

Hotel Dieu Hospital, Kingston



Leading the transformation of ambulatory care — in patient care, teaching and research

- **Fast-tracking hip and knee replacements:** Wait times for a new hip or knee are shorter in this region thanks to our short-stay total joint replacement program for patients who can be ambulatory on the day of surgery. Patient satisfaction rates are consistently high in the program, an innovative model for efficient care that is transferable to other types of surgery and that could revolutionize the delivery of surgical care in our region.
- **Modelling excellence in breast assessment:** Our Breast Assessment Program is leading the way in Ontario as a model for similar programs by expressing the core concepts of patient and family-centred care—dignity and respect, information sharing, participation and collaboration—in everything from specially redesigned physical space to revised documentation tools that incorporate the patient perspective.
- **Delivering bariatric screening:** Hotel Dieu Hospital is now funded for a new regional bariatric program that will provide medical screening and assessment services to individuals requiring treatment for morbid obesity. Supported by the Ministry of Health and Long-Term Care, the new centre will be the only bariatric assessment service between Ottawa and Toronto, and will be complemented by existing Hotel Dieu programs associated with the co-morbidities of obesity including diabetes education, cardiac wellness and endocrinology.
- **Scoring high in patient satisfaction:** Our Urgent Care Centre continues to score high in terms of patient satisfaction on provincial performance scorecards, recently earning close to a 95 per cent positive response rate from patients and families for its overall care and a 72 per cent positive response rate for the emotional support and encouragement it provides to patients and families.
- **Training future eye care professionals:** In 2010 we opened the Kingston Ophthalmic Training Centre, the only program in Canada that offers both ophthalmic technician and technologist training. Hotel Dieu is well positioned to produce highly qualified professionals because they train as part of an expert team in an academic hospital setting. That's great news because the demand for these medical personnel is rapidly increasing as the volume of eye patients continues to skyrocket.
- **Putting research into motion:** Hotel Dieu Hospital is the home of the Human Motion Performance Laboratory, which is affiliated with the Human Mobility Research Centre at Queen's University. This world-class research facility uses sophisticated equipment to explore the biomechanics of how we move and to develop new treatments for musculoskeletal disorders such as arthritis and osteoporosis. The potential research benefits and results from this lab will be disseminated nationally and internationally, positioning it as one of the leading gait labs in the world.

By the numbers 2010-2011

TOTAL PATIENT VISITS 410,088

Including the following services:

Clinic Visits	218,606
Urgent Care Visits	52,278
Day/Night Visits.....	14,004
Operating Room Cases	7,360
Clinical Procedures	117,840

FINANCES:

Operating Budget	\$94,588,000
Excess of revenue over expenditure.....	\$50,000
Working Capital Ratio	45:10
Purchase of Capital Assets	\$2,824,000

Our Mission

The mission of Hotel Dieu Hospital in Kingston, rooted in the Gospel of Jesus Christ, is to make visible the compassionate healing presence of God to all persons. We share in this mission by being a caring and just community. This is expressed through the pursuit of excellence in health service, education and research.

Our Vision

Leading the transformation of ambulatory care

Our Values

- dignity of the human person,
- compassion
- justice
- integrity
- excellence

Redevelopment at Hotel Dieu Hospital

Leading the transformation of ambulatory care

With redevelopment, Hotel Dieu Hospital will realize its vision of becoming the region's one-stop specialized ambulatory outpatient care centre. The major redevelopment project will see the overhaul of 36,000 square feet of the hospital to accommodate almost all outpatient clinics in the area. For patients and families, this translates into greater convenience and comfort. For caregivers, new development will provide an environment geared to facilitating the highest level of safe, efficient and multi-disciplinary patient care, teaching and research. Specifically, the redevelopment project includes:

Building new generic clinic space on two hospital floors, featuring treatment rooms, waiting areas, teaching space and specimen collection areas

Benefits:

- supports the transfer of almost all remaining outpatient clinics from Kingston General Hospital
- ensures greater convenience and clarity for patients navigating outpatient clinic/procedure visits
- enhances privacy for patients and patient information through optimal configuration of space, sound-absorbing materials and private areas for caregiver discussions
- provides space and opportunities for multi-disciplinary teaching

Building a brand new pulmonary function testing lab

Benefits:

- provides one-stop convenience for adult and pediatric patients attending other HDH specialized outpatient clinics, e.g., young patients attending the Cystic Fibrosis clinic in the Children's Outpatient Centre
- provides space and opportunities for teaching and research

Renovating existing space to house a new cystoscopy suite

Benefits:

- supports Urology outpatient activity
- consolidates Urological testing and treatment
- provides space and opportunities for teaching and research

Adding a new elevator/stair tower

Benefits:

- provides additional vertical access to all hospital floors for staff and hospital service departments
- frees up the main elevators for patients, families and visitors

Minor renovations to the main lobby and staff offices

Benefits:

- consolidates Facilities Management offices and shops in one convenient location for hospital staff
- provides (in main lobby) an additional, easy-to-spot stairwell to upper levels of the hospital

Project phasing

Renovation of space in Human Resources
(to accommodate new elevator tower),
Johnson 1

Completed

Renovation of space for Facilities Management,
Johnson 0

Completion date: September 2011

Renovation of main lobby

Completion date: New stairwell by January 2012; renovated Gift Shop by May 2012.

Extension of existing elevator shaft,

Jeanne Mance wing

Completion date: March 2012

Installation of new elevators/elevator lobbies/stairwell,

Johnson wing

Completion date: April 2012

Construction of Pulmonary Function Lab,
Brock 4

Completion date: TBA

Construction of generic clinic space,
Jeanne Mance 4 & 5

Completion date: August 2012

Construction of Cystoscopy Suite,
Johnson 4

Completion date: November 2012

The project is on budget and on schedule, and we anticipate celebrating its completion by mid 2012, when our patient volumes will jump to an additional 50,000 patient visits.