your care, 
our priority

YEAR IN REVIEW 2015-16
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OUR MISSION
Safe and excellent hospital care

OUR VALUES

Accessibility
Offering open, unrestricted access to all people seeking hospital care

Compassion
Acting with empathy, understanding and kindness

Respect
Believing in dignity and human rights, honouring the individual, and demonstrating courtesy for others’ feelings and circumstances

Collaboration
Committing to work with our partners to achieve the best possible care for our patients

Excellence
Pursuing continuous improvement and innovation to achieve exemplary performance

BOARD OF TRUSTEES
The activities and programs of Yukon’s three hospitals are governed by a Board of Trustees, which represents the interests of all Yukoners. It is comprised of members from Whitehorse and communities across the territory as well as representatives from Yukon First Nations, non-medical hospital staff, medical staff, public service and the public at large. The mandate of the Board is to provide oversight of and direction to the hospitals through the Chief Executive Officer.

Craig Tuton / Public at Large (Chair)
Diane Strand / Council of Yukon First Nations
Shadelle Chambers / Council of Yukon First Nations
Sue Stokes-Nash / Public at Large
Donna Hogan / Council of Yukon First Nations
Patricia Martin / Council of Yukon First Nations
Clarke LaPrairie / Public Service
Tanya Solberg / Hospital Staff
George Nassiopoulos / Municipality other than Whitehorse (Haines Junction)
Vera Holmes / Municipality other than Whitehorse (Dawson City)
John Firth / City of Whitehorse
Jay Massie / Public at Large
Your care is our priority

We are pleased to present the Yukon Hospital Corporation’s Year in Review for April 2015 to March 2016. This is one of the ways our hospitals report to the communities we serve.

You are our reason for being. You call on us every day to be the best we can be and provide the best possible care. This is our privilege, our responsibility and our priority.

For this reason, we are committed to safe and excellent hospital care and everything this entails – from quality, timely and compassionate treatment to on-going improvement and well-managed facilities. To continue to deliver on this promise to you, we are guided by four clear priorities.

1. Create excellence in patient care
2. Support and engage our people
3. Build a strong family of hospitals
4. Enhance our partnerships

Over the last year, we’ve continued to make progress on all of these fronts. We’ve also had to ensure we are keeping pace with advancements in health delivery, while also meeting the increasing challenges from bed shortages. Many of these issues are not new to Canada’s health system, but have a growing and significant impact on the Yukon. In the pages of this report, you’ll see what’s been happening to meet these challenges head on and keep our focus on your care.

We are a part of a national program to share practices that will help us better provide hospital care to seniors – a growing proportion of the territory’s population. We are undertaking quality improvement initiatives to prevent and control infections as well as expanding services so your hospital stay can be shorter and you feel better sooner.

We also continue to listen to what you have to tell us about your care so we can make your hospital experience more positive.

We are expanding and modernizing Whitehorse General Hospital (WGH) so we have modern patient care areas that meet high standards in safety, comfort and security. We are introducing new technologies to perform more advanced surgeries and offer more diagnostic tests. We also continue to support programs that ensure all of our hospitals are safe and healing spaces for all Yukoners. We’re very proud to report on these and the many activities our team does to ensure your care is our priority.

Our work is not possible without the incredible support of our extraordinary hospital and medical staff, our Board of Trustees, health system partners, government, foundation, donors and many other community supporters. We will continue to make your care our priority by continuing to strive to meet your needs and expectations, look for ways to improve, involve you more in your care and deliver on our promise to provide safe and excellent hospital care closer to home.

Craig Tuton
Chair, Board of Trustees

Jason Bilsky
CEO
QUICK FACTS
(from year ending March 31, 2016)

<table>
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<tr>
<th></th>
<th>WHITEHORSE GENERAL HOSPITAL</th>
<th>DAWSON CITY COMMUNITY HOSPITAL</th>
<th>WATSON LAKE COMMUNITY HOSPITAL</th>
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<tr>
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<td>Surgeries (same-day and inpatient)</td>
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</tr>
<tr>
<td>Births</td>
<td>407</td>
<td>-</td>
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WGH at a glance

+ The number of patient days and patient stays greater than 30 days remain about the same as last year, while admissions to hospital were up (5%).
+ Overall, hospital occupancy averaged 86% which is the same as the year before. About 21% of the time, WGH was 100% full.
+ Visits to outpatient services such as laboratory, medical imaging, specialist clinic, therapies, dietitian and chemotherapy increased (5%).
+ Emergency department visits up slightly (0.4%) maintaining modest growth over the last three years.

