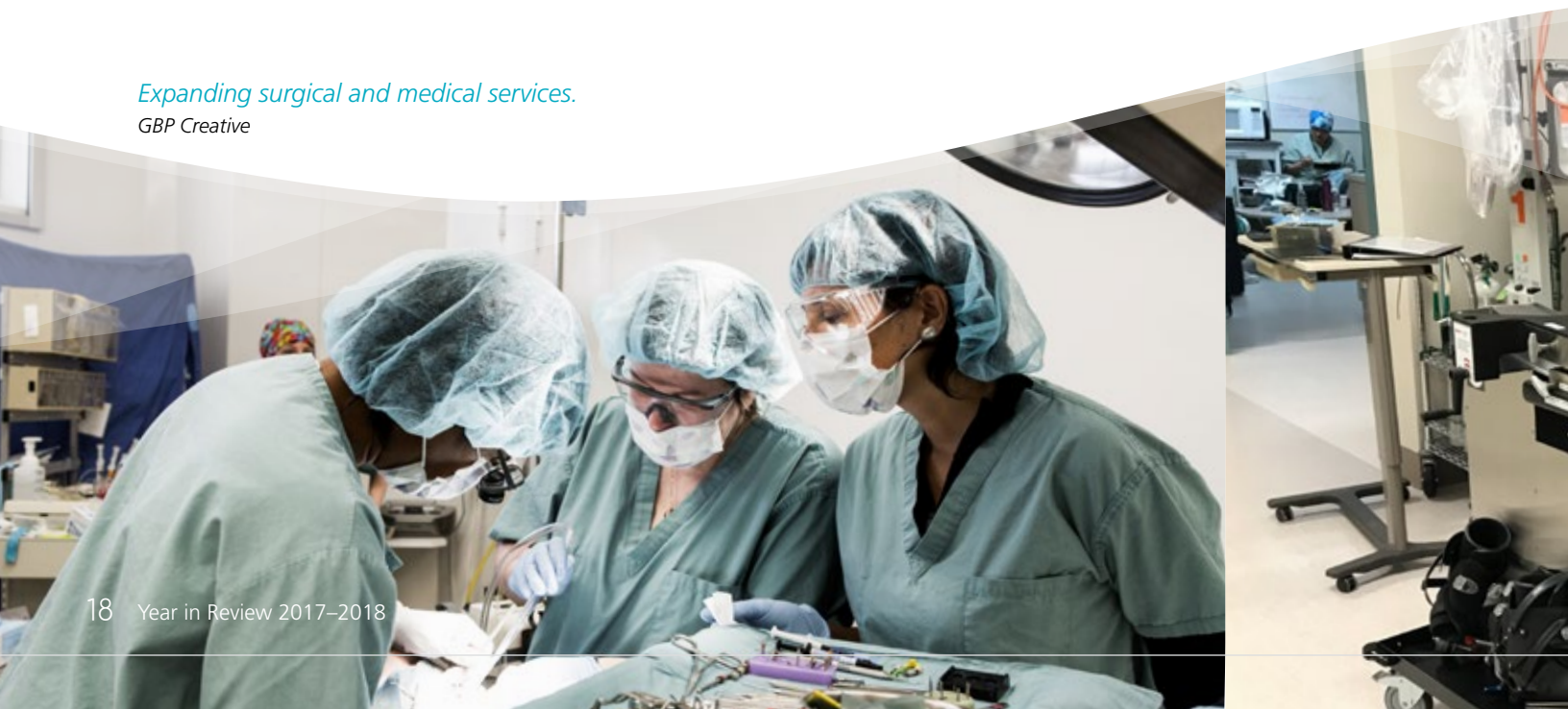
location to prepare for surgery, register for surgery and have your surgery.

We have also created more private spaces for blood and intravenous medication transfusions, and added another clinical treatment area for minor procedures to increase availability of operating rooms for more complex

surgeries. A Yukon-based orthopedic surgeon also began providing services in 2017, in addition to adopting new, specialized orthopedic equipment. We've also added services to support our existing cast clinic.

