

Highlights

from Northern Health's
2013-2014 Annual Report



Dunrovin Park Lodge, Quesnel



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northern health
the northern way of caring

A message from Cathy Ulrich, Chief Executive Officer (CEO), and Dr. Charles Jago, Board Chair



2013-2014 was an exciting year for Northern Health. Integrated Health Services, the way we are delivering coordinated health care services, took significant steps forward. Integrated Health Services features different health care providers working together with the patient at the centre. We hope it will lead to increased quality of care and better health outcomes for Northerners.

In March 2014, two multidisciplinary teams started an Integrated Health Services prototype at the Highland Health and Family Development Centre in Prince George.

The teams, which are closely linked to various family doctors' practices, coordinate care for patients including the frail elderly, people living with addiction or mental health issues, pregnant women and new mothers, and people with multiple chronic conditions such as diabetes, high blood pressure, and heart disease.

The knowledge we gain from this experience will help us develop a transition plan for the rest of Prince George, with the goal of achieving better integrated, more accessible health services by October 2015.

Similar Integrated Health Services prototypes are also under way in Fort St. John and Fraser Lake.

At Northern Health, we are continuously striving to implement best practices based on current research. Accreditation is one tool we use to do this: every four years, we host visits from [Accreditation Canada](#), which works with health care organizations to help them improve quality, safety, and efficiency. In previous accreditation reviews, Northern Health has consistently met national standards of excellence.

To prepare for our June 2014 accreditation, more than 1500 Northern Health staff and physicians completed self-assessment surveys. As well, different Required Organizational Practices (ROPs) were profiled to staff and physicians each week, such as educating patients about safety.

We have full confidence that Northern Health will continue to meet Accreditation Canada's benchmark standards of excellence.

Another highlight of 2013 was the community consultation series, "Let's Talk about Healthy Aging and Seniors' Wellness," which focused on the health and well-being of Northern seniors. Consultations were held in 13 communities, and focus groups were held in some communities as well. The consultation was attended by people of all ages, and all participants' ideas were captured and recorded to form a report now available on www.northernhealth.ca. The findings from this consultation will inform Northern Health's approach to providing services to this important and growing part of the population we serve.

We would like to thank everyone who took the time to attend these consultations, as well as everyone who was not able to attend, but still took the time to share their opinions with us.

We wish all of you a happy and healthy 2014-2015.

Regards,
Cathy Ulrich and Charles Jago



2013-2014 projects in your region: Northwest

Hazelton: Wrinch Memorial Hospital

- Replacement of anaesthesia machine with an up-to-date model (\$0.1 million)

Kitimat: Kitimat Hospital and Health Centre

- New observation room for mental health department; emergency department was redesigned to support the functions of this new room (\$0.8 million)

Prince Rupert: Prince Rupert Regional Hospital

- Building automation system software upgraded, which controls heating, ventilation, and air conditioning (HVAC) (\$0.2 million)
- Renovation to existing laboratory to address issues with space, technological advances, storage, workflow and patient confidentiality (\$0.9 million)
- Replacement of 40-year-old waste system drain lines (0.6 million)

Queen Charlotte: Queen Charlotte Islands General Hospital

- New hospital to replace existing facility (\$50 million)

Smithers: Bulkley Valley District Hospital

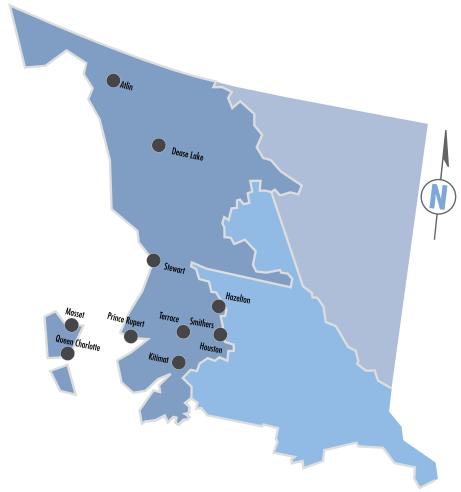
- Electrical upgrade on all three floors of the original hospital building (\$0.4 million)

Terrace: Mills Memorial Hospital

- Replacement of aging radiology room equipment (\$0.4 million)

Terrace: Terraceview Lodge

- Various renovations around the lodge, including an air conditioning upgrade, new fire alarm and sprinkler systems, and a dining room expansion (\$1.7 million)



Prince Rupert Regional Hospital



Bulkley Valley District Hospital



Wrinch Memorial Hospital



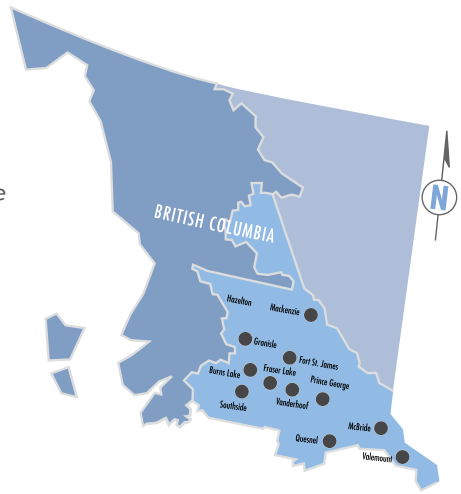
QCI General Hospital excavation



Terraceview Lodge



2013-2014 projects in your region: Northern Interior



Burns Lake: Lakes District Hospital and Health Centre

- New hospital and health centre project (\$55 million)