Community hospitals at a glance

+ At Watson Lake Community Hospital, the number of admissions increased (5%), while the number of patient days decreased (18%). This means that while more patients were admitted to hospital, they stayed for a shorter length of time.
+ Overall occupancy averaged 41% at Watson Lake and 46% in Dawson City compared to 50% at both hospitals the year before.
+ At Dawson City Community Hospital, emergency department, lab and X-rays visits all increased and are now slightly ahead of volumes seen in Watson Lake.
WHAT WE’RE STRIVING FOR

1. Create excellence in patient care
   Provide care that enhances health and well-being, and is timely, safe, compassionate, comprehensive, and culturally appropriate.

2. Support passionate and engaged people
   Support our highly skilled, caring and professional employees in the delivery of quality care with competent leadership in a culture of communication, appreciation and empowerment.

3. Create strong organizational capability
   Be fiscally responsible and progressive in terms of providing a high standard of service as well as the infrastructure required to be effective in providing health care.

4. Enhance effective health care partnerships
   Foster effective partnerships with our colleagues that are collaborative and cooperative to optimize resources and create excellence across the full health care continuum.

Photo: GBP Creative
Excellence in Patient Care

Yukon hospitals initiated and advanced activities to provide safe, timely and culturally appropriate care that enhances health and well-being of our patients.
The nursing team is working to adapt its practices to better suit the needs of older patients. Photo: GBP Creative.
EXCELLENCE IN PATIENT CARE

WGH collaborates with other hospitals to enhance care for Yukon seniors

In spring of 2016, Whitehorse General Hospital (WGH) was selected as one of 18 national and international organizations to join the Acute Care for Elders (ACE) collaborative – a new initiative to improve health care for seniors.

“This is incredible news for Yukon seniors and their families,” said Geoff Zaparinuk, WGH’s Director of Patient Care. “Being a part of this group will help us to continue to focus on creating the best patient experience by adapting our practices to better meet the specialized health needs of an aging population.”

Zaparinuk noted, as part of the ACE collaborative, the hospital’s team – including nurses, therapists, social workers, pharmacists and dietitians – will have access to expert coaches, best practices and processes, educational materials, documentation and tools to support elder-friendly care.

Today, about 16% of Canada’s population is 65 or older, but represents 42% of hospitalizations and 58% of all hospital days across the country. Yukon sees a similar demographic and hospital utilization trends. The number of older adults in the territory is only expected to increase.

Jason Bilsky, Yukon Hospitals’ CEO noted WGH’s participation in this initiative is just one of the solutions the hospital is undertaking that helps it manage current bed pressures. “Participating in this initiative will help us meet real, immediate and ongoing patient needs,” he said. “While this doesn’t change the number of beds in the hospital, it ensures we maintain quality by adapting our care to better meet the specialized needs of older adults.”

Bilsky notes the value of WGH’s participation in the ACE initiative is the access to expertise and resources that have been proven to work in other facilities. “We will be able to spread these elderly friendly practices throughout all areas of our own hospital.”

Using this expertise, the hospital is working to establish an “elder care unit” where older patients would be located together within the Medical Unit. WGH has also received guidance on how to adjust medication administration, reduce paperwork and other administrative processes, establish more consistent routines and activities, create common social gathering areas, and provide education opportunities for staff – all so we can provide a safer and more healing and comfortable environment for older adults and their families within an acute care hospital.

The ACE collaborative is adapted from a strategy pioneered by Toronto’s Mount Sinai Hospital. It is a partnership of the Canadian Foundation for Healthcare Improvement and Canadian Frailty Network.

Managing on-going bed pressures

Over the last few years, Whitehorse General Hospital has continued to work on a number of fronts to ensure that when you need an acute care hospital bed, one is available. This has proved challenging and pressure has continued to build due to the fact that now nearly half of our beds are occupied by patients awaiting long-term or another level of care.

Working with our health system partners, our collective goal is to ensure Yukoners are receiving the right care, while maintaining timely access to hospital care. Over the last year, we’ve continued to take a number of steps:

+ On-going daily bed meetings with our internal team and external partners to share information to ensure as many patients as possible are in the right care at the right time. This has ensured that we are able to provide safe care and postpone less than 0.5% of our elective surgeries.
+ Completed renovations to the current Emergency department, including a new Medical Day Care room. This will provide a comfortable space for critical transfusions and medication therapy.
+ Additional nursing resources to help ease pressure in both the short term and long term.

ADAPTING AND IMPROVING THE WAY WE DELIVER YOUR CARE, SO IT BETTER MEETS YOUR NEEDS, IS OUR PRIORITY.
Use Continuing Care’s recreational and speech therapy to offer activities and improve communication for patients in hospital awaiting long-term care.