Expanding surgical and medical services.

GBP Creative



Other positive changes are underway as physicians, nurses and other clinical support teams are working together to develop a long-term plan for surgical services in the territory. WGH's team already performs about 2,600 surgical procedures each year, and as part of this planning, we are looking at how we can enhance service and improve care into the future as Yukon's health needs grow and change.

Enhancing critical equipment and systems

Major investments were made this past year in equipment and systems such as WGH's oxygen and medical gases infrastructure. This is an essential and critical system that helps vulnerable and recovering patients to breathe or maintain comfort during treatment. We also updated bedside equipment and technology that is used to deliver medication and track patients' heart rate, blood pressure, breathing and other vital signs.

Opening a new outpatient lab

One of the first steps in the multi-year redevelopment of WGH was completed with the opening of our new outpatient lab – the area of the hospital where blood and other samples are taken for testing. This new space offers more privacy and improved infection control, as well as an enhanced workspace for lab staff. We have also been able to make several other improvements, including same-location registration, sample collection, and washrooms that allow patients to have everything related to their lab tests completed in one location.

Upgrading our information systems to advance patient care

We have been working to implement an eHealth system that will position our hospitals to provide seamless access to health information within and between our hospitals and health care partners.

One example is a new lab information system that enables physicians to request tests and receive results electronically. This improves timing of results and reduces opportunities for errors.

We also use a new territory-wide drug information system that provides clinicians with information about all medications dispensed by pharmacies. Physicians can also send electronic lab orders to the hospital and get results as they become available electronically. All these systems will enable clinicians to have information they need to make better decisions that will improve patient safety and outcomes.

These advances are all happening in collaboration with the federal government, Yukon government, physicians, and our health care partners; including health clinics, continuing care centres, and pharmacies. For our patients, this means a better hospital experience with more accurate and consistent health information available to each care provider along their health journey.

Registered Nurse Niki Deneault in front of a new Fracture Table.

New outpatient lab space offers more privacy and improved infection control.

GBP Creative



Selected financial highlights

as of March 31

SELECTED FINANCIAL RESULTS (IN \$000'S)

	2018	2017	2016	2015	2014
Operating Revenues	84,725	79,550	77,760	74,056	68,475
Operating Expenses – (Excluding Pension Adjustment)	84,389	79,202	79,172	75,340	67,670
Surplus of Revenues Over Expenses Before Pension	336	348	(1,412)	(1,284)	805
Pension Adjustment	3,804	5,526	7,442	5,464	2,514
Total Surplus of Revenues Over Expenses	4,140	5,874	6,030	4,180	3,319

