

Living Our Mission



ANNUAL REPORT
2015-2016

COMFORT. CARE. HOPE.

2015-2016 HDS At a Glance

In-Patient Programs

Active Rehabilitation
Restorative Rehabilitation
End of Life/Palliative Care
Medically Complex Care

Regional Out-Patient Programs

Audiology and Hearing Aid Dispensary
Augmentative and Alternative Communication
Falls Prevention Program
Hand Therapy Program
Memory Clinic
Orthopedic/Amputee Rehabilitation
Centre for Parkinson's Rehabilitation
Rehab & Wellness Centre
South Niagara Wellness Centre Ambulatory Rehab
(Satellite Clinic)
Speech Language Pathology
Stroke/Neurology Rehabilitation



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Putting your care...

at the *centre* of what we do



Our journey as an organization began when the Sisters of the Religious Hospitallers of St. Joseph arrived in St. Catharines in 1945. The Sisters' main objective was to provide compassionate care to those in need and to meet the unmet needs in the community. In our commitment to honour our past, Hotel Dieu Shaver Health and Rehabilitation Centre has been entrusted with a special mission to put the care and concern for others in the forefront of what we do.

At Hotel Dieu Shaver, our patient and family-centred care approach means individuals are viewed holistically and compassionately. Person-centred care involves respecting human dignity through patient

advocacy and empowerment, and respecting the patients' autonomy, voice, self-determination, and participation in decision-making.

Hotel Dieu Shaver has experienced a cultural transformation in how we deliver health services to all of our patients. In the last year, our organization has entered into a process of redefining our healthcare delivery model. We have developed goals to drive a culture that delivers health care services that better enables staff to cultivate a person-centred care approach with the consideration to the existence of diversity. We have reiterated the importance of patient advocacy, patient empowerment and respecting the person's autonomy and participation in decision making.

With the new pod model, each profession works together for true interprofessional care to ensure the focus is on helping our patients meet their specific goals. The patient and family know they have all of us working and communicating together to help them achieve optimal health and function.

Our mission continues to bring comfort to people by giving them an experience that will strengthen their confidence in life. The ultimate goal of our care is to give those who are ill, in any capacity, through our care, a reason to hope. Over the past decade we have been honoured to serve the Niagara Community and become a part of your family. Our commitment remains to offer first class rehabilitation and complex care programs and services that focus on wellness of the entire individual, not just healing - truly putting patients at the centre of what we do.

Dr. Ron McTavish
Chair, Board of Trustees

Jane Rufrano
Chief Executive Officer

What we've been up to in 2015 - 2016:

2015 / 2016

Hotel Dieu Shaver introduced “The POD Model” - an interprofessional collaboration system, in which teams are comprised of various healthcare disciplines working together towards common goals to meet the needs of a patient population. All patients will benefit from working with a health care team that is integrated by core competencies, best practices, targeted education and expertise. In this new primary delivery model, patients are clustered so that a patient will receive rehabilitation services in accordance to their diagnosis, their needs, their tolerance, best practice recommendations and not as a result of their room location.

A Rehabilitation Alignment Working group composed of front line staff and management was developed with the goal of driving a culture that delivers excellence in healthcare services.

Renovations to the Hospital Chapel were completed to allow easier access for our patients and families and give the Chapel a more up to date look. As a faith-based organization and part of living our mission, Hotel Dieu Shaver's spiritual health is one of our top priorities.

JUNE 2015

Used as the entrance to the specialized Courtyard Therapy Centre, a newly developed Virtual Fitness Centre houses aerobic exercise equipment. The new Centre uses a virtual forward-motion video experience, designed to enhance patient's cardio workout. Virtual reality based training assists all patients return to the community faster by increasing the efficiency of their therapeutic program.



Virtual Fitness Centre

JULY 2015

Renovated 1 East Nursing Station to improve work flow and efficiencies on the unit.