Collaborating with partners to move forward with 10 Continuing Care beds in Thomson Centre and four “holding” beds in WGH’s medical unit, which creates a more private space for patient awaiting admission to hospital and ensures fewer patients have to wait overnight in emergency.

Ongoing participation in the Acute Care for Elders (ACE) collaborative and developing specialized elder care unit at WGH (see previous page).

Worked on initial phases to establish volunteer program that involves the community in the hospital in a way that creates a more positive patient experience.

Work with Yukon Emergency Medical Services to move patients closer to home when safe and appropriate by transporting them to one of the community hospitals for monitoring and observation.

Cooperation between our many staff and partners has minimized the impact of bed shortages on acute hospital services, but the issue will require an ongoing, diligent effort in the coming year.
Continually striving to provide safe and excellent care

Quality hospital care is an on-going process to ensure we always take the right steps to provide safe care and continually look at how we can improve.

+ Introduce what’s called the Caution Allergy Status sheet as one way to further standardize your health record and make your care safer. Based on best practice, the form allows health providers to document important patient information such as height, weight and allergies in one place within a patient record. This further reduces the likelihood of adverse reactions from medication or other items.

+ Prevent the spread of germs that cause infections by asking all hospital and medical staff to complete annual education that promotes routine hand cleaning.

+ Increase awareness about the proper use of antibiotics and continually look at how we are using antibiotics within our hospitals, so these important life-saving drugs remain effective in fighting infections.

+ Continue to ensure medication administration is carefully monitored and patient charts are reviewed to identify any potential or unrecognized risks.

+ Take steps toward more checks and balances in medication practices, including high-tech IV pumps with built-in safety features as well as new drug dispensing cabinets — all designed to reduce the likelihood of human error when administering medications.

+ Have our pharmacists visit with patients as a way to ensure safe medication use while in hospital and when it’s time to leave the hospital.

+ Use a central process to ensure we have a robust way to capture all incidents, find solutions and take steps to improve.

Looking at your care through your eyes to create a better hospital experience

Patients at Yukon’s hospitals have been among the first in Canada to use a tablet to provide feedback about their care. Delivered at the bedside or at kiosks throughout the hospital, the survey asks patients 10 questions, so we gain quick insight into your hospital experience.

We use the information to spot long-term trends, monitor what’s happening so we can keep an eye on any issues, and start a discussion about what we see — to celebrate successes and identify opportunities for improvement.

What we’ve heard

90–95%

Overall patient satisfaction across all areas of WGH (medical, surgical and maternity units, emergency department and outpatient areas such as lab, therapies, Diabetes Education Centre, dietitian, visiting specialist clinic and medical imaging) as well as our community hospitals.

Highest positive ratings for courtesy/respect, listening and privacy.

Opportunities for improvement include cleanliness, way finding and accessible parking.

LISTENING TO WHAT YOU SAY ABOUT YOUR CARE IS OUR PRIORITY.
Celebrating one year of MRI

Yukoners have had access to a magnetic resonance imaging (MRI) exam closer to home for more than a year now – and the results have been overwhelmingly positive. The numbers show that about 2,000 scans were conducted since the MRI service opened in 2015 at Whitehorse General Hospital – higher than projected.

- **Improved and provided timelier access to care.** While wait times for an MRI scan may vary based on the urgency, Yukoners continue to receive a scan here sooner than outside the territory. For example, numbers show that the average wait for an urgent MRI in BC and Alberta is five weeks, while in Yukon these scans are provided within seven business days.

- **Reduced patient stress and cost.** Thousands of Yukoners were able to stay at home rather than travel south for this important test. This means less time away from family and work, which has a positive impact on patients and the overall health care experience. By making this MRI available here, more Yukoners have been able to have this test. In fact, three times the number of MRI scans are being conducted now as compared to before the introduction of this service.

**Wait times for MRI scans are based on urgency**

Because MRI is not an ‘emergency’ diagnostic tool, you may be on a wait list for a scan. However, when your need is urgent or semi-urgent, and MRI is the most appropriate test for you, a scan was provided within 7 and 30 days respectively. Less urgent or follow-up scans will require a longer wait.

**MRI use is based on what your physician needs to know**

An MRI scan is requested by your doctor based on what he/she needs to know. Another diagnostic imaging exam (CT scan or X-ray) may be deemed more appropriate. Every MRI request is reviewed by a radiologist to ensure the test is safe and appropriate for you – and provided first to those patients with the most urgent need.

WGH’s MRI technologist prepares a patient for a scan—one of nearly 2,000 conducted last year. Photo: GBP Creative
Introducing new CT colonography exam

In 2015, WGH further enhanced its diagnostic services by introducing the CT colonography (CTC) exam.

