

**2018 - 2019
ANNUAL REPORT**



@hoteldieushaver
#WeAreHDS

TO OUR COMMUNITY...



Every single day, staff, physicians, auxiliaries, volunteers, and patient advisors at Hotel Dieu Shaver Hospital strive to give the best compassionate care to every patient and family member. Hotel Dieu Shaver is dedicated to ensuring those living in our communities will have access to the programs and services that will optimize their recovery and quality of life.

As a result of the dedication and hard work of our staff members, our hospital partners, and our partners at every level of government, as well as our passionate and engaged community, we are several steps closer to the expansion of rehabilitation beds in Niagara – thanks to a planning grant from the Ontario Government. The planned expansion is a response to the need to address the significant challenges Hotel Dieu Shaver and our community faces with its current limited infrastructure and its desire to best meet the growing demands for rehabilitation in the Niagara Region. The expansion will reduce hallway medicine and provide a seamless continuum of care as patients are better able to transition home and back into the community.

Hotel Dieu Shaver is committed to providing our community the services it deserves. We practice what we preach – **Don't Ever Quit!** Our commitment and determination is reflected in our incredible accomplishments. The year began with the announcement of the opening of the Rankin Family Cancer Rehab Program - funded through the Rankin Family and the Rankin Cancer Run. We are proud to continue the tradition of our founding Sisters, the Religious Hospitaliers of St. Joseph, to provide compassionate care and to meet the unmet needs of those we serve.

This past year, Hotel Dieu Shaver staff were invited to reflect on each of our values and describe how each are incorporated into their daily practice. We continue to showcase the importance of our mission and values through the RHSJ Physician Excellence Award, the Jeanne Mance Nursing Award, and the annual Spirit Award, all recognizing staff that emulate our core values. Our annual Canada Health Day Mass in which His Excellency, Bishop Gerard Bergie presides, is a highlight of the year as staff present a symbol of their work or department to the Bishop. The Bishop, in his reflection, emphasizes to the staff their importance in the healing mission of Jesus to those who come to Hotel Dieu Shaver for care and therapy.

The heartbeat of our organization is our dedicated health care professionals and support staff. Employee and Physician Engagement Surveys were conducted from October to November 2018 using Metrics@Work, a provider of organizational measurement and consulting.

The results revealed that Hotel Dieu Shaver scored above average over all 25 healthcare comparators. These results support the claim that our identity, culture, mission and safety remain our greatest strengths. We believe in giving employees a voice on issues that are vital to their quality of work to evaluate how well we are doing now and plan for future improvements.

Awards, recognitions, and continuous program expansions are all testimonies to our ongoing objective to be a Centre of Excellence in Niagara. With much to celebrate this past year, we are particularly proud of being awarded Accreditation with Exemplary Standing from Accreditation Canada. The evaluation process was rigorous, involved months of preparation, and included an on-site survey to assess the hospital's programs and services, leadership, and governance, against hundreds of Accreditation Canada requirements for quality and safety. This four-year award is a significant achievement for Hotel Dieu Shaver, highlighting the strong patient care culture and commitment to ensuring that best practices are adopted and followed. Sincerest congratulations and thanks to everyone involved for the time and effort that went into making our accreditation process an immense success.

As we enter 2019-2020, the demand for our expertise and specialized services continues to increase. An aging population, increased complexity of patients, increased public expectation, and availability of resources, lend to the factors that drive this demand. As always, we will pull together as a team to provide the best possible healthcare for the patients we serve. We are extremely proud of what we have accomplished and are honoured to serve the residents of Niagara. Thank you for your support and for persevering in this ever-changing journey with us.



