

2018 - 2019 Annual Report



Front cover images, clockwise from left:

- Dr. Aryn Khan of Vanderhoof doing her medical rounds with her children — the beauty of rural medicine!
- Kristin of Prince George enjoys a healthy snack with her children Liam, 4, and Amy, 3
- Andrea Palmer and her daughter Lily, 13, use telehealth at the University Hospital of Northern BC in Prince George for a followup appointment with Reagen Bergstrom in Vancouver. Reagen, pictured on screen, was testing Lily's cochlear implants, which help improve her hearing. "We walked over to the hospital from our house," says Andrea. "This literally saved us a 1600-km round trip." UHNBC is the first hospital in Canada to offer a telehealth service for audiology.
- This image by Nathan Combs, Wolf & Water Photography & Creative Framing, was used on the cover of a new booklet of health care phrases in the Gitxsan language that's now in use in the Hazelton area.

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About us

Northern Health delivers health care across Northern British Columbia, serving about 300,000 people, many of whom are Indigenous. Our services include:

- Hospital care
- Mental health and addictions
- Public health
- Home and community care
- And more

More than 7,000 people work for Northern Health, in over two dozen hospitals, 14 long-term care facilities, two urgent and primary care centres, and many offices providing specialized services. Find out more at northernhealth.ca.

Vision

Northern Health leads the way in promoting health and providing health services for Northern and rural populations.

Mission

Through the efforts of dedicated staff and physicians, in partnership with communities and organizations, we provide exceptional health services for Northerners.

Values

Value statements guide decisions and actions. We will succeed in our work through:

- **Empathy** - Seeking to understand each individual's experience.
- **Respect** - Accepting each person as a unique individual.
- **Collaboration** - Working together to build partnerships.
- **Innovation** - Seeking creative and practical solutions.



Gathering Momentum: CEO message

2018-19 was a year in which Northern Health saw momentum in its work to transform key health services in Northern B.C., as reflected in our strategic plan. This included initiating exciting projects around renovations and new facilities in the North, opening new urgent and primary care centres to improve patient access, seeking input from Northerners to enhance regional heart health services, and celebrating 10 years of helping communities promote healthy living. Our staff and physicians also worked around the clock through another unprecedented season to help those impacted by the 2018 wildfires.

Capital projects

To further improve Northern Health's regional network of care, projects are underway to enhance and renew selected facilities:

- In the northwest, a business plan was approved for a new Mills Memorial Hospital as well as a new Seven Sisters residential mental health facility, both located in Terrace.

- In the northern interior, a new hospital in Fort St. James is being planned. Renovations at the University Hospital of Northern BC in Prince George have added a new inpatient unit focused on rehabilitative care. In Quesnel, upgrades to G.R. Baker Memorial Hospital's emergency department and intensive care unit are moving forward.
- In the northeast, plans to redevelop and expand Dawson Creek and District Hospital are also underway.

As part of a new model of primary and community care in the North, two new urgent and primary care centres (UPCCs) have been established, one in Quesnel, and one in Prince George.

Staffed by a team of health care professionals (including doctors, nurse practitioners, and nurses), the centres provide access to urgent and after hours non-emergency care, as well as followup care.

As well, a new Prince George primary care network will connect the area's 32 clinics and two community health centres so they can work together to ensure all residents get the primary care they need.

In 2018, Northern Health continued its ongoing Board consultation series, this time engaging with residents across the North to gather input about heart health. The consultation focused on the entire spectrum of heart health, including prevention, services, treatment, and hospital care. Findings from the consultation, gathered through public meetings, focus groups and online surveys, will be released later in 2019.

The [IMAGINE grant program](#), one of our Population and Preventive Public Health team's initiatives to enhance healthier living in the North, celebrated its 10th anniversary this fiscal year. Since its inception, more than 900 projects have been awarded over \$2.7 million dollars, helping communities across the region promote healthy lifestyles and disease/injury prevention.

A focus on planning helped our efforts to assist those impacted by the 2018 wildfires, and our Northern Health Emergency Management team has been working on several projects to help with future responses. They have developed manuals to guide health facilities if they need to relocate or need to receive patients from other areas. Northern Health is also now prepared with a new electronic tool for communicating with staff and physicians during emergencies, and has also participated in mock evacuation exercises and other emergency preparedness forums with partners throughout the North.

The ongoing commitment and dedication of our staff and physician partners, whether delivering everyday care or providing services in extreme situations, is something Northern Health can be very proud of. I look forward to continuing our work to provide excellence in health services to residents of Northern B.C.