CTC is widely used by Canadian hospitals and a professionally recognized practice for colon screening. The procedure uses a CT scanner and specialized computer software to create a three-dimensional model of the colon. The radiologist uses this view of the bowel to simulate traveling through your colon in order to detect cancer.

Patients and physicians will see a few unique benefits from using CTC as compared to the previous barium enema procedure as it uses less radiation, improves image quality, provides a view of the entire abdomen (to potentially identify other health issues) and requires less post-exam care which makes patient recovery easier.
Putting the spotlight on vital First Nations health programs

First Nations Health Programs (FNHP) have been an integral part of Yukon’s hospitals for more than 20 years. This year, it launched a three-part video series to showcase these made-in-territory programs as national and international best practice.

Watch the videos now in our photo and video gallery at yukonhospitals.ca

The series features Yukoners sharing their own experiences with the programs by focusing on patient services, cultural programs as well as cultural competency. The videos were produced locally for the hospitals and made possible with generous financial support from RBC Financial.

KEEPING CULTURE AND TRADITION CONNECTED TO YOUR CARE IS OUR PRIORITY.

“About one-third of our patients self-identify as First Nations, Métis or Inuit – and we have worked to provide culturally appropriate care in our hospitals for more than two decades,” said Laura Salmon, who oversees the programs based at Whitehorse General Hospital. “With the videos, our sincere hope is that Yukoners and others are able to learn more about our programs and the barriers that exist for First Nations in the health system.”

FNHP has been successful in addressing and making progress in key areas, including calls to action made by the Truth and Reconciliation Commission — many of which are specific to health.

+ Offering traditional foods and medicines, interpretation services and sacred healing space.
+ Advocating for First Nations, Métis and Inuit patients by providing moral and emotional support while in hospital.
+ Supporting mandatory cultural competency education to give hospital staff an increased understanding of cultural values, beliefs and experiences and the skills to communicate effectively.
+ Working to increase the number of First Nations health professionals in our hospitals

“FNHP has been recognized as a leading practice by Accreditation Canada and we continue to gain the attention of health providers around the world who look to the programs as a model,” said Salmon. “These new videos are valuable educational tools to create understanding and awareness, reflect on our role in the health system and look at how we can contribute to reconciliation.”
Caring for our communities

The community hospitals in Dawson City and Watson Lake not only provide essential health services closer to home for thousands of Yukoners, but also have become a key part of our family of hospitals that ensure quality and safe acute care for the entire territory.

These two hospitals provide 24/7 emergency and inpatient care as well as X-ray and lab services. Residents continue to use and rely on these facilities in growing numbers. Emergency visits have continued to steadily increase. Volumes of diagnostic imaging and lab tests are up 3% overall over the previous year.

Over the last two years, since the doors of both facilities opened, they have become more seamlessly connected with Whitehorse General Hospital. Our three hospitals have worked to better integrate systems and structures, so we have proper oversight and standardized protocols in place to ensure a high level of care.

This means our clinical (such as nursing and nurse educators) and clinical support services (such as pharmacy, medical imaging and lab) in Whitehorse continually share expertise and provide accessible support to our community hospitals.

Patients are also able to move more seamlessly between the hospitals with many individuals able to return home from Whitehorse for observation and monitoring when the time is right. Many others who need compassionate end-of-life care have been able to stay closer to family and friends, which continues to be an aspect of safe and excellent care that is important to Yukoners.

Both facilities now offer First Nations health services, including traditional food and medicine as well as advocacy and support.

ENSURING YOUR CARE IS SAFE, ACCESSIBLE AND CLOSER TO HOME IS OUR PRIORITY

What’s more, the Dawson and Watson hospitals are collocated with the local medical clinics and health centres in the same building. This means our community hospitals are now the heart of health care, working closely with primary care and public health providers to offer accessible health services – day and night.
Making First Nations culture and tradition part of your care

Representatives from First Nations Health Programs (FNHP) visited with Elders and residents from Dawson City, Old Crow and Mayo to speak about their unique health needs and how we can provide support at Dawson City Community Hospital (DCCH).

We are using this community input to ensure culturally appropriate and accessible hospital care is available for First Nations communities. This includes:

- Recognizing the importance of traditional food and medicines in the healing experience, serving foods such as wild game and fish as part of patient meals.
- Increasing awareness and visibility of First Nations culture, traditions and language in order to create a safe and welcoming hospital environment. This includes showcasing more artwork, incorporating more natural elements and naming rooms in local languages.
- Providing access to Elders and healers, and increasing acceptance of traditional practices in hospital.
- Providing support to access and navigate the health care system.
Passionate & Engaged People

Yukon hospitals continued to improve support for our highly skilled, caring and passionate people by building a culture of communication, appreciation and empowerment.