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*Chair
Board of Trustees*



Lynne Pay
*Interim CEO &
Vice President of
Corporate Services*

In-Patient Programs (134 beds)

Rehabilitation Program (Low to High Intensity)
Activation/Restorative Program
Short Term Complex Medical Management Program
End of Life/Palliative Care

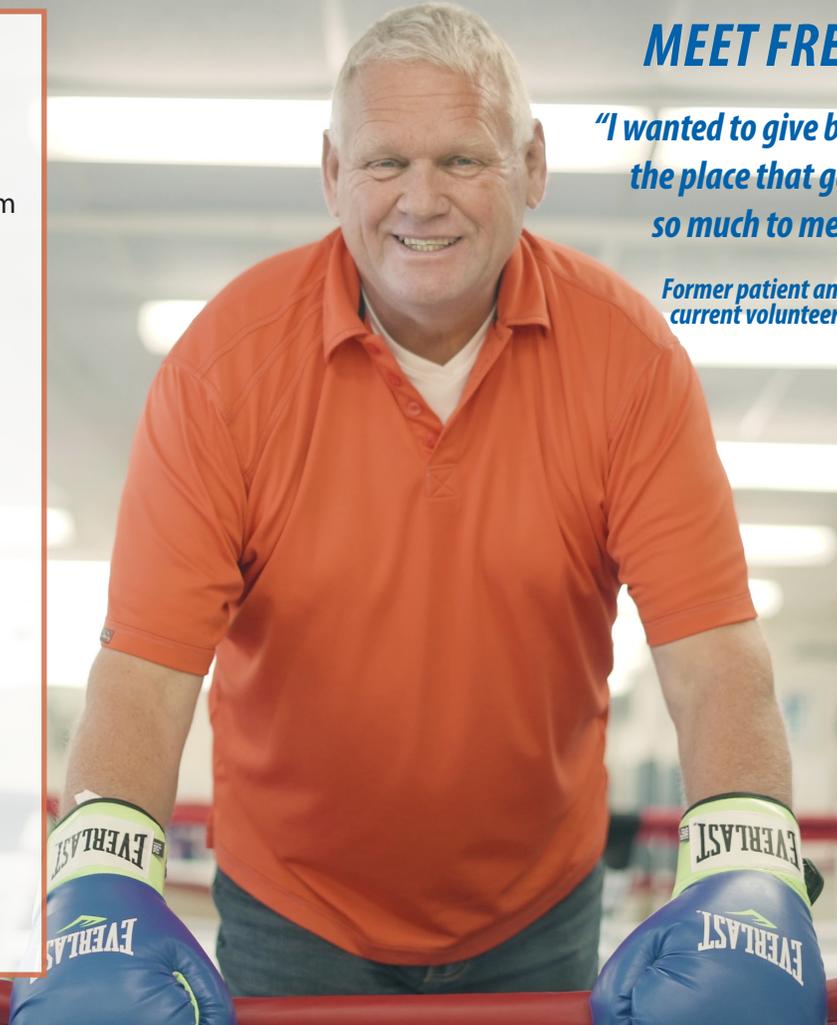
Regional Out-Patient Programs

Audiology and Hearing Aid Dispensary
Augmentative and Alternative Communication
EMG Clinic
Hand Therapy Program
Memory Clinic
Orthopedic/Amputee Rehabilitation
Steve Ludzik Centre for Parkinson's Rehabilitation
Rankin Family Cancer Rehab Program
South Niagara Wellness Centre Ambulatory Rehab
(Satellite Clinic)
Speech-Language Pathology
Stroke Rehabilitation
Neurology Rehabilitation
WSIB Regional Evaluation Centre

MEET FRED!

*"I wanted to give back to
the place that gave
so much to me."*

*Former patient and
current volunteer*



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Rick Vaive - *Ex-Officio*

Bob Bell - *Ex-Officio*

MEET LAURA!

“Being an Occupational Therapist allows me to meet incredible people. The best part of my job is seeing patients return back to their homes.”

