



Excellence in Action

Every Step of the Way



Brant Community Healthcare System

Annual Report 2023 - 2024





Our **Vision**

Exceptional Care - Exceptional People



Our **Mission**

Working together to build a healthier community



Our **Values**

Compassion, Accountability, Respect, Equity

BCHS Land Acknowledgement

We acknowledge that the Brant Community Healthcare System (BCHS) is located on lands that have been the traditional territories of Indigenous peoples for 10,000 years.

For the past millennia, the Grand River valley has been the home of the Anishinaabe, Haudenosaunee, Huron-Wendat, and Neutral nations, who shared these lands under the Dish with One Spoon wampum agreement. This pre-contact social and political philosophy called upon people to respect one another and to care for the environment so that future generations would benefit from all that the land provided, despite the cultural differences that existed between nations.

This understanding, that all people are to assist one another and work to resolve conflict in the effort to achieve wellness within society, demonstrates that ancient Indigenous thought is more timely than ever.

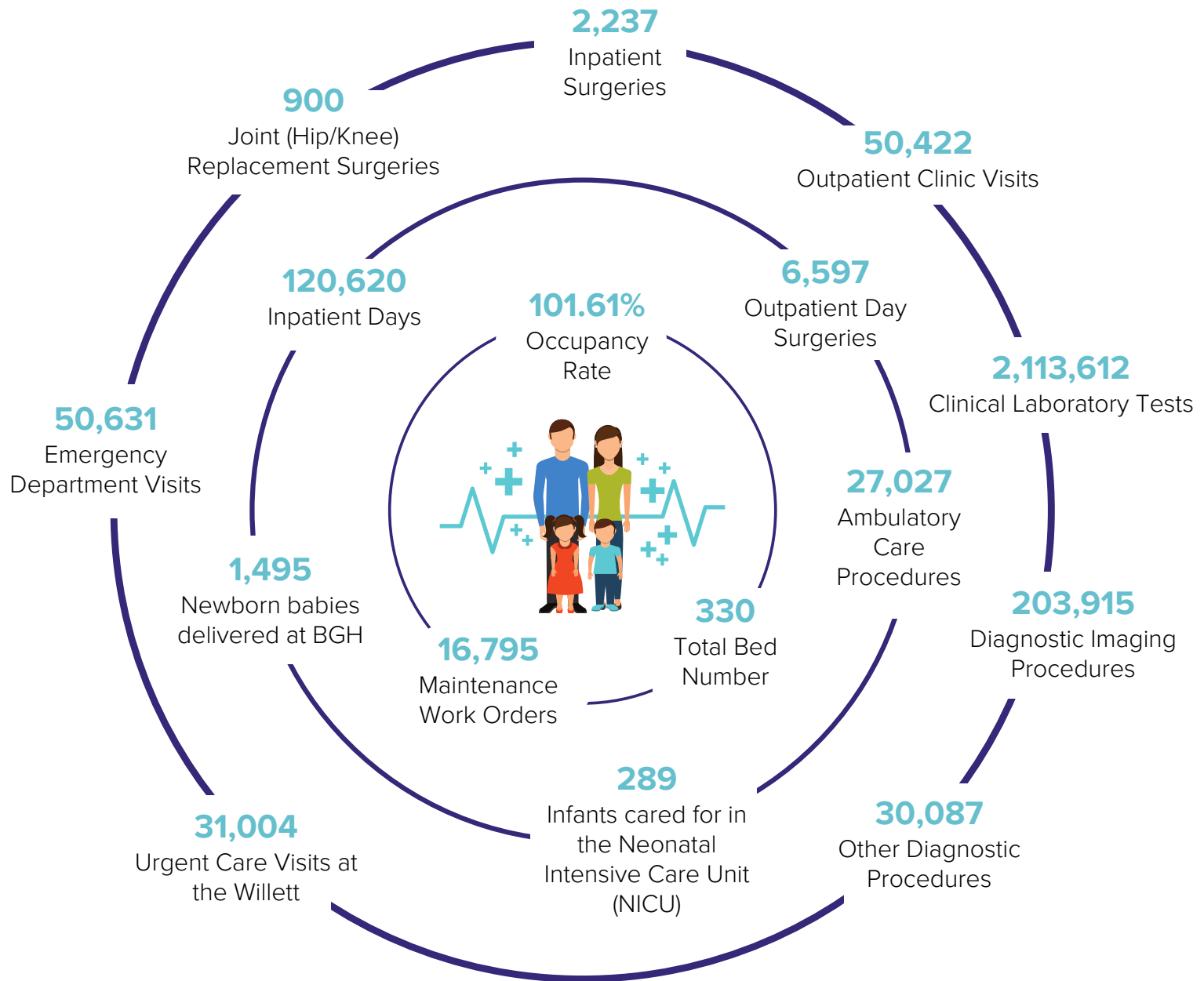
As an organization we are committed to working together with Indigenous peoples to address health inequities and creating a care environment that is free from discrimination and racism against Indigenous patients, families and staff. We are committed to creating a culturally safe care environment valuing Indigenous healing practices and medicines, promoting cultural competency and creating opportunities for Indigenous health practitioners.