BALANCE SHEET DATA

ASSETS

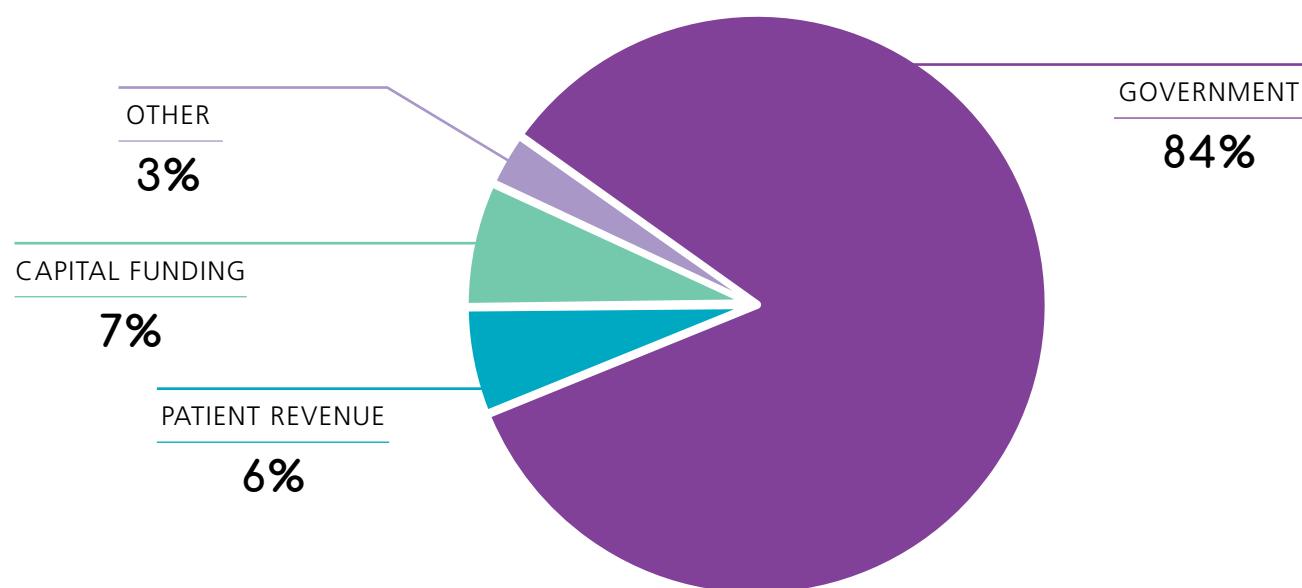
Current Assets	15,654	12,514	17,086	11,046	14,500
Accrued Pension Benefit	44,949	41,145	35,233	27,791	22,327
Capital Assets	166,876	160,825	133,124	120,473	118,359
Other	33,815	37,119	40,054	43,280	47,949
Total Assets	261,294	251,603	225,497	202,590	203,135

LIABILITIES

Current Liabilities and Short-term Debt	48,606	55,442	55,334	56,402	58,702
Deferred Capital	162,478	149,880	129,535	111,838	114,469
Other	3,081	3,292	3,513	3,265	3,059
Total Liabilities	214,165	208,614	188,382	171,505	176,230
Net Assets	47,129	42,989	37,115	31,085	26,905
Total Liabilities and Net Assets	261,294	251,603	225,497	202,590	203,135