HDS Staff Member



EMPLOYEES
433

VOLUNTEERS
121

MEDICAL STAFF
52

HIGH INTENSITY REHAB
*AVG LOS - 22 DAYS

LOW INTENSITY REHAB
*AVG LOS - 45 DAYS

**SHORT TERM COMPLEX
MEDICAL MANAGEMENT**
*AVG LOS - 60 DAYS

TOTAL INPATIENT ADMISSIONS
1,214

TOTAL OUTPATIENT VISITS
38,807

*AVERAGE LENGTH OF STAY

MEET JACK!

“Our interdisciplinary teams provide a circle of care around each patient. We listen for courage, community, and resilience in each patient’s story. Honouring each patient’s goals, we offer support that reinforces hope for new possibilities.”

Rev. Jack VanderVeer, Pastoral Care Associate



MEET SANDRA!

At 5 years old, Sandra had been in a car accident that left her in a coma for two weeks and unable to walk. The impact of the crash resulted in a suitcase flying forward, hitting Sandra in the back of her head. The impact shattered part of her skull and left fragments in her brain. Her father was also injured in the collision. He attended therapy at the Niagara Rehabilitation Centre, now Hotel's Dieu Shaver outpatient building, and still remembers the Carpentry Shop fondly.

After her first recovery, Sandra grew up suffering with migraines, lack of balance and double vision, but she worked through them. "It was my normal," she recalls.

On Friday, March 15, Sandra was on the phone with her mother when she felt another headache coming on. She got off the phone, and suddenly felt like something was in her throat. She had some water to try to clear it, but it didn't help. She called her husband Aaron at work and explained what was going on.

"Aaron told me to call the neighbour for help," she says. Noticing Sandra was favouring one side, her neighbour called 911. "Then I felt a punch in my chest. When the paramedics arrived seconds later, I told them I was having a heart attack." After a series of questions, they noticed her face started drooping. She was immediately rushed to the hospital. In a strange twist of fate, an MRI and two CT scans later showed that the stroke damage was isolated to the exact spot where the suitcase had hit her head over 45 years ago.

Sandra was officially diagnosed with a migrainous stroke, occurring when blood vessels to the brain are blocked, restricting blood flow. Migrainous strokes are extremely rare and account for only 0.8 percent of all strokes. Sandra had no other risk factors for stroke.

On the ninth day following her stroke Sandra was transferred to Hotel Dieu Shaver. "The therapist told me ***if I wanted to fully recover, Hotel Dieu Shaver is where I had to be***. I told her I was too young," she says laughing.

Sandra and her family were very familiar with Hotel Dieu Shaver. Living in Thorold, it was minutes away from their home and her mother-in-law had suffered a stroke the previous year and had also had therapy at the hospital. "When I got here, I was completely numb on my left side," she says. "I couldn't do anything. I had no balance or coordination. I couldn't walk. I couldn't even go to the bathroom on my own. And I tired so easily."

“Hotel Dieu Shaver got me on the parallel bars, but I couldn’t even grip the bars. I could only stand up for 10 seconds.”

Slowly and surely, Sandra’s strength and endurance increased. “The first time I walked on my own, up the stairs, I cried. I’ve had to learn to walk three times in my life, I’m learning again at 50 years old. You have to be determined, and you have to have the will to get better. I refused to give up when I had to learn to walk again at 5 years old, and I refuse to give up now.”

Sandra is eager to get back to her life – her two boys, her husband, and her work. “Now that I have a little bit of my independence back, I can see myself going back to work. Without Hotel Dieu Shaver, that wouldn’t have been possible.”

“The therapists work you hard, and it’s exhausting, but look where I am. I’m amazed at what I can do now, and it’s all because of Hotel Dieu Shaver.”



Visit Hotel Dieu Shaver’s YouTube Channel to watch Sandra’s story!





MEET AL!

“Just over a year ago, I was diagnosed with Stage III colon cancer. A week after my diagnosis, I had surgery to remove the tumor, followed shortly by six months of chemotherapy.

During the chemotherapy, I felt quite sick and weak. Exercise was suggested by my oncologist, but I just wasn't up to it most of the time. By the end of my chemotherapy treatments, I noticed my muscle tone has seriously decreased and I felt very weak and sluggish. It was early May, the weather was finally warming after a very long winter and I was desperate to get outdoors and try to resume my previously active life.