Sincerely,

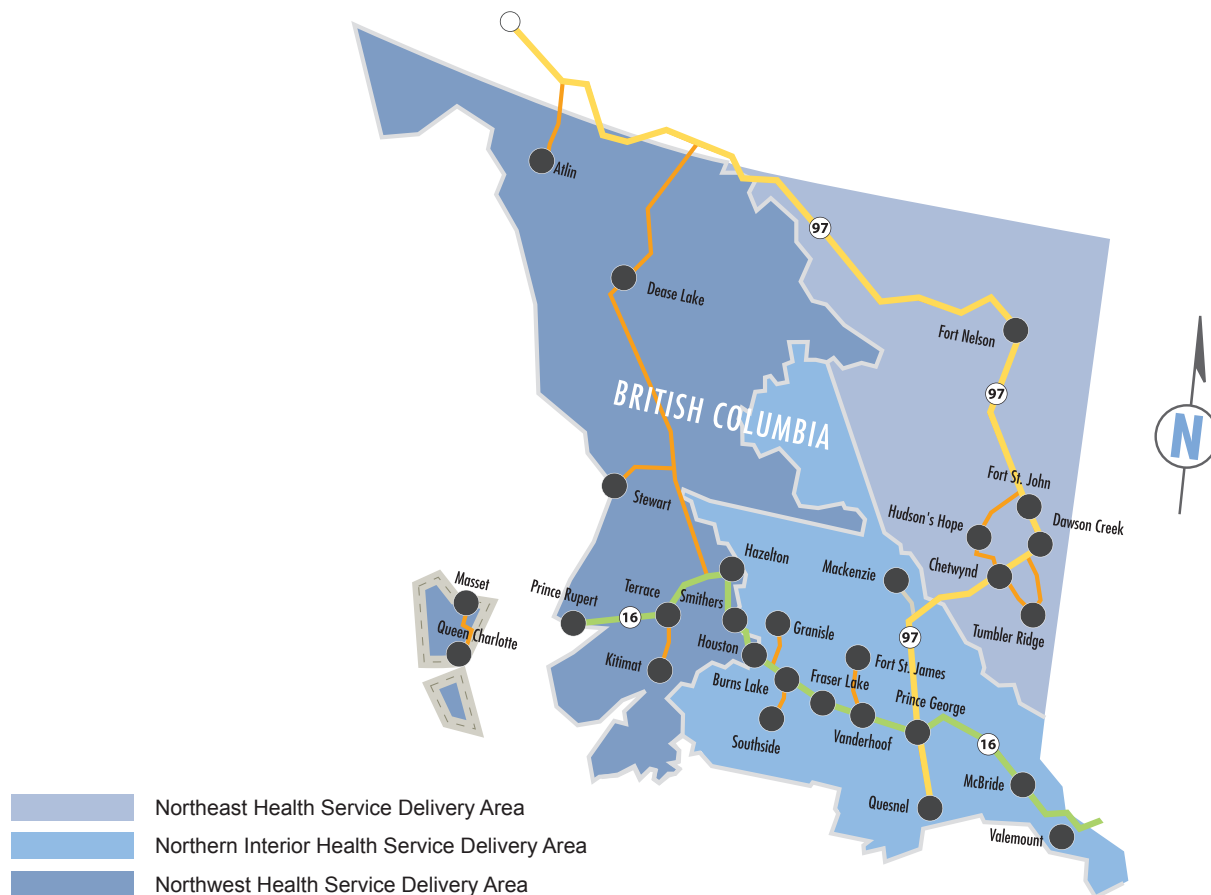
Cathy Ulrich

President and CEO

Northern Health

Capital Projects in Your Region

This section highlights major renovations and new builds in Northern Health's three areas: Northwest, Northern Interior, and Northeast.



Northwest

Kitimat: Upgrading the fire alarm system at Kitimat General Hospital

Upgrade to the fire alarm system, including the main panel.

- Project value: **\$288,000**;
 - Spent in 2018/19: \$241,994
- Funding from the Northwest Regional Hospital District: **\$115,200**
 - Funded in 2018/19: \$90,194

Hazelton: Phase 3 of upgrading the boiler at Wrinch Memorial Hospital Boiler

Remove and replace existing primary electric boiler with a new one.

- Project value: **\$300,000**
 - Spent in 2018/19: \$207,946
- Funding from the Northwest Regional Hospital District: **\$120,000**
 - Funded in 2018/19: \$58,037



Kitimat General Hospital and Health Centre

Northern Interior

Quesnel: Urgent and Primary Care Centre at GR Baker Memorial Hospital

Renovation of space to create two additional clinic rooms and office space for the Urgent and Primary Care Centre.