Mackenzie: Mackenzie and District Hospital and Health Centre

- Boilers replaced with two new fuel-efficient models (\$0.4 million)

Prince George: University Hospital of Northern British Columbia

- Construction of a new six-bed highly sophisticated intensive care unit, known as the “high acuity unit” (\$4.6 million)
- New Learning & Development Commons area which will provide a state of the art teaching and learning centre for medical students and health care professionals (\$9.9 million)
- High-voltage distribution transformers replaced; these provide power to all of the hospital’s essential circuits (\$0.1 million)

Quesnel: Dunrovin Park Lodge

- Purchase and installation of a real-time location and communication system, which helps staff quickly find residents for various care needs (\$0.2 million)
- Proximity card access installed on all critical entry/exit doors around the lodge (\$0.2 million)

Quesnel: GR Baker Memorial Hospital

- Pharmacy space increased to enhance security, provide more workstation space for staff, meet College of Pharmacists of BC standards, and ensure sterile products preparation (\$1.8 million)
- Replacement of two patient elevators (\$0.7 million)
- Upgrade to medical air system, including pumps, vacuum, controls and alarms to meet new code requirements (\$0.3 million)

Vanderhoof: St. John Hospital

- Emergency department renovations, including improvements to patient flow to and from the ambulance, ventilation and fire protection, removal of hazardous materials and enlarging reception, admitting and waiting areas, as well as increased privacy for emergency patients (\$5 million)



Mackenzie Hospital boiler room



St. John Hospital, Vanderhoof



University Hospital of Northern BC, Prince George



2013-2014 projects in your region: Northeast

Dawson Creek: Dawson Creek and District Hospital

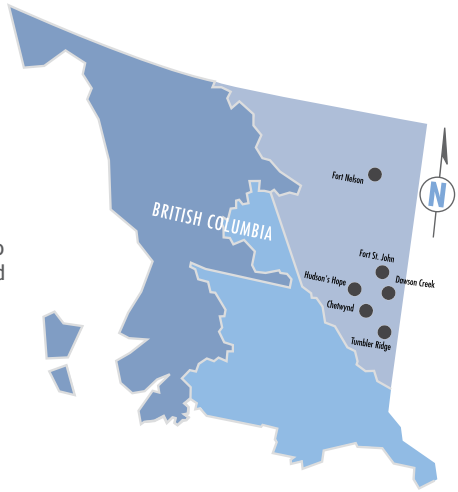
- Replacement of nurse call system (\$0.4 million)
- Upgrade and expansion of visitors' parking lot to include more parking stalls, new light poles, and drainage and curbing (\$0.3 million)
- Maternity wing renovations with new services and equipment (\$0.6 million)
- Replacement of all windows in the original hospital building with new double-sealed vinyl windows (\$0.2 million)

Dawson Creek: Rotary Manor

- More staff parking added to free up spaces in visitors' parking; upgrade includes lighting and electrical outlets for vehicle plug-ins (\$0.3 million)

Hudson's Hope: Hudson's Hope Health Centre

- Replacement of aging radiology room equipment (\$0.2 million)



Dawson Creek and District Hospital



Rotary Manor, Dawson Creek



Hudson's Hope Health Centre



Dawson Creek and District Hospital maternity wing



Financial Summary

Northern Health provides a wide range of health services to the population it serves. Each year, Northern Health is challenged to provide high-quality accessible services within the available financial, human, and capital resources. For the fiscal year ended March 31, 2014, Northern Health realized an operating surplus of \$13.8 million (1.9% of revenues).

The largest contributor to the past year's operating surplus was the actuarial gain on long-term disability benefits. The Healthcare Benefits Trust (HBT) administers the long-term disability benefits plan for all BC health authorities. Annually, HBT performs an actuarial valuation of future claims, payments to beneficiaries, and expected return on the plan's assets. Any change in the valuation from one year to the next is recorded as a current year gain or loss. For the fiscal year ended March 31, 2014, as a result of improved management of long-term disability claims and better than expected investment returns, the trust experienced an actuarial gain that was recognized in the past year. Northern Health's share of this gain was \$11.3 million.

