



**Hotel Dieu**  
HOSPITAL

**the way we care**



**Leading *the* Transformation  
of Ambulatory Care**

# our hospital

**Hotel Dieu Hospital is the ambulatory care teaching and research hospital for Kingston and Southeastern Ontario, affiliated with Queen's University.**

**As an ambulatory (or outpatient) care facility we provide medical care or treatment that does not require an overnight stay and that includes services such as specialized clinic visits, day surgeries and diagnostic procedures using advanced technology, equipment or procedures. For most of our patients, the length of stay—from time of registration to discharge—occurs on the same day.**

**We provide expert care to more than 500,000 people in the region through specialized programs including pediatrics, medicine, cardiology, surgery, mental health, oncology and urgent care. We deliver quality, safe health care, while advancing innovative research and educating the health care professionals of the future.**



## **our mission**

Our mission, 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, and express this through the pursuit of excellence in health care, teaching and research.

## **our vision**

Leading the transformation of ambulatory care

## **our values**

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

# our heritage

Hotel Dieu Hospital was established by the Religious Hospitallers of Saint Joseph (RHSJ), a congregation of religious women founded in France by Jerome le Royer de la Dauversiere in 1636. In the mid-1600s, the Sisters arrived in Canada to help build a hospital in Montreal, and they were called upon to continue their healing mission by opening the first public hospital in the Kingston area in 1845.

They originally took up residence on the corner of Brock and Sydenham Streets, caring for the immigrants who flooded the region and for hundreds of orphans whose immigrant parents died from disease and starvation.

In 1892, the Sisters moved to Hotel Dieu's current site, increasing patient capacity from 40 to 150 people. A chapel was built in 1895 and a convent in 1897. A School of Nursing started in 1912, with the first class graduating in 1914. More buildings and services were added over the following years with the Centenary, Brock and Johnson wings, and subsequently the Jeanne Mance building in 1984.

While the mission of the Sisters remains the touchstone of all we do at Hotel Dieu Hospital, formal sponsorship of the hospital now rests with Catholic Health International, whose mission is to ensure the presence of Catholic values in its member Corporations.

# our strategy

With our 2010-2015 Strategic Plan we set our course to build on tradition while advancing our organization's contributions to patient care, education and research in the field of ambulatory health care. The plan sets out six strategic directions that will steer our hospital to clinical and organizational excellence:

- **focusing** on and defining our role as a centre of excellence for ambulatory care, teaching and research;
- **delivering** excellent care and an excellent experience for our patients and families;
- **creating** an environment where staff feel engaged, valued and safe;
- **advancing** research and education in the field of ambulatory care;
- **fostering** a culture marked by high performance, accountability and quality; and
- **engaging** in partnerships with solid value for our patients and organization.