Received funding from the Hamilton Niagara Haldimand Brant Local Integrated Health Network to expand its Ontario Telemedicine Network (OTN) program to accommodate specialized populations. The expansion of the OTN program allows Hotel Dieu Shaver to incorporate nursing support for clients who require access to Medical Specialists via OTN, such as clients with neuromuscular disabilities, including but not limited to Parkinson's disease, ALS and Augmentative and Alternative Communication (AAC) Clinic clients. The goal of this OTN expansion is to alleviate the personal and economic hardship of our clients and decrease our wait lists.

OCTOBER 2015

Opened the Hotel Dieu Shaver Memory Clinic.

In the Ontario Hospital Association's (OHA) third year of the Green Hospital Scorecard Program, Hotel Dieu Shaver qualified for the Silver award. The Green Hospital Scorecard is a great tool to assist Hotel Dieu Shaver in identifying areas for environmental improvement. As an organization committed to becoming more energy efficient, we are extremely proud that we were able to maintain our Silver award again this year. Hotel Dieu Shaver elevated its standing from Bronze to Silver in only one year.

NOVEMBER 2015

Hotel Dieu Shaver was once again presented with a Quality Healthcare Workplace Award. The awards are sponsored by the Ontario Hospital Association and Health Force Ontario. Submissions from hospitals and other health care organizations across Ontario were judged on the basis of a number of criteria with an emphasis on healthy and inspiring work environments, continued efforts to improve quality and reduce costs, and a focus on patient care excellence. This year, we were honoured with a Platinum Award. This Platinum Award, the highest level achievable, continues to show our commitment to raising the bar of excellence.

Hotel Dieu Shaver opened a Parkinson's Exercise Program. This "tune-up" program was developed after receiving feedback from patients who graduated from our existing Parkinson's Program. A significant volume of patients reported the need to develop an after-program for the purpose of being able to maintain a higher quality of life while living with this disease.

JANUARY 2016

Weekend therapy was implemented on Sundays for all Active Rehab Stroke patients. The implementation of this service is in alignment with the Stroke Best Practice guidelines for Active Rehabilitation. To achieve this service enhancement, Hotel Dieu Shaver re-allocated staff within existing outpatient programs to implement weekend therapy with our Stroke rehab patients. Moving forward with this initiative will align Hotel Dieu Shaver with best practices and support a 6 day per week rehab model that will add value to the patient experience.

FEBRUARY 2016

Implemented Weekend Admissions - a testament of our commitment to improving patient flow and ensure our patients are being moved across the continuum of care when it is most optimal to receive rehabilitative care.

SPRING 2016

In the Patient Satisfaction Report completed by the National Research Corporation Canada (NRCC) and the Ontario Hospital Association, we are pleased and proud to advise that Hotel Dieu Shaver's high patient satisfaction ratings continue. In the most recent patient satisfaction surveys conducted for the period January 1, 2014 to December 31, 2014, Hotel Dieu Shaver received scores of 96.1% for Complex Care Services and 96.0% for Rehabilitation Services for "Would You Recommend this Facility".

A man wearing a grey baseball cap with a logo and a dark blue jacket with a "Corona Extra" logo is sitting on a wooden bench in a hospital hallway. He is giving a thumbs up. The background shows a brightly lit hallway with exercise equipment and other people.

Meet our Patients

“You’re treated like a family member.”

~Dean Robson

Michelle sensed that her fiancé Dean wasn't himself when he left earlier that morning. When she couldn't reach him by cell phone later that day, Michelle started looking for him. She found him four hours later, sleeping in his still-running truck that had now almost run out of gas.

"It's a good thing I parked my truck, and it must have been out of habit," Dean says. "I wasn't aware of where I was."

Dean woke up that day as usual – feeling fine. At his warehouse picking up materials, he remembers he started feeling groggy and sick. After several trips to the hospital over the next few months, doctors realized that Dean had acute kidney failure, causing his liver to fail as it struggled to compensate for his kidneys.

Dean was put on dialysis for six months, and through it all, continued working. Dean is the owner and operator of Robson's Tents, an event company supplying outdoor party tents and supplies. He opened his business eight years ago and had worked many events for Hotel Dieu Shaver, not realizing the programs and services available at the hospital.