The BCHS Land Acknowledgement was developed in partnership by Dr. Richard Montour, the Board Indigenous Advisory Committee and the BCHS Board of Directors.

Serving Our Patients and the Community

2023-2024



A message from Bonnie & Peter



Peter Quinlan, BCHS Board Chair and Bonnie Camm, BCHS President & CEO

This year's annual report theme, **Excellence in Action: Every Step of the Way**, reflects the collective effort and dedication within the Brant Community Healthcare System (BCHS) over the past year.



We wish to recognize Erin Sleeth for her exceptional leadership for 10 months as Interim President & CEO during the recruitment process for the permanent position. She ensured that the organization continued to move forward with positive momentum.

As we transition into a new chapter, it is crucial to remember that the challenges we faced were not just obstacles to overcome but also opportunities for growth and continued improvement.

By reflecting on these experiences, we gain valuable insights that underscore the interconnectedness of healthcare delivery and the importance of our shared efforts. From achieving the highest recognition from Accreditation Canada with Exemplary Standing to breaking ground on our Emergency Department Renovation Improvement Project, our healthcare teams are steadfast in their commitment to delivering the best quality of care and patient experience.

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People are at the heart of BCHS.

We are profoundly grateful for the resilience and commitment to excellence shown by our employees, professional staff, volunteers, and learners each day.

Their courage, compassion, and professionalism in every interaction foster the safety and well-being of our patients, community, and each other.

Moreover, the support from our patients and community is essential to the success and sustainability of BCHS. We extend our sincerest thanks for your trust, engagement, and ongoing support for our hospital sites. Your feedback and actions help us better meet the healthcare needs of the population and contribute to our mission of working together to build a healthier community.

We remain optimistic that despite the challenges we face with our aging infrastructure, we will achieve our vision of Exceptional Care for years to come through the reimagination and rebuilding of our hospital facilities. We see the potential of our hospital system and are committed to realizing it fully to deliver the care our communities need and deserve, now and well into the future.

As we reflect on the past year, we celebrate our achievements, recognize areas for improvement and reaffirm our commitment to delivering high-quality healthcare services to our community. Looking ahead, we are confident that together, we will overcome our challenges, achieve our goals, and make a difference in the lives of those we serve.

Achieving Exemplary Standing

Accreditation is a process by which Canadian hospitals are evaluated on how their quality of care and service meet national standards. This process takes place every 4 years with an on-site visit from representatives at Accreditation Canada. It is a continually evolving process, which enables us to evaluate and improve the quality of our services through peer review and self-assessment.

Accreditation provides us the opportunity to celebrate the work we do every day to not only uphold the national standards, but also our mission, vision, and values. Accreditation also shows our community that we take pride in what we do and they can have full confidence in our organization when they need our care.

BCHS underwent its most recent Accreditation cycle in November 2023. Over a four-day period, five surveyors from across Canada visited both Brantford General Hospital and The Willett, meeting with patients and families, frontline staff, leaders and community partners to learn about quality and safety standards and initiatives across the organization. BCBS was measured against the national Program Standards and Required Organizational Practices (ROPs) to ensure compliance with patient safety practices.

After the on-site survey, a report was released revealing BCBS met 99.7% of all Standards, achieving the designation of “Accredited with Exemplary Standing,” the highest rank a hospital can achieve.

This BCBS’ first time reaching this designation.

