

STANTON TERRITORIAL HEALTH AUTHORITY

2006/07

ANNUAL REPORT



Table of Contents

Article	Page
Message from the CEO	3
STHA Year-end Financials	4
Overview of Stanton	5
Continuing Care Services	6
Mental Health & Addictions / Information Systems	7
Aboriginal Wellness	8
Facility Services Upgrades	9
Human Resource Plan	10
STHA Hospital Questionnaire	11
Nursing Graduates	12
Long Service Awards	13

Mission

Caring people providing excellent health services with dignity.

**MESSAGE FROM SYLVIA HAENER
CHIEF EXECUTIVE OFFICER**



Stanton continues to be recognized by patients for the delivery of a high level of care. This feedback was received through the 2006 NWT Hospital Patient Satisfaction Questionnaire. As a participant in the Questionnaire, Stanton has received valuable feedback that will allow us to continue to improve the care we provide to the people of the NWT.

2006/07 has seen further development as well as consolidation of existing programs:

- The Aboriginal Wellness Program is being guided in its development by an Elders' Advisory Council as well as a Coordinator;
- The Extended Care Unit has focused on ensuring it can provide appropriate care to the increasing number of dementia patients which are living on the unit;
- Work continues, in partnership with the Department of Health and Social Services, Canada Health Infoway and Capital Health, on the implementation of an inter-operable electronic health record which should result in greater accessibility of patient information for health care providers both at Stanton and at Capital Health. Better information normally translates into better and more timely care for the patient;
- Facility upgrades have been performed at Stanton to enhance and support a safe environment for the delivery of patient care;
- Stanton continues to face challenges in the delivery of programs. This includes the impact of the national and international shortage of nursing and allied health professionals. In order to better deal with these challenges, work has begun to update Stanton's Human Resource Plan;
- The Public Administrator has been working with the Stanton Advisory Committee and the Senior Management Team to finalize a Strategic Plan for Stanton.
- Stanton supported the Hay River Health and Social Services Authority in establishing a new dialysis unit. This allowed Stanton to say a fond farewell to several dialysis patients who are now receiving services closer to home.

FINANCE

Corinne Devitt, Chief Financial Officer
Stanton Territorial Health Authority



Operating and Capital Fund Statement of Operations

For the year ended March 31, 2007

Revenue	2007 Actual	2007 Budget	2006 Actual Restated
Territorial operating advances	\$60,678,000	\$ 60,130,000	\$53,819,824
Patient services	1,707,741	1,924,764	1,717,101
Other recoveries	15,414,660	16,217,526	15,917,865
Non-insured services	5,196,618	5,643,740	4,837,034
Boarding home	933,985	1,000,000	919,425
Investment revenue	95,149	80,000	75,737
	84,026,153	84,996,030	77,286,986
Expenditures			
Administration/support	15,527,466	15,639,764	15,126,469
Hospital services	66,107,614	62,268,890	59,142,587
Non-insured services	5,196,618	5,643,740	4,837,034
Boarding home	1,473,575	1,443,636	1,438,548
	88,305,273	84,996,030	80,544,638
Operating Surplus/(Deficit) - including unfunded item	(4,279,120)	-	(3,257,652)
Prior year adjustments	1,301,860		
Change in unfunded employee leave and termination benefits	78,615	-	19,244
Net Operating Surplus/(Deficit)	\$(2,898,645)	\$ -	\$(3,238,408)

STANTON TERRITORIAL HEALTH AUTHORITY

Stanton Territorial Health Authority manages the health care delivered by Stanton Territorial Hospital and its Specialist Clinics, the Stanton Ophthalmology Clinic, the Mental Health Clinic and the Health Promotion and Protection branch.

The hospital is a 88 bed acute care facility featuring current technology and best practice measures for delivering acute care services

Emergency Room services link with our regional and provincial partners as patients are assessed and placed in the proper level of care.

The inpatient units include Intensive Care, Obstetrics, Pediatrics, Medicine, Surgery and the Operating Room and Psychiatry.

Patients can also be treated or tested and released the same day in the Dialysis Unit, Rehabilitation Unit, Surgical Day Care Unit or the Medical Day Care Unit. The Diagnostic Imaging Department uses digital technology to record and archive medical images. In-house laboratory testing ensures accurate and timely diagnostic information.

The satellite Mental Health and Ophthalmology Clinics have their storefronts in downtown Yellowknife.

The Health Promotion and Protection branch oversees water quality, the Tobacco Act and food safety for the entire Northwest Territories.

Stanton's Biomedical Engineering Department monitors and repairs electronic medical equipment for all the communities in the NWT and parts of Nunavut.

The Specialist physicians as well as Rehabilitation Staff travel to the larger regional centres and Nunavut to bring excellent health care access to the smaller communities.

Stanton takes its role as the Territorial leader in health care very seriously. We are accredited by the Canadian Council on Health Services Accreditation for a full three years. We also partner with the Aurora College/University of Victoria degree nursing program and the University of Calgary and the University of Alberta to train student nurses and physicians. We are committed to building a healthy future for our community.