Being in a hospital bed for many months was difficult for the very active Dean. His business is physically demanding, lifting and setting up tents and tables. He is a sports guy through and through, loves to cook, plays on a bowling league, and walks his Rottweiler, Riggin, whenever he can.

"It was a constant up and down, for me and my family," he says. "Not knowing what was going on, and being in and out of the hospital worried my family especially. It's been very difficult financially, and emotionally, and being sick creates a lot of strain on personal relationships."

Admitted to Hotel Dieu Shaver in October, Dean no longer needs dialysis but his kidney function still needs to be monitored. "Dr. Luce (Hotel Dieu Shaver's Chief of Staff) was my family doctor for 30 years. As soon as I saw him, he put me at ease right away."

"I can't say enough about the people at Hotel Dieu Shaver and how they made everyone feel at home. It's very easy to be depressed because you feel stuck in a hospital bed. The nurses and therapists just pick you right up with their positive and personable attitude. You're treated like a family member."

Dean had cognitive and physical therapy. He had lost muscle tone from his hospital stay, and he's still working on getting back his strength and endurance. Dean especially liked spending time in the Courtyard, our 5,700 square feet of therapy space, using the virtual driving machine to help him regain his license and Dynavision for vision testing and practice. "The therapists make you look forward to going to therapy."

Two months after first arriving at Hotel Dieu Shaver as an inpatient, then as an outpatient, Dean is ready to be home for good. "It will be good to be home, and I'll be cooking," he says laughing. "I am grateful for the nurses and therapists. Seeing the improvements in not only me but the other patients was amazing. I feel 1000 times better, and I owe my appreciation to everyone here, especially the nurses."



“There’s no better place I’d rather be.”

~Anne Angelone

When Anne Angelone arrived for her third time at Hotel Dieu Shaver, she was welcomed to the same room, and the same bed, as her previous visit. “It was surreal,” says Anne. Then, incredibly, she was greeted by the same nurse, Mary.

She was comforted knowing she was in good hands. “Even if it’s your first time here or you’ve been around the block like I have, you’re nervous coming in - but coming into Hotel Dieu Shaver was not stressful. I felt welcomed.”

Anne’s first stay at Hotel Dieu Shaver was several years ago after she suffered a stroke during heart surgery at another hospital. Then, the amputation of her left leg, followed by her right.

Anne speaks fondly of her three roommates, and describes herself as the leader of the troublemakers. Through it all, Anne never lost her sense of humour. She liked to practice wheelies in her motorized wheelchair, and tease the nurses and therapists.

“A big part of the healing process starts in your very own room, with your roommates and nurses.” Anne says. “From the first ‘hello’ when you arrive, to the first ‘good morning’ of the day - the day starts with you. They go above their duty, and they start to feel like a member of your family. They take as good care of you as your mother would.”

The mother of two, and grandmother of two, had to learn how to live a new life without her legs. “It’s difficult to imagine. I’ve always played baseball, I was very active in the community, and I love dancing!”

Anne and her husband Len will be celebrating their 38th wedding anniversary in June, and the couple love to ballroom dance together. When Anne was feeling down about her prognosis, she said to him, “We will never dance as a team again.” Len took her arms in his and danced with Anne, spinning her in her wheelchair. “I realized I’m only limited if I place limits on myself. I never thought this would happen to me, but I’m still a wife, still a grandma, still a friend. The only thing stopping me is me.”

Anne is so grateful to the nurses and therapists for the care she received every time she has been at Hotel Dieu Shaver. Her physiotherapist, Joy, made the sessions fun. “On the hardest days when you just want to give up, she’s your cheerleader.” She liked to tease her occupational therapist, Nancy, “but she didn’t fall for it,” Anne says laughing. “The therapists have taught me new ways of doing things around my house. Everything happened in steps to prepare you to go home and do it on your own.”

She is also grateful to have met Sister Louise. “Everyone needs spiritual health. Sister Louise is a combination of a lot of things that come together to help you on your path. Her compassion, knowledge and fortitude give you that healing energy.”