Defining What We Do



Excellent Experience,  
Excellent Care



Enabling and Developing  
Our People



Advancing Research  
and Education



Enhancing Performance,  
Accountability, Quality



Purposeful Partnerships

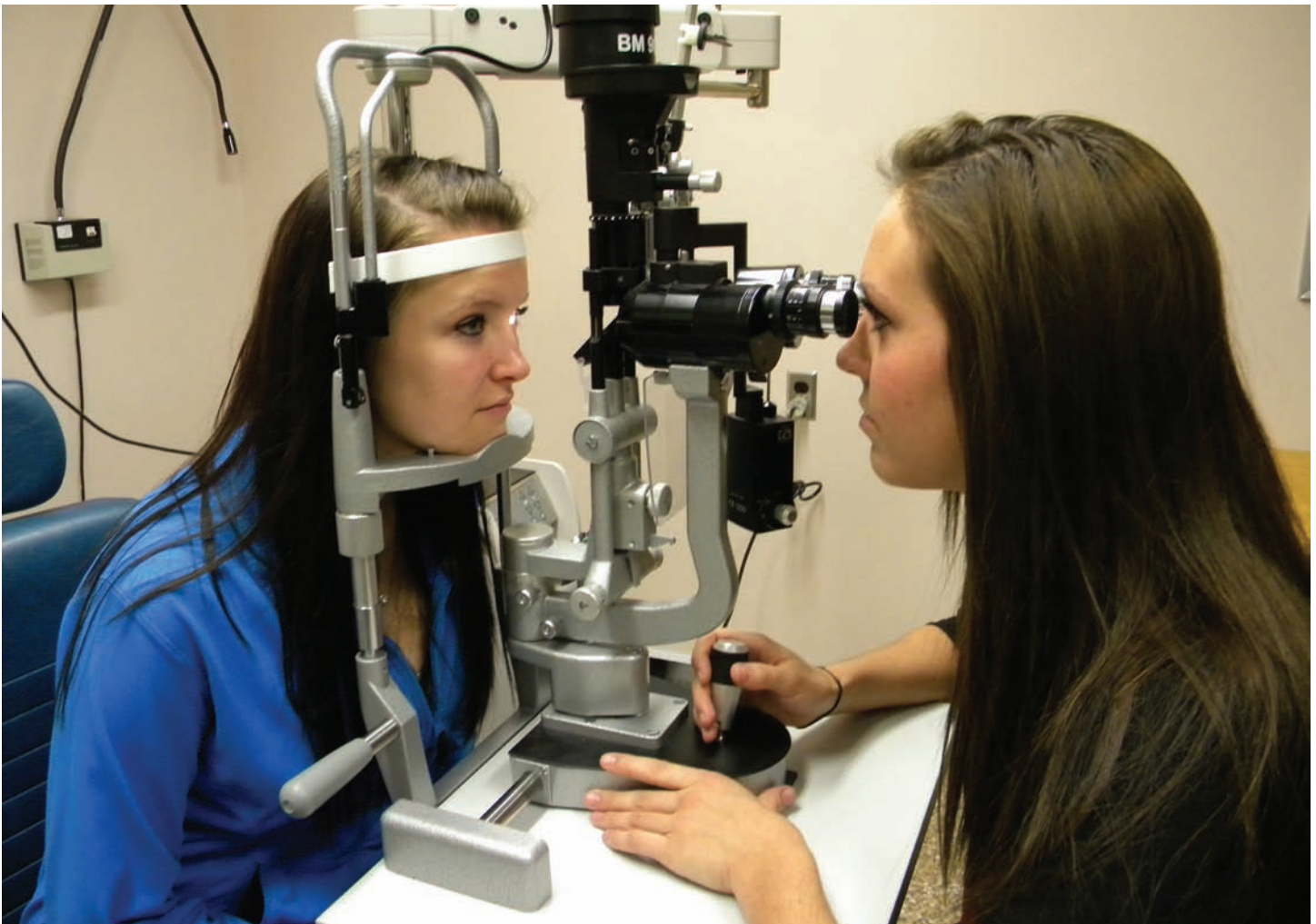
# our caring



**At Hotel Dieu we are leading the transformation of ambulatory care. Each year, we record about 410,000 patient visits, which include clinic visits, day surgeries and diagnostic procedures. Our deep commitment to excellence in ambulatory health care is exemplified by the ways in which we innovate and lead, including:**

- **building a premier ambulatory care centre:** In October 2011 we launched the construction phase of a \$20 million redevelopment project that will support the addition of at least 50,000 new clinic visits per year. This major capital project calls for the building of brand new clinic space, Pulmonary Function Testing Lab, urology clinic and elevators, plus minor renovations to the lobby and office spaces. In total, 36,000 square feet of the hospital will be redeveloped to accommodate almost all specialized outpatient clinics in our region. For patients and families, this translates into greater convenience and comfort as they access ambulatory programs and services under one roof. For caregivers, redevelopment will provide a state-of-the-art clinical environment for efficient and timely patient care, teaching and research. The construction project is slated to be completed in mid 2012.
- **fast-tracking hip and knee replacements:** Wait times for a new hip or knee are shorter in this region thanks to Hotel Dieu Hospital's 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.
- **targeting heart disorders that strike suddenly, fatally:** Getting to the heart of inherited cardiac diseases that can be instantly and unpredictably fatal is the focus of our Inherited Heart Rhythm Disease Clinic, which has access to world-class procedures and genetic testing, and brings together a specialized team of clinicians and counsellors in one setting at the same time.
- **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.
- **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.