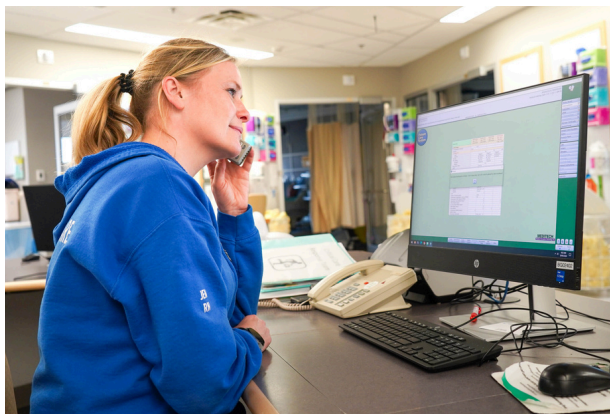
As an organization, we are so proud of the employees, professional staff, volunteers, and leaders who made this momentous achievement possible. The collective commitment to exceptional quality and patient safety is evident every single day, and BCBS is honoured to have the opportunity to continue to demonstrate this to our community.



^ Amy Gritter, charge nurse on B5 Medical at the Brantford General Hospital, shares aspects of the patient experience process with Lily Yang, on-site surveyor for Accreditation Canada.

Using Data to Enhance Patient Safety

✓ CCRT Early Warning System



In support of the Physician-Led Critical Care Response Team (CCRT) model, the Critical Care Unit (CCU) Clinical Leadership Team worked in collaboration to create a CCRT Early Warning System within Meditech. The CCRT Early Warning System enables early identification of clinical deterioration in patients by monitoring vital signs and other parameters which automatically alert care team members when medical attention may be required.

This system, implemented on September 1, 2023, has led to an approximate 10% decrease in inpatient code blue rates, a substantial increase in CCRT calls, earlier clinical interventions, reduced severity of patient incidents, shorter hospital stays, and decreased mortality rates. The CCRT service and Early Warning System continues to empower nurses through improved education and support with more targeted and preventative care on units.

Subsequently, in March 2024, the CCU Program expanded from 18 to 24 beds, increasing the number of level 2 and 3 critical care beds.

The growth of the CCU Program at BCHS has improved our ability to appropriately care for increasingly complex patients with high medical needs, enables specialized care for at-risk patients, and provides additional support for medical inpatient units.

As our community population continues to grow and patient complexity increases, these initiatives ensure patients receive the most appropriate level of care without needing to transfer out of the region, keeping care closer to home. A team-focused approach under the Critical Care umbrella also ensures the right patient is in the right bed at the right time, ensuring the highest quality of patient care.

^ Expansion of the CCU Program



✓ Trillium Gift of Life Network Award for Exceeding Provincial Eligible Target Rate



BCHS scored 93% which demonstrates the leading practices we have in place to facilitate organ donation discussions with end-of-life patients and their families.

Dr. Anna Rozenberg is the lead physician at BCHS working to facilitate organ and tissue donations.

✓ Integrated Stroke Unit Celebrates 10 Year Milestone



This unit enhances the care provided for stroke patients throughout Brantford, Brant County, Norfolk, and Haldimand counties and ensures patients receive seamless transition between acute and rehabilitation from a collaborative network of providers. Today, the BGH Integrated Stroke Unit cares for approximately 400 patients a year.

Providing Safe and Effective Care



✓ Lab Accreditation Success and Using Blood Wisely

Our Laboratory received outstanding performance in the 2023 Accreditation Canada Diagnostics assessment. Designed to evaluate the alignment of the Laboratory's practices with standards centered upon the provision of high-quality, evidence-based care, out of a total of 400 standards, only three minor non-conformances were identified, none of which were related to laboratory testing processes. Surveyors specifically commented on the positive culture, engagement, and conscientiousness of all staff within the lab.

The remarkable work of our team was further exemplified on behalf of Using Blood Wisely (UBW) who awarded the UBW Hospital designation for maintaining UBW benchmarks for 2 years. This designation symbolizes a commitment to the continuous pursuit of quality improvement and demonstrates that the BCHS site is making a difference for patients, donors, and Canada's blood supply.



➤ Enhancing Medication Safety at Brantford General Hospital

The Pyxis Anesthesia System (PAS) project started in January 2023 and went live on April 18, 2023, with the implementation of 12 new devices across Ambulatory Care, the Operating Room (OR), and the Labour and Delivery OR.

The success of this project, from the design, implementation, and education are a result of our Pharmacy team's exceptional guidance and the strong leadership from anesthesia. Adoption of these workstations adhere to best practice for medication management, improve documentation procedures, and help to advance quality and safety in anesthesia patient care.

➤ Improving Access to Child and Youth Mental Health Services

Recognizing a pressing need in the community, Dr. Nida Khawaja and Kristin Toushan-Blinkhorn (manager, outpatient mental health) were the driving force behind the brand-new Child and Adolescent Psychiatry Clinic (CAPC), which opened in February 2024.