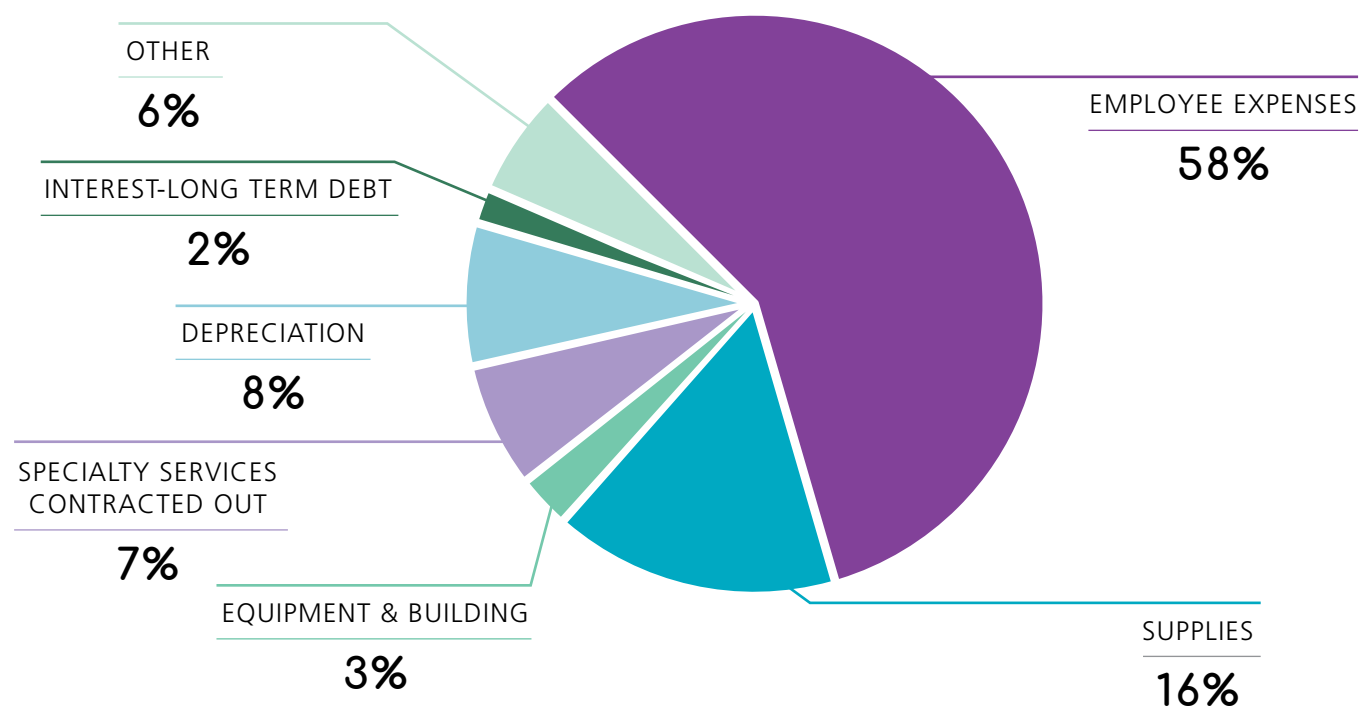
TOTAL REVENUE

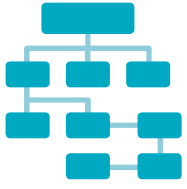
\$84.7 MILLION



TOTAL EXPENSES

\$84.4 MILLION





Collaborate with health system partners

Collaborating with health system partners means providing the right care in the right place at the right time, working together to shape health care that meets unique individual and community needs, maintaining a seamless patient journey, using scarce resources wisely, and sharing knowledge and expertise to improve outcomes. Here's what we've accomplished.



Yukon Hospital Foundation's Denim Days fundraiser supports the Yukoners Cancer Care Fund.

Archbould Photography

Yukon Hospital Foundation reaches \$10 million in support

Community support for the Yukon Hospital Foundation has generated more than \$10 million in donations since 2005. Through events, celebrations and other activities these important contributions have enabled our hospitals to provide advanced diagnostic tests such as MRIs, CT scans and mammograms, and offer support to over 150 Yukoners through financial assistance from the Yukoners Cancer Care Fund. Fundraising efforts include Yukon Denim Day, the women's voyageur racing team – Stix Together, and the Northwestel Festival of Trees, which recently raised more than \$184,000 to help update fluoroscopy (video X-ray) at WGH.

The Foundation's latest campaign initiative is to fundraise towards equipment for a new medical simulation centre in the Yukon. This centre will offer space for Yukon health providers to train together with real-life scenarios and in a hospital environment in order to be prepared for emergencies.

Enhancing technology with community support

With major support from the Hospital Foundation, Whitehorse General Hospital was able to update its fluoroscopy machine with a modern version. This newer, more advanced machine offers a full-motion video X-ray, providing a non-invasive diagnostic tool to safely and quickly see moving parts inside a patient's body. Fluoroscopy is considered a key diagnostic exam within a state-of-the-art health care centre.

Helping you leave the hospital safely

In an effort to more safely and effectively support patients leaving the hospital and returning back home – or to another care provider within the health system – an enhanced discharge planning process was developed between community partners, including physicians, nurses, physiotherapists and continuing care providers. This approach involves new tools such as a worksheet in all patient charts that allows care providers to offer input on a patient's evolving needs.

The entire care team also works closely together, meeting on a daily basis, to identify barriers to discharge and share real-time information about potential for placement in continuing care facilities or home care. These initiatives, along with others, have helped reduce the number of long patient stays (greater than 30 days) by 16% between 2016 and 2017.

*Yukon Hospital Foundation
Teddy Bear Clinic.*

Archbould Photography



*Sarah May-Jardine,
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