

*Vision: Providence Care will lead the way  
in compassion and discovery*

# The Story of Providence Care



[www.providencecare.ca](http://www.providencecare.ca)

Annual Report 2009-2010

# Providence Care

# Providence Care



## Message from the Board Chair and the CEO

In 2009 our Board of Directors approved a three-year Strategic Plan, which is rooted in our Mission, Vision and Values – Respect & Dignity, Compassion and Stewardship.

Like other health care providers, Providence Care is accountable to the communities we serve – including our patients, clients, residents and families, our sponsors – the Catholic Health Care Corporation of Ontario, the Ministry of Health & Long-Term Care, and the Southeast Local Health Integration Network (LHIN). Over the last several months the Board has developed performance measures to monitor how we are delivering on our strategic plan.

This year we met the financial and volume targets in our Hospital Services Accountability Agreement for our hospital programs, and our Multi-Sectoral Accountability Agreements for our community programs. Our Long-Term Care Home, Providence Manor also met its financial targets.

These measures are important, but equally important is the feedback we receive from patients, clients, residents and their families, who regularly comment on the positive experiences they have had at Providence Care. For example, a family member of a patient at Mental Health Services recently commented, *“My mother was admitted in February and passed away peacefully in March. I wanted you to know the staff, nurses, physicians, housekeeping, social work and clergy treated my mother with the utmost dignity, courtesy and caring. Their care was exemplary – a finer group of people would be hard to find.”* A few months ago a taxi driver whose mother had just been admitted to Providence Manor told our Director of Spiritual Care that the move had brought on a remarkable change. *“We’ve got our mother back. It’s made such a difference in her as a woman and a spiritual person!”*

The results of our 2009 Patient and Family Satisfaction Survey for St. Mary’s Complex Continuing Care and Specialized Geriatrics programs show satisfaction ratings that rank well above the provincial average in several categories, and in six cases Providence Care sets new provincial high performance benchmarks. It is satisfying that the results show both patients and families rated overall quality of care as best in the province. [READ MORE](#)

We are living in a time of significant health care legislation reform, aimed at creating a system that is sustainable and where quality is the driving force. The upcoming *Excellent Care for All Act* will be passed into law in the near future. Among the new requirements is the obligation to do regular patient/client/caregiver surveys to assess satisfaction with our services. We believe we are well-positioned to meet these requirements as part of the way we deliver our care.

Jim Barton  
Chair, Board of Directors

Dale Kenney  
President & CEO

## Highlights of 2009-2010

### January 2009

- Mission Days were celebrated January 19, April 20 and September 14. Senior Leaders greeted and thanked staff and volunteers. Events were held each day to heighten awareness of our Mission, Vision and Values. [READ OUR MISSION, VISION & VALUES](#)

### June 2009

- St. Mary’s became one of the first hospitals in Canada to offer Personal Choice Dining. The service, offered by Sodexo, promotes personal contact between staff and patients and continuous dietary care. [READ MORE](#)

### July 2009

- Providence Manor met 100 per cent of the standards reviewed in its 2009 annual Ministry of Health and Long-Term Care Compliance Review.

### August 2009

- The Métis Nation of Ontario renewed its agreement with Providence Care and Queen’s University. This expands the MNO’s mental health resources and training. [READ MORE](#)

### September 2009

- Providence Care’s 3rd Annual Leadership Conference featured the Hon. Roy J. Romanow as guest speaker. [READ MORE](#)

### November 2009

- Providence Care scored 97 per cent across Accreditation Canada’s quality dimensions and has been granted full three-year Accreditation status. The surveyors observed that “The organization has a long and rich history of Mission and Values based care which is embedded in the organization’s DNA”. [READ MORE](#)

### January 2010

- Providence Care’s Mood Disorders Research and Treatment Services’ Outreach Team received support through a \$150,000 gift from Scotiabank to University Hospitals Kingston Foundation. [READ MORE](#)

### May 2010

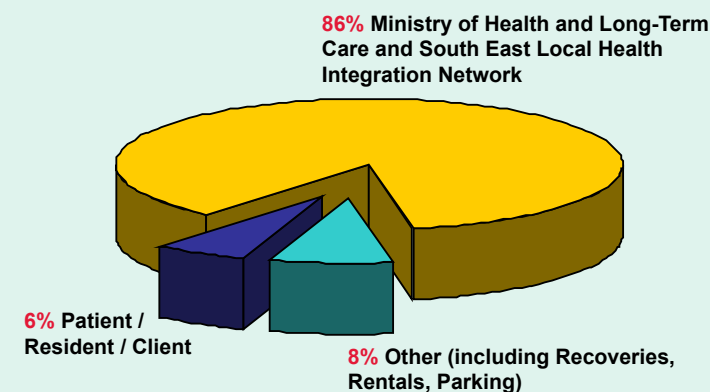
- Providence Care staff campaign raised \$125,000 for the University Hospitals Kingston Foundation (UHKF), Together We Can campaign, raising money for redevelopment of Kingston hospitals, including a new hospital for Providence Care. [READ MORE](#)
- Two Ethics Conferences were held - one with Dr. Harvey Max Chocinov, and the second with Dr. Hazel Markwell.