The CAPC provides consultative care for children and teens ages 5 – 17 with a range of mental health concerns, including depression, anxiety, ADHD, and psychosis. Community-based resources for child and adolescent mental health care are unfortunately scarce, leaving patients, families, and primary care providers at a loss when it comes to treating young patients with these needs.

The CAPC team, which includes Patient and Family Advisors, hopes that the CAPC will be a resource to the community that will save lives, and the clinic's offerings can expand in the future to include educational materials for parents. Dr. Khawaja's goal is to work with patients and family physicians to improve quality of care for a group of patients who have historically faced difficulties in achieving equitable access.



✓ Mental Health Week with Community Partners



In addition to hosting an open house for staff to learn about the multitude of program offerings, the Outpatient Mental Health Team also attended an information fair in Simcoe to promote offerings to community members and partners, hosted an educational table at the Willett, and the Early Intervention Team visited a local high school to participate in meaningful outreach and information sessions with young adults.

✓ Community Advocates for New Hospital



'This Is Our Time to Build a Better BCHS' caught the attention of the Canadian Public Relations Society who awarded the BCHS Communications & Public Affairs team the Gold Pinnacle Award for a government communications campaign.

Partnering to Transform Care

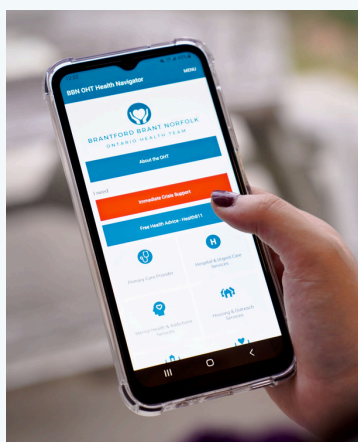
➤ Using the Voice of Patients & Families to Drive Change

In early 2023, BCHS began working with the Ontario Hospital Association (OHA) to explore Qualtrics as the new digital patient experience vendor. After extensive research and training, BCHS officially launched the new patient experience survey in August 2023. This launch aligns with the BCHS 2020-2025 Strategic Plan, which prioritizes patient and family experience, and gathering diverse, accurate, and real-time patient data. The data gathered offers insight not only into the patient's individual experiences while receiving care, but also basic demographic information which allows us to paint a clear picture of the communities we serve.



Between August 2023 and November 2023, over 2000 patient experience surveys were completed by patients that have received care at BCHS. With other hospitals throughout Ontario implementing Qualtrics surveys, BCHS has the ability to benchmark our results with our partners across the province through the use of standardized surveys. Receiving feedback directly from patients in this way allows departmental leaders to view and respond to feedback in real time, through live dashboards. The data will help inform and shape models of care and create a better patient experience.

➤ BBN OHT Launches Health Navigator App



BCHS was among nineteen organizations in Brantford, Brant, and Norfolk that collaborated with the **Brantford Brant Norfolk Ontario Health Team (BBN OHT)** to develop the BBN OHT Health Navigator. This free mobile app serves as a resource for patients/families/caregivers and healthcare team members to provide information about local and provincial health resources in one convenient location. You can also easily access free health advice (Health811), and your personal health records through ConnectMyHealth.

Through our regional partnership with the BBN OHT, we continue to create integrated pathways of care and collaborate with a wide range of organizations to enhance the accessibility of services for local communities.



Building a Sustainable Workforce

Throughout the past 2023/2024 fiscal year, our Human Resources, along with broader BCHS support, have made tremendous efforts to enhance recruitment and retention.

We are pleased to share the following accomplishments:

302

New BCHS staff hired

432

Internal positions filled

BCHS turnover rate decreased from 14.47% in 2022/2023 to 8.89% in 2023/2024



304

Staff members accessed the Centralized Education Fund and BCHS provided \$140,618 in education funds

1,035

Employees and professional staff received a recognition nomination from a peer

39

Learners transferred to permanent roles

100

New volunteers were recruited, with a total of 33,394 hours volunteered

✓ Supporting the Well-Being of our People

The Peer Support Program is an emotional support service designed to improve the psychological health and safety, resiliency, well-being, and sustainability of all employees, physicians, and volunteers at the BCHS. In the program's first year, 154 referrals were received through group or individual response.



^ BCHS Peer Support Team members

The Peer Support Program is always ready to go where the staff are, listen to their issues, help guide them through a difficult case, and debrief with them before they go home.