During my chemotherapy treatments I experienced some neuropathy, an attack on the nervous system, which caused weakness, numbness and pain mostly in my fingers and toes. I was told this was common. About three weeks after my last treatment, it slowly spread to my hands, feet and legs. Over the next few

months, it spread past my wrists like a glove, then up my legs and past my knees. I could no longer fasten the buttons on my shirt. Some days I could not hold a pencil, much less write.



Having very little feeling in my feet was greatly affecting my balance, making walking difficult and tiring. In spite of my efforts to walk daily and trying to keep moving, I felt like I was wasting away and I realized I needed help.

I learned of a brand new cancer rehabilitation program at Hotel Dieu Shaver and having previously had rehab there after shoulder surgery a few years ago, I felt confident they could help me again so I signed up.

I was already participating in a few exercise programs and was experiencing firsthand the benefits of exercise and strengthening for my rehabilitation, but the **Rankin Family Cancer Rehab Program** at Hotel Dieu Shaver was much more. In addition to exercise, it taught me many ways to stretch and strengthen my body, with many exercises that I could do at home. They worked with me and helped me with my balance and the neuropathy in my hands. Although I still suffer with the same numbness in my hands, feet, and legs, I have learned to cope much better.

Hotel Dieu Shaver is an excellent rehab facility with a wide range of equipment and devices to aid in cancer rehabilitation, but it's the people that run this program that make it so remarkable. They really care and are eager to help each patient in any way they can. The program is tailored to help each participant based on their physical condition and needs.

After completing the six-week program, I came out of the Rankin Family Cancer Rehab Program so much stronger than when I started, with many tools to continue my rehabilitation on my own. I still have a long road ahead, but I am more confident and optimistic about my recovery.

My life may never be what it once was but I think I'm much better equipped to deal with whatever lies ahead. I take comfort in knowing there are programs and people like those at Hotel Dieu Shaver to help."

Because of your support in 2018-2019, the HDS Foundation was able to gift Hotel Dieu Shaver Hospital a total of *\$662,040.74!

*unaudited amount

78 pieces of patient care equipment were purchased

\$9,000 in battery refunds

Provided \$31,798 in staff education to improve patient outcomes and encourage staff to stay informed of impending changes to healthcare

Treated 29 patients in the NEW Rankin Family Cancer Rehab Program

21 cheque presentations

Raised over \$4,000 from the HDS staff 50/50 raffle

Partnered with 27 Service Clubs, Community Groups & Associations to purchase patient equipment

Surpassed \$250,000 in Celebrity Ice Cup pledges

Congratulated 62 Parkinson's Rehab graduates from the Steve Ludzik Centre for Parkinson's Rehab

Received over \$350,000 in funding from Third Party Events from across Niagara Region

Provided comfort items for Palliative Care rooms such as cable television

Nearly \$4,000 contributed to the Healing Garden Campaign

Welcomed over 400 guests at our annual Pasta Dinner

Your donation makes a difference!

Thank you to those individuals, groups, and organizations who hosted fundraisers for Hotel Dieu Shaver Foundation!

- JCI St. Catharines Mayor's Invitational Grape Stomp
- Health Expo
- Gray Ridge Egg Farms
- Niagara Golf Marathon
- Pearl Gloves
- Rankin Cancer Run
- Niagara Regional Chair's Golf Tournament
- United For Others Battery Collection
- Steve Ludzik Foundation
- The Famous Diner
- The Outdoor Men
- Winey Girl Decor





In Memory of Darryl Salach
May 8, 1961 – June 19, 2015
A Special Thanks To The AAC Clinic

MEET PAT AND HENRY!

"We wanted a meaningful way to honour our son's memory and to thank Hotel Dieu Shaver for leaving a lasting impression on our hearts."

Donors



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February 21 & 22, 2018

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Shaver**
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