# our commitment



## To help ensure safe, quality care for our patients and families we are committed to:

- **public reporting of Patient Safety Indicators...**that is now mandatory in Ontario hospitals and that means the public can check our website for rates of infections and hand hygiene compliance.
- **a Patient Safety Council...**that tackles safety issues such as monitoring patient falls, medication reconciliation, patient education about safety and hand hygiene, and hospital accreditation safety requirements.
- **a Quality Improvement Plan...**that is aligned with our new strategic plan and revised annually. It sets out key performance targets for the year such as creating positive patient experiences, measuring patient satisfaction, and enhancing safety, access and patient-centredness.
- **a Patient Relations Program...**that encourages and promotes direct and open communication between patients and their families and the hospital.
- **a Patient Declaration of Values...**that reflects what patients and families can expect from our caregivers and our hospital at every visit, touching on notions such as respect, quality, engagement and collaboration. The Declaration builds on our mission and values as a hospital providing health care within the Catholic tradition.
- **hospital-wide patient safety education...**that is delivered through signage, posters and brochures, covering everything from hand hygiene and cough etiquette to the best ways for patients and their families to get involved in their health care.

## To support the safety, growth & well-being of staff we are committed to:

- **online education and patient safety training...**through our e-learning system that allows the hospital to assign online safety courses on topics ranging from hand hygiene to laser safety in the Operating Room, along with a broad spectrum of mandatory and position-specific education.
- **the “SAFE Reporting” tool....**which enables staff, physicians and learners to electronically report events that may adversely impact patients, employees or the organization. The tool makes it possible to follow up events quickly and to maximize the opportunity for organizational learning.
- **customer service training...**that is aligned with our Excellent Experience, Excellent Care strategic direction and that highlights how everyone at Hotel Dieu Hospital is accountable for contributing to excellent experiences for our patients and visitors.
- **a nursing scholarship program...**that helps to open the doors to exciting new career opportunities for our nurses as they continue their professional growth. In that journey, they increase their skills, confidence and ability to deliver excellent patient care.
- **workplace wellness...**that is encouraged, supported and offered by our Workplace Wellness Committee through health-related programs that assist staff in achieving ownership for their physical, mental, emotional and spiritual well-being.



# our community

Hotel Dieu Hospital is a vital part of Kingston's rich heritage. With a population of about 120,000, Kingston is the largest urban centre between Toronto and Montreal, and is just a short distance from Ottawa, Canada's capital.

Originally a trading post in the 1600s and then a defence post for both France and England, Kingston is one of Canada's most historic sites. It was the capital of the United Provinces of Upper and Lower Canada from 1841 to 1843. Our first Prime Minister, Sir John A. Macdonald, had his home here at Bellevue House.

Kingston sits amidst a beautiful and large outdoor recreation area that features the Thousand Islands, Rideau Canal and a sprinkling of small lakes where people can enjoy plenty of summer and winter activities. In 1976, the city hosted the sailing events for the XXI Olympiad, and each summer the annual Canadian Olympic Training Regatta Kingston (CORK), an international sailing competition, takes place here.

We are fortunate to be the home of several excellent educational facilities, such as Queen's University, St. Lawrence College and the Royal Military College. Also located in the area are administrative, defence training and correctional facilities supporting federal and provincial government services.

While the city boasts large industries such as Invista and Novelis, the majority of its successful businesses are smaller, run by creative entrepreneurs.

Kingston's lifestyle is unique — second to none in Ontario. Despite being an urban centre, many people choose to live in a country setting since we measure commuting time in minutes, not hours.



Photo courtesy of Kingston Economic Development Corporation.

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