Currently, the program operates weekdays with 24/7 referral support, with the aim of expanding it to 365 days a year.

Modernizing our physical and technological infrastructure

✓ BCHS Announces Digital Transformation with MEDITECH (MaaS)



^ Danielle Myers, Director of ICT, Health Information Management and Chief Privacy Officer, and Alena Lukich, VP of Strategy, Quality & Risk, and Communications



^ Dr. Dale Kalina, BCHS Chief Medical Information Officer

In late 2023, BCHS was the first customer in Canada to sign for MEDITECH as a Service (MaaS), the cloud-based subscription model of the Expanse Healthcare Information Service (HIS).

This Canadian first was the result of an in-depth evaluation of multiple platforms that began in 2021. Expanse allows BCHS to access the full benefits of the system without the complexity, maintenance, and costs associated with traditional models, while still providing the best-quality seamless care to our patients and community.

Adoption of MEDITECH Expanse MaaS is the largest digital transformation project for BCHS. It will transform our ability to care for our patients by giving providers and front-line staff enhanced digital tools for clinical excellence. It is one part of our large Digital Health transformation, Project Grand, which includes Equina (scheduling and secure messaging), Firstline (antimicrobial stewardship), Project AMPLIFI (data connection between acute and long-term care) and the further alignment of digital health strategy between BCHS and the BBNOHT, amongst other projects.

✓ New CT Scanner in BGH Diagnostic Imaging Department



Last summer, BCHS staff and donors gathered to celebrate the arrival of a new CT scanner in the Diagnostic Imaging Department at the Brantford General Hospital. This state-of-the-art unit is used to diagnose and treat trauma, cancer, stroke, infection, and many other conditions.

With the addition of the second CT scanner, we have seen a significant improvement in our Priority 3 and Priority 4 wait times. Our Priority 4 wait times have been reduced from a four month wait to within a month, and we continue to strive for additional wait time improvements.

This new CT scanner was made possible by donors who support the BCHS through the Foundation.

Emergency Department Renovations

Hospital Emergency Departments are often referred to as the “front door” because many patients arrive at the hospital through this entrance. As one of Ontario’s fastest growing regions, Brantford-Brant has experienced an increased need for emergency medical care over the past decade. Our patient volumes continue to climb with patients being sicker with more complex health issues. It was also recognized that the environment where that emergency care is delivered needed to be enhanced immediately.

The hospital buildings, where the BGH Emergency Department is located, are 64 and 56 years old. The space is outdated and no longer meets the needs of our patients. Residents who need emergency care deserve to be treated in a modern facility with state-of-the-art equipment now.

Waiting for the completion of the new hospital is no longer an option.



The Emergency Department at Brantford General Hospital cares for about 50,000 people each year.



✓ Provincial Government Announces \$28 million for Emergency Department Renovations

On July 28, 2023, Will Bouma, MPP, Brantford-Brant, announced that the Provincial Government was investing \$28,376,900 towards the estimated total project costs of \$32,429,000 for immediate renovations to the Emergency Department to support our doctors and staff as they provide care to residents.

With that exciting news, Merit Contractors Niagara, selected through a tendering process, was on site in late August and ready to begin work in September 2023. As the only Emergency Department in Brantford-Brant, the renovations are being done in nine phases over 3.5 years to ensure emergency care continues to be available to residents.

✓ New Integrated Central Monitoring System Enhances Emergency Care



^ Kari Wilson, BCHS Foundation Executive Director, and Dr. Somaiah Ahmed, Chief and Medical Director of the Emergency Department

In October 2023, the BCHS Foundation contributed almost \$700,000 to purchase 19 new patient monitors for the BGH Emergency Department.

These new monitors are an integral component of the new integrated central monitoring system that has been installed. The new system uses the most advanced and relevant monitoring equipment to benefit patients, recognizing changes in their clinical status.

This state-of-the-art integrated central monitoring system provides ease of accessing patient health information by connecting it to each patient's medical record.

The patient monitoring system is a part of the overall Emergency Department renovation.

Emergency Care on the Horizon



When the renovations are complete, all care areas will be connected through the waiting room and will allow patients to understand and recognize numerous patients are being treated, which can support a better understanding of the level of activity within the emergency department.

Through the renovations, there will be more comfortable and private care spaces for patients where conversations are not overheard by lots of people and enables improved access for those requiring emergency care.

