

*Respect & Dignity ♦ Compassion ♦ Stewardship*

*Leading the way in compassion and discovery.*



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

Annual Report 2010-2011

Providence  
Care



Providence  
Care

## Message from the Board Chair

On December 13th, 1861, four women from Montreal got off the train in Kingston, and began the community the Sisters of Providence of St. Vincent de Paul. With scarce resources, they dedicated their efforts to caring for the sick, the elderly and the orphans.

Around the same time, work was underway on the construction of Rockwood Asylum, a facility for people living with mental illness. Once completed, it would be a more supportive environment than the prison basement where psychiatric patients were originally housed.

Both stories of courage and compassion form the roots and history of our present-day Providence Care. In 2011, we are honouring that history, and all of those who have been a part of Providence Care's evolution for the past century and a half.

At the same time, this year is about looking to the future. In March, we received the exciting news that the provincial government plans to move forward and build our new Providence Care Hospital. The new facility will provide better space for our patients and clients, as well as for our teaching and research activities. Although many details are still being worked through, we look forward to constructing and opening the new hospital in just a few years. [READ MORE](#)

Our community programs are also demonstrating innovation and leadership. Providence Care's Regional Community Brain Injury Services (RCBIS) has been asked to lend its expertise to a local initiative in Napanee, to provide enhanced residential care to adults living with brain injuries.

Additionally, in the same way Providence Care pioneered the first Community High Intensity Treatment Team (CHITT) to support mental health clients living in the community, we are in the process of proposing a new Behavioural Support Service. This new service could help support long-term care homes care for residents with complex mental health and behavioural needs.

Health Minister Deb Matthews recently visited Providence Care. We were able to tell her about our recent patient, resident and family satisfaction survey results in rehabilitation, complex continuing care and at Providence Manor. After learning that Providence Care ranks among the top in the province in many areas, the Minister congratulated our staff, physicians and volunteers on their strong commitment to the people of our region.

Providence Care's Mission is to "enhance the quality of life" for those we serve. Our history is rich with stories of how this has been lived out, and the years ahead hold the promise of more to come.

Glen Wood  
Chair, Providence Care Board of Directors

## Highlights of 2010-2011

### July 2010

- CFB Kingston pledges \$200,000 to the University Hospitals Kingston Foundation's *Together We Can* campaign. The pledge is in support of St. Mary's Physical Medicine and Rehabilitation Program. [READ MORE](#)

### September 2010

- St. Mary's and MHS volunteers donate \$250,000 to the University Hospitals Kingston Foundation *Together We Can* campaign. [READ MORE](#)

### January 2011

- 2011 marks Providence Care's 150 year anniversary of *enhancing quality of life* for those we serve. Many activities/events took place throughout the year such as a Staff & Family BBQ. Our Archivist wrote a 150th historical blog and a historical photo display was developed.

### February 2011

- Providence Care one of first health care providers in Canada to roll out ePatient Record system across hospital, long-term care and community programs. The system, to be implemented over next two-three years, will provide accurate, timely information at point of care. [READ MORE](#)

- St. Mary's celebrate launch of Day Rehab Program for stroke clients, an extension of the Stroke Rehabilitation Program.

- Providence Manor participates in a study of advanced approaches to strengthening work environment in long-term care.

### March 2011

- Providence Care receives positive rankings in a consumer-based website, *myhospitalcare.ca*. 95.4% of those surveyed receiving inpatient rehabilitation care at St. Mary's provided positive scores. For the same question in the Complex Continuing Care survey, 93% of inpatients returned positive rankings. [READ MORE](#)

- Providence Care marks 10-year anniversary of providing long-term, specialty mental health care to residents of southeastern Ontario. [READ MORE](#)

- Providence Care receives go-ahead from province for a new hospital to bring together services and programs of St. Mary's and Mental Health Services. [READ MORE](#)

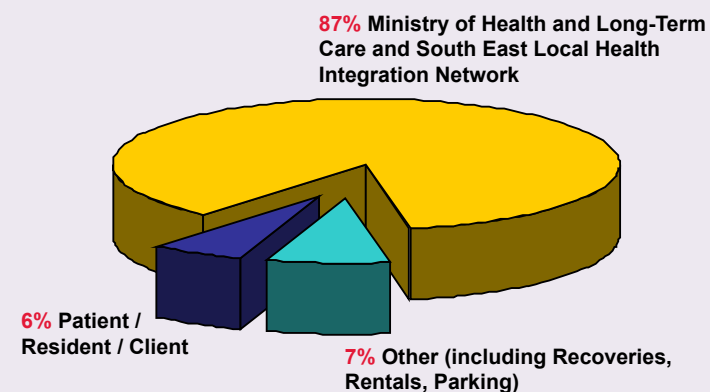
- Providence Care Staff Campaign for United Way receives Cornerstone Award and Britton Smith Foundation Diamond Leadership Award.