Project Value	Funding from the Cariboo Chilcotin Regional Hospital District
\$105,000	\$0
Spent in 2018/19: \$65,612	

Burns Lake: The Pines Cafeteria Expansion

Addition to existing facility to expand the dining room seating area. Increased kitchen space to allow for more storage and improved flow.

Project Value	Funding from the Stuart Nechako Regional Hospital District
\$3,745,000	\$1,084,000
Spent in 2018/19: \$2,959,632	Funded in 2018/19: \$984,000



Kitimat General Hospital and Health Centre

Prince George: University Hospital of Northern BC (UHNBC): Maternal Operating Room

Recommission of operating room to create a standing room for c-section surgeries.

Project Value	Funding from the Fraser-Fort George Regional Hospital District
\$877,000	\$350,800
Spent in 2018/19 \$464,572	Funded in 2018/19: \$187,647

Prince George: UHNBC Domestic Hot Water Upgrades

Five energy conservation measures: Domestic hot water de-coupling, boiler control upgrade, new economizer, new flue dampers, and steam make-up water sub-metering.

Project Value	Funding from the Fraser-Fort George Regional Hospital District
\$1,026,791	\$410,716
Spent in 2018/19: \$828,099	Funded in 2018/19: \$291,385

Prince George: UHNBC Electrical Supply Upgrade

As a result of two power failures at UHNBC, an electrical engineer reviewed the hospital's electrical distribution system. The report suggested five modifications to improve the reliability of UHNBC's electrical distribution system. The work below addresses modifications 1, 2 and 3 in the report.

Project Value	Funding from the Fraser-Fort George Regional Hospital District
\$4,500,000	\$1,800,000
Spent in 2018/19: \$2,922,439	Funded in 2018/19: \$1,168,976

Prince George: UHNBC Inpatient Medical Beds

Renovations to Level 2 to facilitate 27 beds; Minor renovations to Level 1 Clinics

Project Value	Funding from the Fraser-Fort George Regional Hospital District
\$8,000,000	\$3,200,000
Spent in 2018/19: \$5,239,991	Funded in 2018/19: \$2,095,996

Northeast

Dawson Creek: Sterilization Department at Dawson Creek and District Hospital

To meet current requirements, the medical device processing department needed to be completely renovated. The renovation also addressed infection and safety risks identified after an infection prevention and control risk assessment.

Project Value	Funding from the Peace River Regional Hospital District
\$2,079,000	\$831,600
Spent in 2018/19: \$277,641	Funded in 2018/19: \$18,563



Dawson Creek & District Hospital

Year in Review: The Northern Health Connections Bus Service

Do you have a medical appointment in another community? Do you dread the thought of driving hundreds of kilometers? The Northern Health Connections bus is an affordable solution for medical transportation.

Seniors age 60 and over can also take the Connections bus, even if they don't have a medical reason to travel.

Statistics for calendar year 2018:

- 15,158 passengers served (up 15% from 2017)
- Total distance travelled: 920,331 km
- Trips completed: 988 (an average of 19 per week)

Coaches:

- Long-haul routes: Five full-size X345 Prevost coaches with seating capacity of 44 clients plus driver
- Short-haul routes: Six mini coaches with seating capacity of 27 clients plus driver

More info: nhconnections.ca



Northbound and Southbound buses meet in Cache Creek during a passenger lunch stop