Photo: GBP Creative
Our people

Employees
547

Average length of service
9 years

Annual turnover rate
7%
(significantly below the average in health care)

Recruitment
97%
of all job opportunities are filled within two months

Providing exceptional care

Our patients think our doctors, nurses and support staff provide great care. Recent numbers from our patient survey show that patients are not only highly satisfied with their care (90–95%), but also recognize the many ways that our people provide an exceptional experience:

+ Treat patients with courtesy and respect
+ Listen to what patients have to say
+ Explain things in a way patients understand
+ Give patients privacy when discussing and providing care

Understanding our team’s work life

Each year, we ask our employees to tell us about their work experience in our hospitals. The aim is to understand how we can better support them in providing great care to you.

We conducted our third annual employee survey in early 2016. Looking at a number of areas in the survey, including personal job satisfaction, teamwork, and hospital leadership, we found that the majority describe their overall work experience as positive.

However, they’ve also told us that we can improve by continuing to enhance communication between all levels of the organization as well as offering more training and skills development opportunities, and providing more useful and timely performance feedback.

With these results, our hospitals remain committed to working with our staff to identify the steps we need to take toward making these improvements.

Recognizing dedication and commitment

Health care offers a challenging and rewarding work opportunity. Yukon’s hospitals are fortunate to have a team that includes some of the most skilled, passionate and long-serving health providers in Canada.

Each year, we take time to celebrate this dedication and commitment, and acknowledge the support they receive from their families. This year, nearly 50 team members were recognized for five to 30 years of service with our hospitals.

We work hard to recruit and retain highly qualified and passionate staff. In fact, the average length of service of our employees is nine years and our hospitals enjoy one of the lowest turnover rates in health care – less than 7%.

Providing the opportunity to develop skills

Safe and excellent care includes providing the right support to our people to gain new skills and keep up-to-date on current practices in health care. Here’s what we’ve done:

+ Taken the first steps to establish a program that not only develops the skills of today’s leaders in better supporting our people, but also builds the capability of tomorrow’s leaders.
+ Provided a number of professional and technical skills development opportunities for all staff throughout the year.
+ Offered regular nursing education days so our health providers are able to keep current with new practices or advances in technology.
+ Provided students with the opportunity to build knowledge and experience in their fields of study.
ENSURING OUR TEAM HAS THE SKILLS AND SUPPORT IT NEEDS TO SAFELY PROVIDE YOUR CARE IS OUR PRIORITY.

Providing easier, any time access to learning

Yukon hospitals continued to enhance employee learning with the introduction of a new online learning system. This allows our staff to complete mandatory education at a time and pace that fits with other work requirements and schedules.

Staff can choose (depending on the individual job role) from an extensive catalogue of online courses – from orientation and occupational health and safety procedures, to proper hand hygiene, violence prevention and cultural awareness.

Keeping our people safe

Providing safe patient care also means providing a safe place for our employees to work. One of the ways we do this is providing the knowledge, tools and hands-on training required to maintain a safe work environment.

This includes comprehensive violence prevention education with online and classroom learning that helps staff identify risks and effectively use skills to de-escalate potentially violent situations with patients, visitors, and even co-workers. Staff also learn the protocols to manage and resolve situations that may include verbal or physical threats.

When it comes to infection control, your health care team take a number of steps (and continually update their skills) to protect patients and themselves, including the proper use of proper personal protection equipment such as gowns, masks and gloves. These actions protect patients, visitors, staff and community at large by preventing infections before they occur – this helps you to heal and return home sooner.

Even though we work in modern facilities, staff in the nursing units and emergency department and administration and maintenance, are responsible for creating and maintaining a safe environment. That’s why monthly workplace assessments are performed in every department and area – to identify, report and resolve any potential safety hazard.
A new two-storey wing, home to WGH’s new emergency department, is expected to open early 2018. Photo: GBP Creative
Strong Organizational Capability

Yukon hospitals made significant progress in our goal to effectively manage our resources, while supporting strong services and facilities that can deliver effective health care – for today, tomorrow and beyond.
Advancing your care with new technology

This year alone, Yukon’s hospitals invested millions of dollars and considerable time in new equipment and systems that help us keep pace with advancements in health care. Upgrades to critical infrastructure as well as the introduction of new technology help us to provide safe and excellent hospital care.

This includes new equipment such as an ophthalmology microscope (pictured on right) — a high-tech surgical tool designed to treat eye conditions and remove cataracts. We’re able to upgrade software and information systems to support electronic health records. We’re also modernizing our facilities to ensure our buildings are sustainable, comfortable and capable of meeting the growing health needs of Yukoners.