In addition, there will be more appropriate spaces for people who have disabilities to better access without any perceived burdens; and dedicated space for young patients that's more private and kid-friendly will help provide a level of comfort for those individuals who may have heightened fears.

— Dr. Somaiah Ahmed

Chief and Medical Director of the Emergency Department



REIMAGINE BCHS

✓ BCHS Submits our Stage 1.2 Plan to the Ministry for the Redevelopment of BCHS

The Redevelopment Project for BCHS includes the redevelopment of both Brantford General Hospital (BGH) and The Willett, Paris. In late October 2023, BCHS's Stage 1.2 Proposal Submission was presented to the Ministry of Health, Health Capital Investment Branch (HCIB) and Ontario Health West for their review, input, and approval. BCHS requires the Ministry to formally accept Stage 1.2 submission and provide agreement before the hospital can proceed to Stage 1.3 Functional Planning.



Follow our progress by visiting www.ReimagineBCHS.ca

Thank you to our generous donors for supporting the project through the BCHS Foundation. To date, over \$6.2 million has been donated to cover 10% of Emergency Department construction costs and the purchase of medical equipment and furnishings for the space.

Indigenous Health Services

✓ Indigenous History Month, People's Day Celebration, and Introduction of the Land Acknowledgment



^ Indigenous People's Day Celebration at Brantford General Hospital in June 2023

In June 2023, we recognized Indigenous History Month and celebrated Indigenous Peoples Day. We were honoured to welcome several different Indigenous healthcare organizations to BGH to share more about their programs and provide education and resources to BCHS staff.

Additionally, we debuted BCHS land acknowledgments to honor and express gratitude to the Indigenous Peoples whose territory we reside on.



^ Michelle Jonathan (left), Stephenie Rowe (middle), and Colleen Montour are BCHS Indigenous Patient Navigators

BCHS Welcomes 3 new Indigenous Patient Navigators

In January 2024, we were pleased to relaunch our Indigenous Medicine Service and welcomed three new Indigenous Patient Navigators to work in collaboration with the physician-led Division of Indigenous Medicine.

www.bchsys.org/IndigenousHealth

✓ Enhancing Emergency Care for Kids



The opening of the Pediatric Acute Referral Service (PARS) at the Brantford General Hospital led to significant enhancements to the care provided for children, and their parents. This allows for children to be seen more urgently in follow-up when referred by the Emergency Department, their family doctor, or their midwife. Children who are referred to this timelier care will be seen by a pediatrician in a dedicated acute care clinic, as well as be provided with private rooms located away from the busy emergency department.

The PARS is a specialized clinic built on the commitment of the BCHS pediatricians to provide timely and high-quality care to patients closer to their home. The clinic serves the entire Brantford, Brant, Norfolk, Haldimand as well as Six Nations of The Grand River and Mississaugas of the Credit First Nation.

Kindly note that the investment of the PARS Clinic was made possible thanks to generous donations made to the BCHS Foundation.

Diversity, Equity, Inclusion, and Belonging

✓ BCHS Launches Staff DEI-B Program



^ Ruby Latif, Director of Diversity, Equity, Inclusion, and Belonging (DEI-B) speaks at the Iftar Dinner

In July 2023, we welcomed Ruby Latif as our Director of Diversity, Equity, Inclusion, and Belonging (DEI-B). We launched the first-ever DEI-B Survey, demonstrating our commitment to understanding the diverse perspectives at BCHS. The survey results were supported by over 100 hours of interviews and focus groups with leaders, community members, and staff.

Armed with and informed by the results of the survey and interviews, BCHS embarked on a journey of creating safe spaces and prompting meaningful dialogue following a “celebrate, educate, engage” model.

Highlights include an engaging Black History Month campaign, the first-ever community Iftar Dinner to celebrate Ramadan (presented by the BCHS Foundation), and the introduction of Halal food options for inpatients.

➤ Celebrating Black History Month

BCHS celebrated Black History Month with various events honouring Black excellence and staff achievements, recognizing present opportunities, and partnering for a more inclusive future. A highlight was our third annual Black History Month Coffeehouse, where healthcare workers, patients, and community members discussed Black excellence in the ongoing pursuit of health equity.

✓ Active engagement during Black History Month goes beyond celebration; it involves participating in meaningful conversations, events, and initiatives that foster inclusivity and allyship



BCHS Foundation

The Brant Community Healthcare System (BCHS) Foundation is committed to raising funds to support the top priority needs of the Brantford General and the Willett, Paris. It is only through the generosity of donors that we can purchase essential patient equipment that is not covered by the Ministry of Health funding model and put vital medical tools and technology directly in the hands of physicians and care providers at the BCHS.