“Of course hospitals are not always sunshine and daisies. There is a lot of sweat and there are a lot of tears, but you’re always treated with respect. Everyone I’ve met has been professional, compassionate and patient. If I have to be in a hospital, there’s no better place I’d rather be than here at Hotel Dieu Shaver.”

Bringing Expertise Together



*“Alone we can do so little;
Together we can do so much.”*

~Helen Keller

HEALTH AND

Volunteer



With Us!

Meet Louie! Louie is a four year old Labrador Retriever who has been volunteering for the last two years with the St. John Ambulance Dog Therapy Program, with his human Jenny.

Jenny and Louie decided to volunteer at Hotel Dieu Shaver after Jenny's mother had been admitted to Hotel Dieu Shaver. During her time at Hotel Dieu Shaver, Jenny had seen dogs stop by and visit with patients. Having seen the incredible joy and laughter that the animals brought along with the great work Hotel Dieu Shaver was doing for her mother, Jenny wanted to give back.

Jenny and Louie like to visit the patients on Saturday mornings. Once they get off the elevator on the 2nd floor, Louie scoots right to the nurses' station as he knows they have treats for him there. After Louie fills his belly with goodies, Jenny and Louie travel around to each room on the 2nd Floor asking if anyone would like a visit. "Louie is very comfortable here," Jenny says. Jenny finds that often times people relate really well with Louie. Many patients have had dogs in past or miss their own at home.

During one of their visits they met a patient that was blind. Jenny didn't know the patient was blind and asked if she and Louie could enter his room. Louie ran right over and laid his head on the patient's lap. The patient started to stroke Louie's face and ears and told Jenny why he was at Hotel Dieu Shaver. Jenny described Louie to the patient and they had a wonderful visit. Jenny said she had tears streaming down her face as she saw the joy that Louie brought to the patient.

Jenny is currently on maternity leave and has a ten month old baby at home that Louie adores. She finds her visits to Hotel Dieu Shaver incredibly rewarding and is so glad that she and Louie are able to volunteer and give back.



Meet our Donors



“Everything I’ve heard about Hotel Dieu Shaver has reinforced its reputation of excellence, and I want to support that and see it grow.”

~Alex Digenis

As Owner and General Manager of Henley Honda and Subaru of Niagara, Alex Digenis is passionate about supporting the local community and charities. You will often find him and the rest of his team at many local events. He has become very familiar with Hotel Dieu Shaver in the six years since he's moved to St. Catharines. "I met Pete when I moved here," he says of Pete Tucker, former patient whose journey is chronicled on the hospital's website and on YouTube. "He's always been a friend and an absolute gentleman. He is a rock star of a guy." Alex was shown the video of Pete's dramatic story, and his remarkable recovery at Hotel Dieu Shaver. "Hospitals can give you life, but it's the rehabilitation at Hotel Dieu Shaver that really gives people their lives back."

But it wasn't until he volunteered as Santa Claus for patients at Hotel Dieu Shaver that he understood the scope of how the hospital changes lives. Alex was dressed in the trademark red velvet suit, white beard, black boots and wooden cane. "I even spoke with a little accent, to make it seem realistic. I walked slowly and spoke with every patient. Then we went to the Palliative Care unit. I thought the patients wouldn't want to see me, but they did. They all smiled and spoke with me." Alex says he had no idea a hospital could do so much for their patients. "It really blew me away."

Alex's third experience of Hotel Dieu Shaver came through Dawson Trickett, Sales and Leasing Consultant with Henley Honda. Dawson was attending outpatient therapy at Hotel Dieu Shaver for the amputation of his right leg and being fitted for a prosthetic. Though Dawson was well on his way to an almost full recovery, "I saw how it was affecting him and his family, and I thought I had to do something," says Alex. So, the Henley Honda team decided to hold a fundraiser. "We had over 350 people attend the fundraiser. It was packed! People partied until 11pm." In all, the fundraiser raised an incredible \$17,000 in one night. Dawson is back at work full time, and enjoying every minute of it. While he worked tremendously hard to get to where he is today, Alex says, "Hotel Dieu Shaver did all the heavy lifting to help get him there."

