

# 2023/24 Annual Report: Charting Our Path to Success

## Charting Our Path to Success

The Perth and Smiths Falls District Hospital (PSFDH) is a fully accredited acute care health care organization which operates on two sites. It is situated in the UNESCO-designated Rideau Canal Region.

PSFDH is a full service hospital offering a broad range of acute and secondary services to a population of over 75,000 people.

Guiding the direction, programs, services and future of PSFDH is our Strategic Plan. Our Strategic Plan focuses on providing an excellent experience for the persons served, every time; meeting the changing needs of the community; supporting and empowering its people and ensuring our future sustainability.

[Read Our Full Strategic Plan.](#)

## Strategic Plan and Priorities



Provide an excellent experience for the persons we serve, every time



Meet the changing needs of our community



Support and empower our people



Ensure our future sustainability

### Our Mission

We provide our community with a high-quality environment for person-centred care, built on collaboration and partnerships.

### Our Vision

To be a leading community healthcare organization, chosen by people to support their care from birth to end-of-life and recognized as a preferred place to work and volunteer.

### Our Values

- Respect and Dignity
- Inclusion and Diversity
- Stewardship and Accountability
- Collaboration and Partnership

In the first year of our plan our efforts focused on improving safety, improving flow and capacity, expanding services and improving our infrastructure:

- Reducing falls resulting in injury by over 32% to foster a safer environment for patients.
- Improving flow throughout the hospital resulting in better care.
- Improving our recruiting efforts and filling all of our permanent full time positions.
- Expanding our services to the community by adding MRI, surgical capacity.

[Read the 2023/24 Strategic Plan Balanced Scorecard](#)

## Our Projects

The healthcare and hospital landscape is dynamic and constantly changing. The past year has been a busy year at PSFDH with many projects that focused on improving the physical infrastructure of the two hospital sites.

PSFDH was successful in securing approximately \$2.4 million from the provincial government to complete a number of infrastructure projects such as Perth Site roof repairs, security and access system improvements and HVAC modifications.

## By the Numbers



246  
Babies Delivered



297,857  
Lab Tests



10,158  
CT Scans

4,506  
Mammograms  
and  
OBSP

742  
MRI Tests  
(Nov. 14 - Mar. 31)



41,900  
ER Visits

3,880  
Admissions

4,787  
Surgeries



4,284  
Dialysis Treatments

730  
Chemotherapy Visits

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## Celebrating Our People

For our PSFDH team to be successful, every member has to do their part. The PSFDH Team goes above and beyond their roles caring for our patients and supporting their coworker/teams members. In the “post-COVID” world, the PSFDH Team has stabilized and has been rebuilding the workforce numbers to ensure the PSFDH can provide the right care at the right time as close to home as possible.

PSFDH has introduced various initiatives and programs to boost staff support and improve the positive work atmosphere, including:

- Providing non-violent crisis intervention training for all staff to assist the team in handling interactions with patients in crisis situations.
- Conducting Retention and Job Satisfaction surveys to collect feedback and promote a positive workplace culture.
- Recognizing all PSFDH Team members during the first-ever "Health Care Professionals" Week celebration.



300+  
Full Time Staff

195+  
Part Time Staff

215+  
Physicians

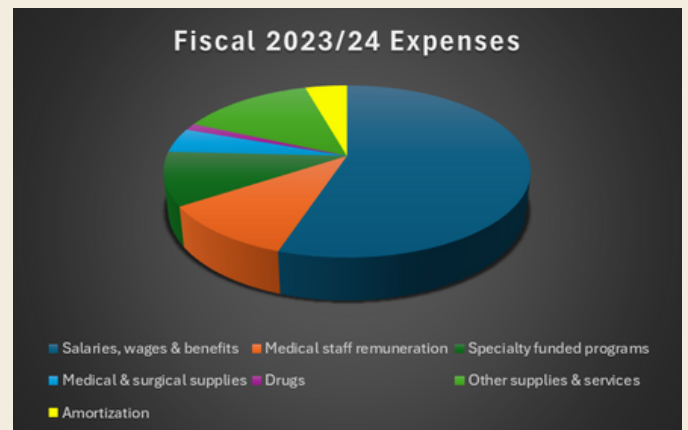


165+  
Volunteers

## Money Matters

To keep pace and advance PSFDH programs and services, work is underway to:

- Secure the capital funds required to meet the needs of our community
- Secure the operational funding required to meet the needs of our community
- Ensure we are prepared to respond to a changing environment
- **[2023/24 Audited Financial Statements](#)**



While PSFDH is consistently rated as one of the most efficient hospitals in our peer group, our funding has not kept pace with the demand. In addition, wage pressures, inflation and post-pandemic cost escalation have added to our financial pressures. Our work is underway with the Ministry of Health and Ontario health to secure a funding adjustment to bring our revenues in line with expenses. While this work is underway, we remain unwavering in our commitment to provide exemplary patient care to the communities we serve.

For more information, visit: [www.psfhdh.on.ca](http://www.psfhdh.on.ca)

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