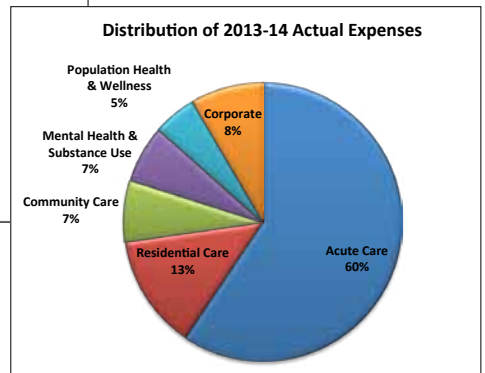
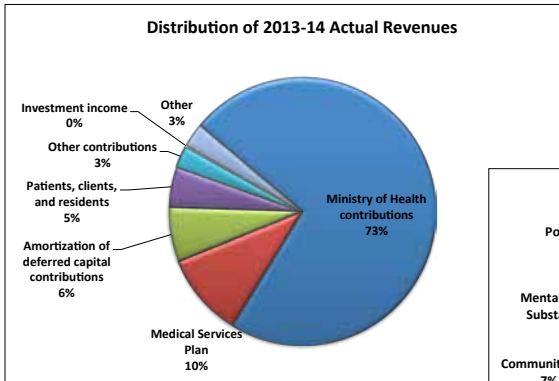
If Northern Health had not experienced this actuarial gain, then the annual operating surplus would have been \$2.5 million (0.3% of revenues).

Revenues

Total revenues for the year were \$745.5 million; an increase of \$11.7 million or 1.6% from the prior year. Funding from the Ministry of Health is Northern Health's primary source of revenue. In 2013-14, operating funding from the Ministry of Health was \$541.7 million, which represented 73% of total revenues.

Expenses

Total expenses for the year were \$731.7.0 million; an increase of \$6.7 million or 0.9% from the prior year. Acute care remains the largest sector of expenditure at \$434.8 million or 60% of total expenses. The next largest sector is residential care at \$97.4 million or 13% of total expenses. The full 2013-14 audited financial statements are available at www.northernhealth.ca > About Us > Northern Health Reports > Financial Accountability



Financial Summary, cont'd.

Financial Summary 2013-2014

(in millions of dollars)

	2013-14				2012-13	2013-14 vs 2012-13	
	Budget	Actual	\$ Variance	% Variance	Actual	\$	%
Revenues							
Ministry of Health contributions	\$ 542.4	\$ 541.7	\$ (0.7)	-0.1%	\$ 530.0	\$ 11.7	2.2%
Medical Services Plan	74.2	75.6	1.4	1.9%	71.5	4.1	5.7%
Amortization of deferred capital contributions	48.9	48.9	-	0.0%	56.0	(7.1)	-12.7%
Patients, clients, and residents	32.8	36.7	3.9	11.9%	33.0	3.7	11.2%
Other contributions	12.2	20.0	7.8	63.9%	13.3	6.7	50.4%
Investment income	0.8	1.0	0.2	25.0%	0.8	0.2	25.0%
Other	26.2	21.6	(4.6)	-17.6%	29.2	(7.6)	-26.0%
Total Revenues	737.5	745.5	8.0	1.1%	733.8	11.7	1.6%
Expenses							
Acute Care	430.0	434.8	(4.8)	-1.1%	427.6	7.2	1.7%
Residential Care	97.2	97.4	(0.2)	-0.2%	95.8	1.6	1.7%
Community Care	59.0	52.2	6.8	11.5%	53.6	(1.4)	-2.6%
Mental Health & Substance Use	52.3	48.8	3.5	6.7%	49.0	(0.2)	-0.4%
Population Health & Wellness	39.9	37.1	2.8	7.0%	38.2	(1.1)	-2.9%
Corporate	59.1	61.4	(2.3)	-3.9%	60.8	0.6	1.0%
Total Expenses	737.5	731.7	5.8	0.8%	725.0	6.7	0.9%
Annual operating surplus	\$ -	\$ 13.8	\$ 13.8		\$ 8.8		

Community Consultation 2013: Let's Talk about Healthy Aging and Seniors' Wellness

Population aging is one of the most significant trends of the 21st century. Northern Health's public consultations and focus groups in 2013, entitled Let's Talk about Healthy Aging and Seniors' Wellness, addressed this challenge and yielded a rich and varied perspective on the lives of seniors across northern BC.

The goals of the consultation were to:

- Hear the perspectives of northern BC citizens
- Record and report on people's experiences with wellness and aging, as well as their ideas about improving wellness and the process of aging
- Identify partnership opportunities
- Provide people with information on healthy aging and seniors' wellness

The consultations were held in 15 northern BC communities from September through November 2013, and included 11 public sessions, five community focus groups and four First Nations focus groups. A session was also held with representatives from Northern Health's board and northern regional hospital districts.

Northern Health thanks all northern BC residents who attended the consultations or provided their feedback.

A full report on the findings of the 2013 community consultation was released in spring 2014 and can be found at: www.northernhealth.ca > About Us > Northern Health Reports > Community Accountability





Lakes District Hospital,
Burns Lake



Kitimat Hospital and Health
Centre, observation room



GR Baker Memorial Hospital,
Quesnel



Mills Memorial Hospital,
Terrace



northernhealth.ca #healthynorth