Alex considers himself very lucky. "I have a great team of people, a great business, and my family is healthy." The father of two teenagers, with a wife working in healthcare, he has come to understand the needs and the pressures hospitals are faced with every day. "It's important that people don't have to go to Hamilton or Toronto for their healthcare. We moved into this community and do work within the community. This is our home and there are lots of people in need."

That's why Henley Honda has signed on as a sponsor of two of Hotel Dieu Shaver's signature fundraising events - An Evening in the Courtyard and the Celebrity Ice Cup.

"Everything I've heard about Hotel Dieu Shaver has reinforced its reputation of excellence, and I want to support that and see it grow."



Dawson Trickett

Celebrating Our Culture



S
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Catholic Health International Volunteer Excellence Award

Norris Eaton has been volunteering in the Coffee Shop, now the Dieu Drop-In Cafe and Bistro, at Hotel Dieu Shaver for the past 20 years. You can see Norris at the Café and Bistro serving up coffee and smiles to patients, families and staff. His kind demeanor and sales experience has lent to ensure the Café and Bistro is continuously creating a profit. Norris is the treasurer of the Café and Bistro and in past years was responsible in assuring that the vending machines were fully stocked and operating efficiently.

Congratulations to Norris Eaton for winning the Volunteer Excellence Award for 2016 on behalf of Catholic Health International. Norris is kind, big-hearted and an incredibly honest man. A well-deserving recipient of this award!



The SPIRIT Award

Every November, Hotel Dieu Shaver celebrates its long-term employees with an Employee Recognition Evening. During this event, The SPIRIT Award recipient is announced. The award is presented to an individual who best represents Hotel Dieu Shaver's Mission and Values as well as enhances the healing environment of our organization.

In 2015, Winnie Tam, Occupational Therapist, was awarded with this outstanding achievement. Winnie was described by her peers to be holistic in professional practice, sensitive to patients' needs, a fabulous teammate and goes above and beyond to ensure that patient care is the best that it can be.



Jeanne Mance Award

Hotel Dieu Shaver presented its third annual Jeanne Mance Award - named after a 17th century Canadian nurse and given to a recipient who exemplifies excellence in patient care and who contributes to the positive image of nursing. This year's recipient was Leah Kwaak, RN and Charge Nurse on 1 West Rehab.

Leah was nominated by her peers for her professionalism, integrity, commitment to patients and families, her spirituality and her ability to work in a multi-disciplinary field such as rehabilitation. Leah is an effective role model and has a wonderful sense of humour that lends to the wonderful comradery on the unit.



2015-2016 Financial Results at March 31, 2016

Total Assets	\$20,731,993
Current Assets	\$ 5,094,903
Long Term Assets	\$ 6,210,561
Capital Assets	\$ 9,426,529
Total Liabilities and Equity	\$20,731,993
Current Liabilities	\$ 5,948,587
Employer Future Benefits	\$ 1,964,500
Deferred Contributions	\$14,383,698
Net Assets	\$(1,564,792)

Total Revenues	\$31,484,025
LHIN Total Revenues	\$27,127,700
Other Revenues	\$ 4,356,325
Total Expenses	\$32,431,929
Salaries & Wages*	\$21,431,555
Employee Benefits	\$ 5,797,541
Supplies	\$ 5,202,833
Surplus (Deficit) before Building Depreciation	\$ (947,904)

* Salaries and Wages includes medical staff remuneration

1,178

INPATIENT ADMISSIONS

94.8%

PERCENT OCCUPANCY

40,641

TOTAL OUTPATIENT VISITS

134

NUMBER OF BEDS

435

EMPLOYEES

400

VOLUNTEERS

31

MEDICAL STAFF





We Are HDS



A DECADE OF MEMORIES





**Thank You
To Our Donors**

Your generous donations make it possible for us to provide comfort, care and hope to our patients.



YES ~ I want to help Hotel Dieu Shaver!

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