The BCHS Foundation raised over \$3.2 million during the 2023/24 fiscal year to fund top priority needs at the BCHS.

These significant projects include the local share of the Emergency Department (ED) Renovation Improvement Project, the purchase of a new Integrated Central Monitoring System, support of the Pediatric Acute Referral Service Clinic renovation, and investment in new patient equipment for the Family Birthing Centre and Neonatal Care Centre.

Donor dollars also made possible the purchase of 2 exam beds and a medication fridge for Oncology, 2 ECG machines and a rapid infuser pump for the ED, 2 hypothermia units for the Operating Room, a Sarah Steady Lift for the Complex Care Unit, a manual slide stainer for the Laboratory and, a Tonometer for the Willett.

Donor contributions strengthen our health care system today and for the future. Over the past 20 years, the BCHS Foundation has provided BCHS grants over \$32.5 million for capital and patient equipment. We are deeply grateful to our donors whose continued commitment and generosity ignite a bright future for health care in our community.

✓ 2023-2024 Accomplishments

> September 2023

The BCHS Foundation 'All that Glitters Gala' presented by ProResp raised an incredible \$365,000 in 2023, placing it as the most successful gala event in the Foundation's history. Proceeds raised through the gala will contribute toward the local share of funds necessary to facilitate the ED Renovation Improvement project, currently underway, and patient equipment for the space.

> December 2023

The BCHS Foundation Hope for Healthcare 2023 annual holiday campaign raised over \$348,000 and we are deeply appreciative of community support and donations of all denominations that enabled us to exceed our fundraising goal. Our sincere thanks to matching Hope for Healthcare donor Mott Manufacturing who contributed an incredible \$100,000 and inspired our community to give.

> February 2024

Our Read4BCHS event celebrated its 5th anniversary. This online reading event was created during the pandemic to encourage young minds to stay active and healthy while raising funds for pediatric needs at the BCHS. Nearly \$117,000 has been raised to date thanks to the hard work of our reader-raisers, generous event sponsors and matching donor the James F. Boughner Family Foundation.

Local author Linda LeBourdais-Near reads one of her stories to a local school class participating in Read4BCHS ➔



> March 2024

The BCHS Foundation proudly hosted an inaugural Iftar Dinner at the Brantford General Hospital. Iftar is a meal taken by Muslims at sundown to break the daily fast during Ramadan. This was a wonderful opportunity for the Foundation and BCHS to build a meaningful connection between staff, physicians, and the local Muslim community with a shared vision of exceptional care for all.





Mission

Working together to inspire giving to build a healthier community.



Vision

Investing together to re-imagine health care



Values

Innovation, Collaboration, Integrity, Diversity, Accountability

> PARS Ribbon Cutting



Grateful pediatric patient Atlas, with parents Krystal and Robb Nagy, cuts the ribbon to officially open the renovated Pediatric Acute Referral Service (PARS) Clinic at the Brantford General Hospital. We are grateful to all BCHS Foundation donors who supported this important project to provide exceptional care to our youngest patients.

> CT Opening



CT (Computed Tomography) Technology is in use 24/7 at the BCHS. Through the contributions of many community donors, the Brant Community Healthcare System Foundation was able to make a \$2 million purchase of a new CT possible to help serve the demands of our growing community.

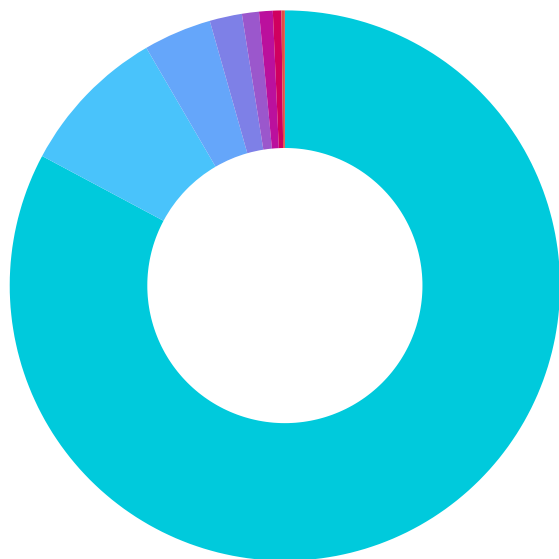
The BCHS Foundation is accountable to an independent volunteer Board of Directors who are responsible for the governance and oversight of the Foundation.