### April 2011

- Providence Manor receives high ranking in Resident and Family Surveys - becoming new "high performer" in areas including "Overall quality of care/services." 90% of family respondents say they agree or strongly agree that staff put residents' needs first. [READ MORE](#)

# FINANCIAL REPORT

## Providence Care Fiscal 2010 / 2011 Revenues



### Revenues

Ministry of Health and Long-Term Care and South East Local Health Integration Network	\$107,964,000
Patient / Resident / Client	6,620,000
Other (incl Recoveries, Rentals, Parking)	9,059,000
<b>Total Operating Revenue</b>	<b>\$123,643,000</b>

### Our People

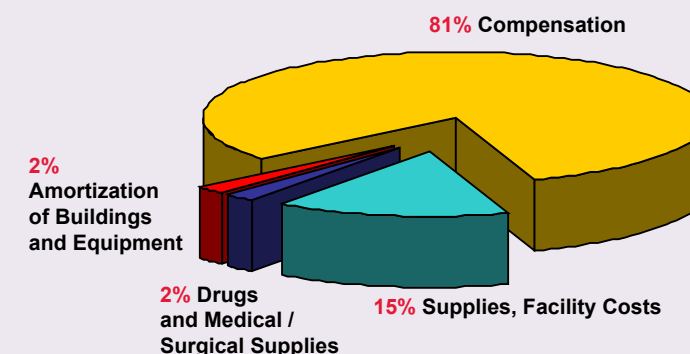
Clinical, Administrative and Support Staff	1,562
Physicians, Residents and Clinical Clerks	277
Volunteers	894
(who provided 51,355 volunteer hours)	

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.

### 2010-2011 Board of Directors

Glen Wood, Chair Kingston & Frontenac County	Martha Morton Bath and Lennox & Addington Counties	
Brian Hogan, Vice Chair Kingston & Frontenac County	Larry Norman Catholic Health Corp. of Ontario	
David Moore, Vice Chair Kingston & Frontenac County	David Publow Brockville and Leeds & Grenville Counties	
Dale Kenney, President & CEO Dr. David Barber, Department of Family Medicine, Queen's University	Dr. John Puxty Chief of Staff and Chair Professional Advisory Committee	
Jim Barton Bath and Lennox & Addington Counties	John Roderick Kingston & Frontenac County	
Pam Carr Kingston & Frontenac County	Maurio Ruffolo VP Patient & Client Care and Chief Nursing Executive	
Susan Freitas Kingston & Frontenac County	Dr. Gavin Shanks President Medical Staff	
Doug Hogeboom Leeds & Grenville Counties	Josee Theriault Kingston & Frontenac County	
Ken Horricks Belleville and Prince Edward Hastings Counties	Mary-Alice Thompson Kingston & Frontenac County	
Sister Sheila Langton Catholic Health Corp. of Ontario	<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>	
J. Peter McGeer Kingston & Frontenac County		
Peter Merkley Kingston & Frontenac County		

## Providence Care Fiscal 2010 / 2011 Expenditures



### Expenditures

Compensation	\$98,881,000
Supplies, Facility Costs	18,598,000
Drugs and Medical / Surgical Supplies	2,449,000
Amortization of Buildings and Equipment	2,738,000
<b>Total Operating Expenditures</b>	<b>\$122,666,000</b>
Excess of Revenues over Expenditures	977,000

### Activity Snapshot

#### St. Mary's of the Lake Hospital

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

Inpatient Admissions	849
Outpatient Visits	30,526
Community / Outreach Visits	2,853
Regional Community Brain Injury Services (hours)	11,797

#### Mental Health Services

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

Inpatient Admissions	321
Outpatient Visits	9,903
Community/Outreach Visits	33,494

#### Providence Manor

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

Resident Admissions	115
Adult Day Programs	5,317
Attendant Care Outreach/Endymion Supportive Living Programs (hours)	44,140

Total Providence Care Outpatient and Community/Outreach Visits	82,093
(plus 55,937 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