Financials: Financial Summary 2018-19 *(in thousands of dollars)*

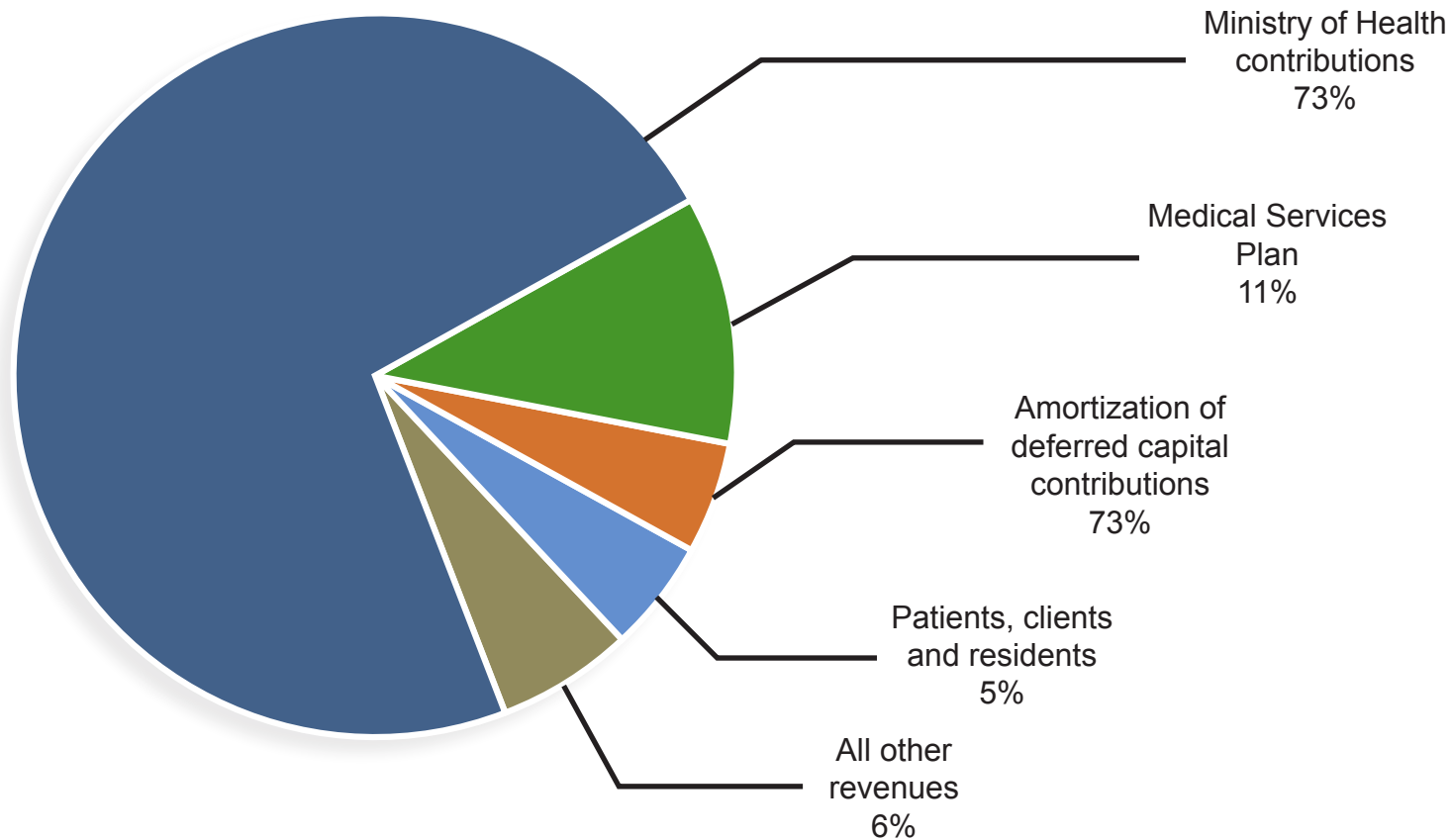
Revenues

	2018-19				2017-18	2018-19 vs 2017-18	
	Budget	Actual	\$ Variance	% Variance	Actual	\$	%
Ministry of Health contributions	\$645,529	\$651,247	\$5,718	0.9%	\$618,380	\$32,867	5.3%
Medical Services Plan	\$98,871	\$98,805	(\$66)	-0.1%	\$93,920	\$4,885	5.2%
Amortization of deferred capital contributions	\$47,955	\$48,580	\$625	1.3%	\$47,716	\$864	1.8%
Patients, clients, and residents	\$41,636	\$43,636	\$2,000	4.8%	\$42,279	\$1,357	3.2%
Other contributions	\$15,794	\$19,027	\$3,233	20.5%	\$15,984	\$3,043	19.0%
Recoveries from other health authorities and BC Government related entities	\$11,933	\$13,025	\$1,092	9.2%	\$11,984	\$1,041	8.7%
Investment Income	\$900	\$1,421	\$521	57.9%	\$902	\$519	57.5%
Other	\$12,361	\$16,913	\$4,552	36.8%	\$11,833	\$5,080	42.9%
Total Revenues	\$874,979	\$892,654	\$17,675	2.0%	\$842,998	\$49,656	5.9%