### June 2010

- Sodexo Canada celebrated its 35 year partnership with St. Mary’s by hosting a BBQ and donating \$100,000 to UHKF for Providence Care hospital redevelopment. [READ MORE](#)
- Providence Care met financial and volume targets in our Hospital Services Accountability Agreement for our hospital programs and our Multi-Sectoral Accountability Agreements for our community programs. Providence Manor also met its financial targets.

# FINANCIAL REPORT

## Providence Care Fiscal 2009 / 2010 Revenues



### Revenues

Ministry of Health and Long-Term Care and South East Local Health Integration Network	\$104,485,000
Patient / Resident / Client	7,107,000
Other (incl Recoveries, Rentals, Parking)	10,131,000
<b>Total Operating Revenue</b>	<b>\$121,723,000</b>

### Our People

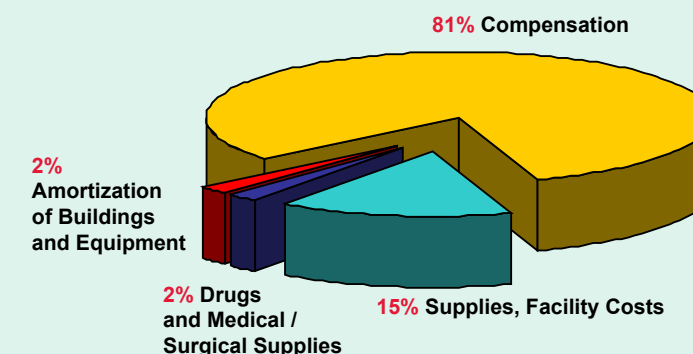
Clinical, Administrative and Support Staff	1,703
Physicians, Residents and Clinical Clerks	267
Volunteers	860
(who provided 64,849 volunteer hours)	

Providence Care is a major centre for teaching and research. All undergraduate medical students at Queen’s University are exposed during their training to teaching within Geriatric Medicine, Physical Medicine and Rehabilitation, Palliative Care, Complex Continuing Care and Mental Health Services.

### 2009-2010 Board of Directors

Jim Barton, Chair Bath & Lennox & Addington Counties Kingston and Frontenac County	Larry Norman Catholic Health Corporation of Ontario
J. Peter McGeer, Vice Chair Kingston and Frontenac County	David Purlow Brockville and Leeds and Grenville Counties
Glen Wood, Vice Chair Kingston and Frontenac County	Dr. John Puxty, Chief of Staff and Chair Professional Advisory Committees
Dale Kenney, President & CEO Dr. Glenn Brown, Chair, Department of Family Medicine, Queen’s University	Dave Reynolds, Napanee and Lennox & Addington Counties
Pam Carr, Kingston & Frontenac County	John Roderick Kingston and Frontenac Counties
Susan Freitas Kingston and Frontenac County	Dr. Gavin Shanks President Medical Staff
Brian Hogan Kingston and Frontenac County	Paul Spooner Bath & Lennox & Addington Counties
Doug Hogeboom Kingston and Frontenac County	Mary Woodman Kingston and Frontenac County
Ken Horricks Belleville and Prince Edward Hastings Counties	<i>Founded by the Sisters of Providence of St. Vincent de Paul, Providence Care is today sponsored by the Catholic Health Corporation of Ontario.</i>
Sister Sheila Langton Catholic Health Corporation of ON.	
Peter Merkle Kingston and Frontenac County	
David Moore Kingston and Frontenac County	

## Providence Care Fiscal 2009 / 2010 Expenditures



### Expenditures

Compensation	\$98,528,000
Supplies, Facility Costs	18,266,000
Drugs and Medical / Surgical Supplies	2,296,000
Amortization of Buildings and Equipment	2,530,000
<b>Total Operating Expenditures</b>	<b>\$121,620,000</b>
Excess of Revenues over Expenditures	103,000

### Activity Snapshot

#### St. Mary’s of the Lake Hospital

*Physical Medicine and Rehabilitation, Complex Continuing Care, Palliative Care, Specialized Geriatrics* [READ MORE](#)

Inpatient Admissions	792
Outpatient Visits	36,750
Community / Outreach Visits	1,952
Regional Community Brain Injury Services (hours)	11,151

#### Mental Health Services

*Adult Treatment & Rehabilitation, Forensic Psychiatry, Geriatric Psychiatry* [READ MORE](#)

Inpatient Admissions	266
Outpatient Visits	9,767
Community/Outreach Visits	31,696

#### Providence Manor

*Long-Term Care* [READ MORE](#)

Resident Admissions	102
Adult Day Programs	5,051
Attendant Care Outreach/Endymion Supportive Living Programs (hours)	46,192

Total Providence Care Outpatient and Community/Outreach Visits	85,216
	(plus 57,343 hours)

A complete set of audited financial statements is available by calling 613-548-7222 extension 2158

Si vous desirez une version française de ce rapport annuel, vous pouvez contacter -613-548-5567 ext 5995