Many of these significant, often life-saving, investments would not be possible without the additional support of the Yukon Hospital Foundation.

Managing our resources

Our hospitals must be prudent in managing the resources given to us, while ensuring we provide a high level of health services that Yukoners expect. We have been successful in living within our means and meeting our financial targets for the last four years.

We were able to open two new hospitals, undertake a large-scale expansion project, introduce new services such as MRI, manage the increasing pressure on our staff and space due to the lack of available beds, and meet the growing volumes in most outpatient service areas, including lab, diagnostic imaging and chemotherapy.

INVESTING IN NEW LIFE-SAVING TECHNOLOGY AND MEDICAL EQUIPMENT TO PROVIDE YOU WITH THE BEST POSSIBLE CARE IS OUR PRIORITY.

Photo: GBP Creative
WGH invested in a state-of-the-art ophthalmology microscope, which is designed to help with precise and intricate eye surgeries – such as removing cataracts and laser eye surgery – helping 250 Yukoners to regain sight each year.

Photo: GBP Creative
Making significant progress on WGH expansion

Whitehorse General Hospital (WGH) is in the midst of its biggest enhancement in more than two decades. The large-scale expansion represents a significant step forward in ensuring we can provide quality care for years to come.

Construction started in summer 2015 to build a new 40,000 square-foot, two-storey hospital wing that will be home to a new emergency department, critical care observation area (next to the emergency department), second-floor space for future inpatient use, I.T. data centre, renovations to the vacated spaces in existing building and other power and mechanical upgrades.

These modern patient care areas will enable our health care providers to support a more positive experience in a comfortable and safe environment that will ultimately improve health outcomes for Yukoners by:

- minimizing the spread of infection
- improving visibility between hospital staff and patients
- improving privacy
- ensuring triage personnel is the first point of contact in the emergency department providing more direct access to care
- creating more direct access to the emergency department
- providing more direct ambulance access
- building our capacity to meet a wide range and volume of needs
Considerable progress has been made as the project remained on schedule and reached several important milestones:

+ Initial site preparation completed
+ Construction and opening of new ambulance station
+ Main building foundation and steel work starts
+ Construction of new patient and visitor parking lot begins

PCL Constructors Westcoast Inc. was selected to design and build the hospital expansion and to date has worked closely with about 60 Yukon-based service providers and specialized trades. On average, during the off and peak construction seasons, local contractors and companies have performed about 55–75% of the site hours – from electrical/mechanical, excavation, concrete and paving to equipment/supplies, signage, transportation and accommodation.

The total value of the hospital expansion is $72 million, which includes the construction of the MRI facility that opened in January 2015. The project is funded by Yukon government with $2 million raised by the Yukon Hospital Foundation for the MRI scanner.

Construction is scheduled to be complete in fall 2017, with the new emergency department expected to open its doors in early 2018.

Getting ready for the new space

Behind the scenes, work started in April 2016 to make preparations for our move into the new emergency department.

This is a process to ensure we have the right people, in the right place, at the right time, with the right equipment and technology and with the right policies and procedures in place to provide great care on day one when the doors of the new ED open in early 2018.

A lot of planning and preparation goes into being ready. This involves the public and hospital staff from nearly every department. You can expect to see the new emergency department before it opens. Hospital and medical staff will also spend time working in the new space, running through processes and getting comfortable in the new environment.

Whitehorse General Hospital expansion includes:

+ an increased number of larger, more suitable treatment spaces for emergency care
+ a facility designed to meet high standards in patient safety and comfort, infection control and security
+ enhanced hospital care through improved patient flow and safety
+ expanded diagnostic services with the addition of MRI
+ enhanced work environment for doctors, nurses and other hospital staff
+ improvements to WGH’s power infrastructure to support expansion along with a new data centre to provide information systems for patient care
Building a safe and connected electronic health system

Our hospitals are part of a major project to enhance health services in the territory. Led by the Yukon government in partnership with the non-for-profit Canada Health Infoway, the goal of the project is to enable health care providers to quickly and securely access the information they need to deliver the best care possible.

The eHealth Yukon project launched in January 2015 and since that time our medical and hospital teams have been working closely with partners across the health system. Their work in developing a Yukon-orientated solution that best meets the needs of our patients is focused in three areas:

+ a client registry to securely store personal demographic information such as name, date of birth and address. This system is expected to launch fall 2016 and will tie in seamlessly with the information system in Yukon’s hospitals.

+ a drug information system to support safe medication management with a patient medication profile, expected to launch late fall 2016.

+ a laboratory connect system that will allow fast, electronic transfer of lab requisitions and results, was up and running in spring 2016.

Making sure your privacy is protected

As more information systems and health records become electronic and inter-connected, our hospitals will focus considerable effort to keep our patient’s health information safe.