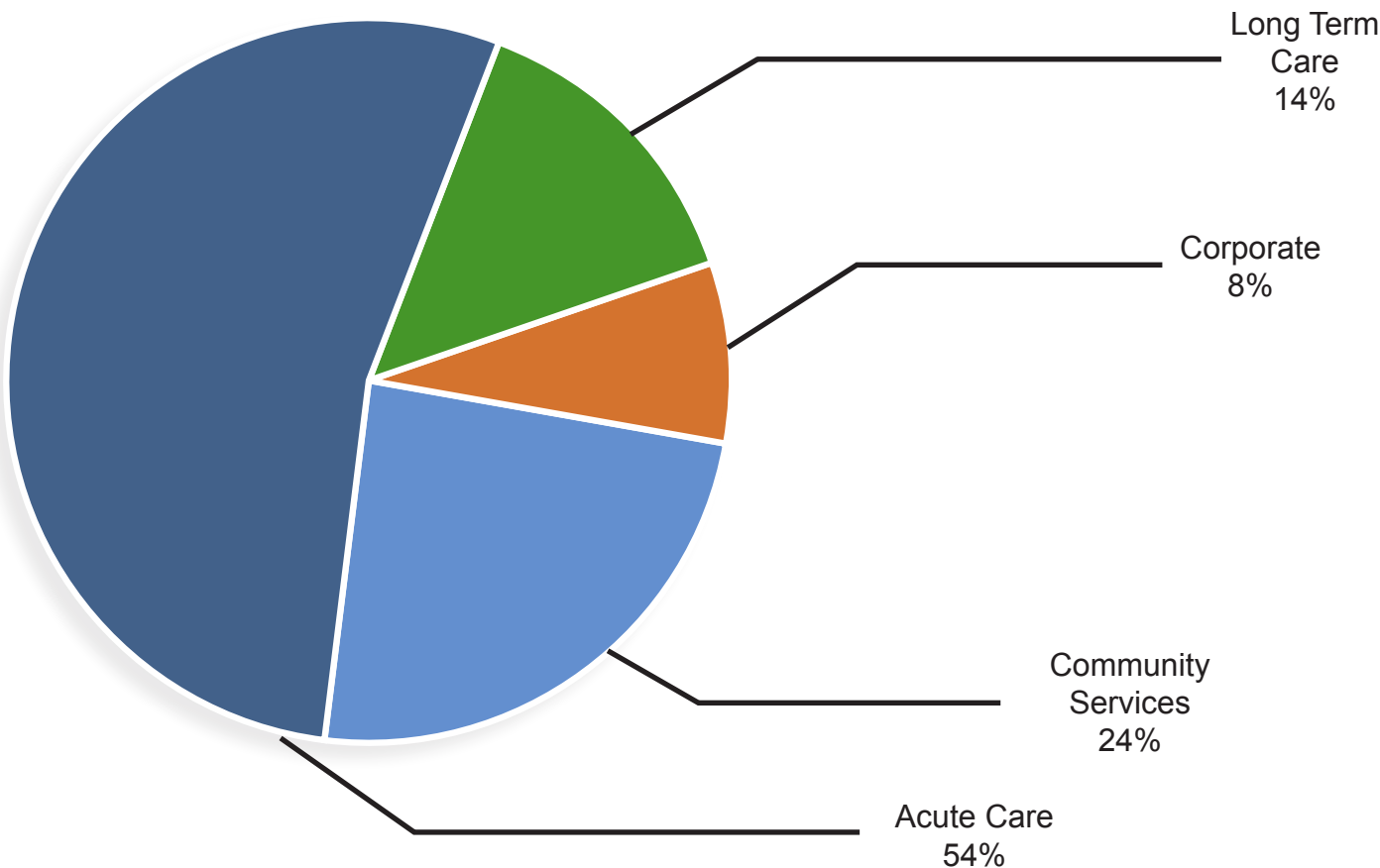
Expenses

	2018-19				2017-18	2018-19 vs 2017-18	
	Budget	Actual	\$ Variance	% Variance	Actual	\$	%
Community Services							
Community Care	\$135,337	\$136,423	(\$1,086)	-0.8%	\$120,353	\$16,070	13.4%
Mental Health & Substance Use	\$48,642	\$48,379	\$263	0.5%	\$43,957	\$4,422	10.1%
Population Health & Wellness	\$28,862	\$28,063	\$799	2.8%	\$27,273	\$790	2.9%
	\$212,841	\$212,865	\$(24)	0.0%	\$191,583	\$21,282	10.0%
Acute Care	\$470,451	\$489,746	(\$19,295)	-4.1%	\$463,263	\$26,483	5.7%
Long term care	\$119,518	\$123,011	(\$3493)	-2.9%	\$114,167	\$8,844	7.7%
Corporate	\$72,169	\$71,061	\$1,108	1.5%	\$70,626	\$435	0.6%
Total Revenues	\$874,979	\$896,683	(\$21,704)	-2.5%	\$839,639	\$57,044	6.8%
Annual operating surplus (deficit)	\$ - \$(4,029)				\$3,359		

Financials: Distribution of 2018-19 Revenues



Financials: Distribution of 2018-19 Expenses





#healthynorth

northernhealth.ca