CONTINUING CARE SERVICES DEMENTIA CARE ON EXTENDED CARE UNIT

The Extended Care Unit of Stanton Territorial Hospital is an 11 bed unit which provides care to elderly or disabled patients. One bed on the unit is available for respite and at times palliative care patients. The Unit provides services to an increasing number of dementia patients. In order to improve services and supports to these patients and their families a Supportive Pathways Program has been initiated. This included training for staff in January 2007 which focused on giving staff the skills and knowledge they need to:

- Provide individualized, whole person care to the patient with dementia in a supportive environment.
- Encourage family of dementia patients to be involved to their desired level in the care of the patient.

The Supportive Pathways approach to care of dementia patients supports the Extended Care Unit to:

- Provide the highest quality of life possible.
- Provide comfort and an “enjoyable now”
- Preserve the dignity and individuality of the person.



Extended Care Staff Learn about Supportive Pathways

MENTAL HEALTH AND ADDICTION SERVICES

The Psychiatric Unit of Stanton is a 10 bed inpatient unit. A large number of patients treated on this unit are dealing with substance abuse issues at the same time that they are receiving psychiatric treatments. In order to improve services to patients on this unit, in July 2006, 4 of the unit's 10 beds were designated as withdrawal management beds. This followed training of staff in the delivery of withdrawal management services.

Patients wishing to access the withdrawal management beds must express a readiness for change and a commitment to detox and be medically stable. From July 2006 to June 2007 there were a total of 295 admissions to the unit with 133, or 45% of these being to the withdrawal management beds.

INFORMATION SYSTEMS

Stanton continues to move forward in the technological world with the development and implementation of various systems within the facility. Recently a contract was awarded to General Electric for an automated pharmacy dispensing system, PICSYS. From the last two accreditation processes, it was recommended that an automated system be installed at Stanton to deal with patient safety issues. Automated dispensing units will be installed on each of the patient care units and also in Emergency. Pharmacy and nursing staff will monitor the system. Installation is expected to be complete by September 2008.

Funding approval was received from Canada Health Infoway to proceed with the installation of a Radiology Picture Archiving and Communications System (PACS). This system electronically stores and sends radiology images to the radiologist for interpretation. This system eliminates the need for hard copy x-ray film and allows for images to be stored electronically, thereby eliminating the need for vast amount of storage space. The system will be initially set up in Stanton and then installed in Inuvik, Fort Smith and Hay River. All images will then be sent to the Radiologist at Stanton electronically for review and interpretation. In the case of a radiologist not being available at Stanton, images could then be sent electronically to radiologist in other sites. This will greatly improve the ability to provide emergency and urgent reporting of images, particularly CT scans. An RFP for the equipment will be issued in January with installation at Stanton expected for June 2008. Other installations will proceed in the Fall. This system is a major upgrade in the ability for Stanton to provide territorial services to other Authorities.

ABORIGINAL WELLNESS

Progress continues to be made in the establishment of an Aboriginal Wellness Program at Stanton. A coordinator was hired in late 2006 and an Elders' Advisory Council is currently working to develop a strategic plan for the program. This plan will provide significant guidance for the development of the program including aspects of traditional foods, linkages between cultural and interpreter services as well as education for staff on aspects of Aboriginal wellness. It is expected that this program will be fully developed by early summer 2008.



The Elders' Advisory Council brings the wisdom of experience to our Aboriginal Wellness program.

Back: Francois Paulette, Pat Martel, Gabe Hardisty, Thomas Manuel, Stephen Jackson
Front: Sandra Lockhart, Marie Adele Rabesca, helen Gruben, Mary Teva.

Vision

"Health for all through excellent health service in partnership with those we serve"

FACILITY SERVICES UPGRADES

SECURITY CAMERAS

New security cameras have been installed in our facility. The reason for the cameras is to have surveillance at all the exits in the hospital and outside the hospital for the protection of the public, patients and staff. For example, the Labour and Delivery area on OBS has a camera pointed towards the stairwell exit leading in/out of the area as well as the main doors on OBS. Likewise there is a camera in one of the Emergency department rooms to protect patients and staff when there is a situation that requires seclusion. The nursing staff in Emergency will have the ability to turn the camera off when it is not needed. All exit areas will be under surveillance by Security during the night shift.



NURSE CALL SYSTEM



Implementation of the nurse-call-system will bring two new tools to aid patient care. First, the features of the new handheld units can perform many duties that the main station has and more. One of the advantages of the handheld unit will be the ability to communicate with patients and co-workers without going back to the main nursing desk. For example, caregivers will be able to talk to their patients, or to others as you would on a regular phone. Additionally, caregivers will be able to page other units if back-up is needed and the handheld units can be forwarded to another handheld unit when caregivers are on break. The handheld unit is also very durable in that it is water resistant and impact resistant.

PRESENCE BADGES

The second tool is the "presence badge". The presence badges have been supplied to give caregivers the ability to automatically cancel a call originating from the patient's room as soon as they have entered the patient's room. A light outside the patient's room turns green to advise other caregiver's that the call has been answered. Each unit will have the ability to decide how to utilize the capabilities of these new tools which will aid in providing care to our patients.