New territorial legislation called HIPMA (Health Information Privacy Management Act) will come into effect fall 2016 to regulate the collection, use, disclosure and security of health information. This new law not only makes Yukon’s hospitals accountable, but also our individual staff are now personally responsible for keeping your information confidential. We will take the necessary steps in the coming months so your information continues to be accessed only when required for our work, shared only with your permission, and monitored only to ensure its security.
## Selected Financial Highlights (Consolidated)

(As of March 31, 2016)

<table>
<thead>
<tr>
<th>Selected Financial Results (in 000’s)</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenues</td>
<td>77,760</td>
<td>74,056</td>
<td>68,475</td>
<td>61,142</td>
<td>57,187</td>
</tr>
<tr>
<td>Operating Expenses - (excluding Pension adjustment)</td>
<td>79,172</td>
<td>75,340</td>
<td>67,670</td>
<td>61,026</td>
<td>59,214</td>
</tr>
<tr>
<td>Surplus of revenues over expenses before Pension</td>
<td>(1,412)</td>
<td>(1,284)</td>
<td>805</td>
<td>116</td>
<td>-2,027</td>
</tr>
<tr>
<td>Pension Adjustment</td>
<td>7,442</td>
<td>5,464</td>
<td>2,514</td>
<td>1,538</td>
<td>2,055</td>
</tr>
<tr>
<td>Total Surplus of revenues over expenses</td>
<td>6,030</td>
<td>4,180</td>
<td>3,319</td>
<td>1,654</td>
<td>28</td>
</tr>
</tbody>
</table>

## Balance Sheet Data

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Current assets</td>
<td>17,086</td>
<td>11,046</td>
<td>14,500</td>
<td>11,238</td>
<td>9,007</td>
</tr>
<tr>
<td>Accrued pension benefit</td>
<td>35,233</td>
<td>27,791</td>
<td>22,327</td>
<td>18,627</td>
<td>17,089</td>
</tr>
<tr>
<td>Capital assets</td>
<td>133,124</td>
<td>120,473</td>
<td>118,359</td>
<td>114,223</td>
<td>101,592</td>
</tr>
<tr>
<td>Other</td>
<td>40,054</td>
<td>43,280</td>
<td>47,949</td>
<td>69,360</td>
<td>56,689</td>
</tr>
<tr>
<td>Total assets</td>
<td>225,497</td>
<td>202,590</td>
<td>203,135</td>
<td>213,448</td>
<td>184,377</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Current liabilities and short term debt</td>
<td>55,334</td>
<td>56,402</td>
<td>58,702</td>
<td>79,052</td>
<td>64,770</td>
</tr>
<tr>
<td>Deferred Capital</td>
<td>129,535</td>
<td>111,838</td>
<td>114,469</td>
<td>107,827</td>
<td>95,077</td>
</tr>
<tr>
<td>Other</td>
<td>3,513</td>
<td>3,265</td>
<td>3,059</td>
<td>2,983</td>
<td>2,493</td>
</tr>
<tr>
<td>Total Liabilities</td>
<td>188,382</td>
<td>171,505</td>
<td>176,230</td>
<td>189,862</td>
<td>162,340</td>
</tr>
<tr>
<td>Net assets</td>
<td>37,115</td>
<td>31,085</td>
<td>26,905</td>
<td>23,586</td>
<td>22,037</td>
</tr>
<tr>
<td>Total Liabilities and Net Assets</td>
<td>225,497</td>
<td>202,590</td>
<td>203,135</td>
<td>213,448</td>
<td>184,377</td>
</tr>
</tbody>
</table>

## Total Revenue

**Total:** $78 Million

- **Government:** 87%
- **Capital Funding:** 7%
- **Patient Revenue:** 4%
- **Other:** 2%

## Total Expenses

**Total:** $79 Million

- **Employee Expenses:** 59%
- **Supplies:** 13%
- **Interest - Long Term Debt:** 3%
- **Contracted Out Specialty Services:** 6%
- **Equipment and Building:** 3%
- **Depreciation of Capital Assets:** 8%
Effective Partnerships

Yukon hospitals advanced our services through effective partnerships that create excellence not only within our facilities, but also across the entire health care system.
Offering support and guidance to Yukoners with diabetes

Local health and wellness experts have teamed up for a special workshop series designed to offer support and strategies to Yukoners living with diabetes.

Over the course of four education sessions, the Diabetes Wellness Series worked to provide a wide range of information and answer questions, including practical strategies for self-management, advice about medication, tips for healthy eating and physical activity. Session instructors include a dietitian, nurse, pharmacists and exercise specialist.