Dr. Leandro (Lee) Ferrao, Vice Chair
 Heather Wilson, Past Chair
 Ken McNaughton, Vice Chair
 Lisa Ligor, Treasurer
 Stephanie Christie, Director
 Linda LeBourdais-Near, Director
 Wesley (Wes) Mik, Director
 Kerylous (Kero) Moussa, Director
 Krista Steenburgh-Dunsmore, Director (to December 2023)
 Andy Straisfeld, Director
 Cindy Swanson, Director
 Caitlin Turner, Director
 Kari Wilson, Corporate Secretary, Executive Director-BCHS Foundation (ex-officio)
 Bonnie Camm, President and CEO-BCHS (ex-officio)
 Peter Quinlan, BCHS Board of Directors Chair (ex-officio)
 Erin Sleeth, Interim President and CEO-BCHS (ex-officio) (to February 2024)
 Adriano Parrotta, BCHS Volunteer Association Representative

BCHS Financial Highlights: 2023-2024

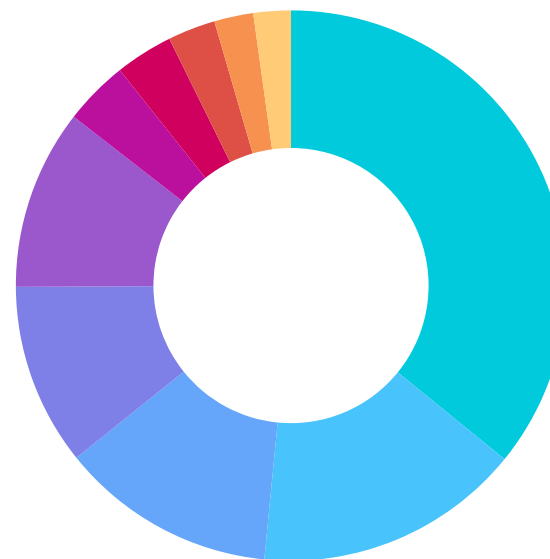
BCHS audited financial statements are available on the [Financial Accountability](#) page of the BCHS website.







Revenue Sources | **\$261,816,593**



	Funding (OH West/MOHLTC/CCO) 82.9% \$216,688,370
	OHIP Revenue 8.8% \$23,086,895
	Paid Parking, Rebates, etc. 4.0% \$10,556,644
	Amortization 1.9% \$5,068,470
	WSIB, Uninsured, Non Resident Inpatient Revenue 1.0% \$2,501,882
	Outpatient Revenue 0.8% \$2,004,110
	Marketed Services 0.5% \$1,368,287
	Preferred Accommodation 0.2% \$541,935

Expense Breakdown | **\$263,771,244**



	Direct Inpatient 35.9% \$94,589,620
	Direct Outpatient 15.7% \$41,367,678
	Lab/Diagnostic Imaging 12.7% \$33,477,772
	Finance, Human Resources, IT & Other Services 10.7% \$28,258,458
	Housekeeping, Plant Maintenance, Patient Food Services, etc. 10.6% \$27,933,122
	Amortization 3.8% \$10,034,437
	Marketed Services 3.4% \$8,938,600
	Pharmacy, Speech Pathology, Social Work, etc. 2.8% \$7,388,087
	Therapeutic Services 2.3% \$5,977,416
	Community Health, Organizational Development, etc. 2.2% \$5,806,055

Thank you to our community

BCHS is honored to serve our communities. Over the past year, we've faced monumental challenges and celebrated remarkable triumphs.

Our steadfast commitment to building a healthier community together is stronger than ever and we are profoundly humbled to have been a part of your lives during the most challenging times and privileged to serve you, your family, friends, and loved ones.

Your unwavering support and trust in our hospitals, combined with your generosity and gratitude, have propelled us to new heights of excellence. Thank you for believing in us, for placing your trust in us, and for giving us the incredible opportunity to serve you. BCBS would not be where it is today without your support, your voice, and your commitment to community excellence.

As we look to the future, we promise to continue being your trusted partner in health, always striving for unparalleled excellence in everything we do. Our future is exceptional, and with **Excellence in Action** we'll continue to connect with compassion, accountability, respect, and equity, every step of the way.

Brantford General Hospital

200 Terrace Hill Street, Brantford, ON N3R 1G9
519-751-5544

Willett Urgent Care Centre

238 Grand River Street North, Paris, ON N3L 2N7
519-442-2251

www.bchsys.org