HUMAN RESOURCE PLAN

Due to the impact of the national and international shortage of nursing and allied health professionals, work has begun to update Stanton's Human Resource Plan.

A Steering Committee consisting of union, physician, human resource and STHA management representatives is well underway with the development of a human resource plan for Stanton. The Bureau of Statistics conducted a survey with staff. Tait Communications and Consulting was engaged as well to conduct more in-depth questionnaires with one-in-five employees. Strategies and objectives will be developed in consultation with employees to form part of the Human Resource Plan.

Bureau of Statistics Employee Satisfaction Survey—Stanton

Stanton Territorial Health Authority's Employee Satisfaction Survey Results indicated that 65% of employees reported strong morale in their department. Almost 45% felt that "the job itself" was the best feature of working at Stanton.

Tait Questionnaire

Tait Communications conducted a second in-depth survey with 1 in every 5 employees in May/June 2007. Survey results have been compiled and a report produced. Results from this survey will also be used to form part of the Human resource Plan.

STRATEGIC PLAN

The Public Administrator and the Stanton Advisory Committee (SAC) consisting of Board Chairs from all 8 Health and Social Service Authorities have been developing a Strategic Plan for Stanton. Three facilitated sessions have been held with the SAC and a draft Strategic Plan has been completed. This plan has been discussed with Managers and staff at Stanton in order to seek their input and another session with the SAC is being scheduled in order to incorporate this feedback. An implementation plan will be prepared over the coming months in order to fully finalize the plan for the start of the new calendar year.

2006 STANTON HOSPITAL SATISFACTION QUESTIONNAIRE

Measuring client satisfaction is seen as a means of gauging the effectiveness of existing services and guiding future developments. The (Northwest Territories) Hospital Satisfaction Questionnaire was developed to measure consumer's satisfaction with the four hospitals in the NWT.

A hospital satisfaction working group was established with a project lead from the Department of Health and Social Services and representatives from each hospital. In consultation with senior management, hospital staff, the NWT Bureau of Statistics and staff from the Department of Health and Social Services, the working group developed the NWT Hospital Satisfaction Questionnaire.

The NWT Hospital Satisfaction Questionnaire was distributed at the four hospitals in the Northwest Territories during the month of November 2006. Patients were provided a self-administered questionnaire and encouraged to complete it by front-line hospital staff. Completed questionnaires were returned to the Department where data entry, analysis and the final reports were completed.

The voluntary and self-administered methodology of the questionnaire resulted in valuable feedback from those who responded to the questionnaire.

The findings from this questionnaire can be used to:

- Provide feedback to senior management and hospital staff;
- Recognize areas that are working well;
- Indicate areas for improvement;
- Provide a component of the hospital accreditation process.

In November 2006, a total of 709 patients were surveyed regarding the care they received from their doctor, nurse or other specialized health care professional. Ninety-five (95%) of respondents rated the overall care they received at Stanton as good or excellent.

NEW NURSING GRADUATES FOR STANTON



Brianne Christison, Erin Russell, Shona Miller, Kim Greenwood, Melissa Ward, Catherine Ardiles and Sandra Silverio are the most recent Grads of the Aurora College Bachelor of Science in Nursing. They were orientated to Stanton under the guidance of the Nurse Educator Mentor.

Stanton Territorial Hospital, is the largest health care facility in the NWT. As such, Yellowknife Campus is the natural site for the Bachelor in the Science of Nursing program, which is delivered by partnership with the University of Victoria. All four years of the BScN can be taken at the Yellowknife Campus.

“To do what nobody else will do, in a way that nobody else can do, in spite of all we go through; that is to be a nurse”

***Congratulations and thank you for
your many years of service to
Stanton Territorial Health Authority
Long Service Awards 2007***

5 Years

Helen Adlem
Jonathan Balmer
Dorothy Bergman
Susan Blackburn
Gaile Clarke-Morris
Sheila Cruz
Kearney Dillon
Tina Drew
Wendy Feng
Dr. Amy Hendricks
Sharon Houle
Lisa Jansen
Corrine Lewis
Susan McDonald
Angelika (Angel) Mckay
Lisa McShane
Jennifer Morris
Sandra Murphy
Lorne Ollerhead
Kimberley Olsen
Scott Robertson
Kent Charles Rose
Ann Russell
Sheri Sheppard
Dr. Michael Young
Julia Young
Inuvik
Bob Mellett
Christopher Beveridge

10 Years

Jennifer Bond
Stephen Christopher
Marilyn Cross
Erin Currie
Maggie Jacobs

Margot Jennings
Michael Marykuca
Jennifer Menzies
Craig Olford
Jan Vallillee
Catherine Outhwaite
Brian Robertson
Lisa Sanderson
Lynda Strakowski
Karrman Walz

15 Years

Barb Pond
Gail Charlebois
Columbina Fernandez
Prudencio Fernandez
Kathy Mitchell
Marta Moir
Celine Pelletier
Kevin White

20 Years

Dr. Nicole Chatel
Iris Kogiak
Mireille Richer
Prem Manickum

25 Years

Evelyn Smith
Charmaine Wilson
Corinne Devitt
Virginia Whitehead