This was a partnership between the health system and community. Yukon’s government Chronic Conditions Support Program provided the financial support and knowledge, Whitehorse General Hospital offered diabetes and nutrition expertise and the City of Whitehorse opened space at the Canada Games Centre and provided wellness expertise.

“Whether you’re one of the many Yukoners just diagnosed with diabetes or you’ve lived with it for years, it’s important to know as much about the condition as possible, to help you live your best life,” said Mary Beaton, Registered Nurse and Certified Diabetes Educator at WGH’s Diabetes Education Centre. “These sessions will also help you connect with the incredible support available in our community.”

The series has been met with a phenomenally positive response. All spaces filled up quickly and participants gave the sessions high marks. In fact, more classes are planned in 2016.

Advancing your care with community support

Health care continues to advance. The health needs of Yukoners also continue to shift and grow with a changing population. For just over a decade, the Yukon Hospital Foundation has been spear-heading efforts to support the hospitals’ priority needs and ensure you continue to get the very best care closer to home.

Yukon’s hospitals have about $4 million in advanced equipment needs, including critical diagnostic imaging, surgical and other specialized tools. These needs are only met with the generous support of businesses and individuals across the territory. The Foundation raised funds through a number of

A number of health system and community partners worked together to facilitate new diabetes wellness workshops. Pictured (left to right): Lana O’Connell (City of Whitehorse instructor), Angelina Rollins (WGH Diabetes Education Centre), Sharlene Clarke (WGH Dietitian and Certified Diabetes Educator), Mary Beaton (Registered Nurse and Certified Diabetes Educator), Carol Yamada (Pharmacist and Certified Diabetes Educator), Shannon Duke (Registered Nurse and Certified Diabetes Educator with Yukon’s Chronic Conditions Support Program) and Leslie Carson (WGH Nutrition and Food Services). Photo: GBP Creative
campaigns, events and sponsorships that contribute to significant investments in your care:

+ Ophthalmology microscope and laser used for delicate cataract surgery and retinal repairs that allows 250 Yukoners to regain sight.

+ Scopes save lives during emergencies allowing tubes that help patients to breathe to be inserted more easily.

+ Patient lifts not only help to safely move and reposition patients, but also assist with rehabilitation and restoring mobility.

+ Chemical analyzer allows more tests to be done at WGH, resulting in quicker results, diagnosis and treatment.

+ Fetal monitors allow health provider to closely monitor moms and babies during labour.

+ Maternity beds that adapt to any need during labour, delivery and recovery – and ensure mothers do not need to be moved unnecessarily.

+ Sterilizers keep patients safe from the spread of infection using newer technology that relies on less chemicals to clean equipment and instruments.

These innovative tools help doctors, nurses and others provide great hospital care, which Yukoners have recognized is among the best in Canada.

The community donated more than $400,000 during the 2015 Northwestel Festival of Trees, the Yukon Hospital Foundation’s signature annual event.

Photo: Archbould Photography

The 2015 Skookum Asphalt Charity Pro-am Golf Tournament raised nearly $45,000 for priority equipment needs in Yukon Hospitals.

Photo: Archbould Photography
Engaging the community to promote health and wellness

Our hospitals play an important role in the life of each of the communities we serve. Over many years, WGH has continued to support initiatives such as the P.A.R.T.Y. (Prevent Alcohol and Risk-Related Trauma in Youth) program. The hospital provides meeting space for first responders and health providers to educate Yukon youth about risk, personal responsibility and injury prevention.

As part of WGH expansion, we’ve worked with local business through PCL, the Whitehorse Chamber of Commerce and Yukon Contractors Association to involve as many companies and service providers as possible in the project. We engaged First Nations communities to gather valuable insight and feedback on the new building’s design. This will ensure we are able to create a more healing and safe environment for all Yukoners. We closely worked with Yukon Emergency Medical Services to design and build a new ambulance station. When possible, we’ve also reached out to the general public for ideas that will help make the new emergency more patient and family friendly.

About Yukon Hospitals

The Yukon Hospital Corporation is a family of acute care hospitals, providing safe and excellent care to people across the territory at our facilities in Whitehorse, Dawson City and Watson Lake. Our community of more than 500 health care providers and professional and medical staff are focused on delivering a great patient experience every time.

+ Whitehorse General Hospital is the Yukon’s primary acute health care centre, providing a full range of care including 24/7 emergency care, inpatient and ambulatory care, surgical services, cancer care, visiting specialists clinics, therapy and lab services and advanced diagnostic imaging.

+ Dawson City Community Hospital and Watson Lake Community Hospital allow many Yukoners to receive care closer to home through access to 24/7 emergency care, inpatient and ambulatory care as well as many lab and diagnostic imaging services.
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