

2024-25 HEALTH PEI ANNUAL REPORT HIGHLIGHTS

Health PEI is a crown corporation responsible for delivering publicly funded health care across Prince Edward Island. We operate programs and services in both hospital (acute care) and community settings and help Islanders access specialized care through partnerships with other provinces.

- Our People – 7,374 (permanent, casual and temporary employees), 274 physicians and 81 Nurse Practitioners
- Our Budget – \$1+ Billion Dollars
- Our Services – 7 acute care facilities, 9 public long-term care (LTC) facilities, 17 Patient Medical Homes (PMHs), 95K+ Emergency Department Visits, 12K Surgical Procedures and 5.7K Home Care Clients

Health PEI's 2024-2025 Annual Report outlines the actions taken between April 1, 2024, and March 31, 2025, to advance our strategic goals: *People, Quality and Safety, Access and Coordination, and Innovation and Efficiency*. The following highlights include key accomplishments in each area.

SYSTEM TRANSFORMATION

In 2024-2025, Health PEI launched a Transformation Office to drive system change and build capacity within our health system.

Over the past year key initiatives included:

- Hiring of 1,277 new staff (excluding physicians)
- Hiring of 41 physicians (2024 calendar year) and 28 (2025 calendar year to date)
- Progress made on the construction and planning of the PMH at the University of Prince Edward Island (UPEI) that will also serve as a hub for interprofessional care and clinical learning
- Affiliating 5,450 patients with primary care in 2024 with an additional 2,554 affiliated between January 1-March 31, 2025
- Working to increase surgical volumes for hips, knees and cataracts in comparison to previous years
- Developing system efficiencies and increased staffing to support improvement of diagnostic imaging (DI) wait times

STRATEGIC GOAL 1: PEOPLE

We supported developing a healthy, safe and high-performing workplace by:

- Providing workshops and training programs such as Just Culture, Art of Connection, Building Trust for High Performing Teams, and Managing Across Cultures.
- Successfully negotiating and delivering of numerous agreements with unions and modernization of classifications.
- Launching of policies and initiatives to support the *Health PEI Violence Prevention Policy* and Program.
- Establishing the Office of Academics in preparation for the opening of the Memorial University of Newfoundland's (MUN) Faculty of Medicine – Regional Campus at UPEI.

STRATEGIC GOAL 2: QUALITY AND SAFETY

We moved forward to integrate quality and patient safety into the culture of the organization by:

- Continuing preparations for the 2026 Accreditation Survey with education, work plans, self-assessments and supporting ongoing work across Health PEI.
- Providing public presentations on health system navigation to support and increase people's understanding about Health PEI programs and services.
- Launching Health PEI's Patient Relations Program to ensure additional system capacity is available so that users of the health system, their caregivers and the public can provide feedback about their experiences.
- Completing quality improvement projects across Mental Health and Addictions focused on violence prevention, enhanced security and facility safety issues while implementing pilot projects to improve patients' quality of stay.

STRATEGIC GOAL 3: ACCESS AND COORDINATION

We improved access to care across Island communities by:

- Expanding virtual care with 9 new Maple providers and over 53,000 consults. A request for proposals was also issued to extend access to all Islanders.
- Enhancing seniors' care through the new Dementia Specialty Team and Home-Based Restorative Care programs, mobile X-ray services in LTC, and virtual home care.
- Celebrating the first birth under the new Midwifery Program.
- Transitioning the Adult ADHD Program to Health PEI with permanent staffing, stable funding and stronger collaboration with primary care and other service providers.
- Increasing access to sexual and reproductive health services via satellite clinics, expanded gestational limits for abortion and HPV immunization.

STRATEGIC GOAL 4: INNOVATION AND EFFICIENCY

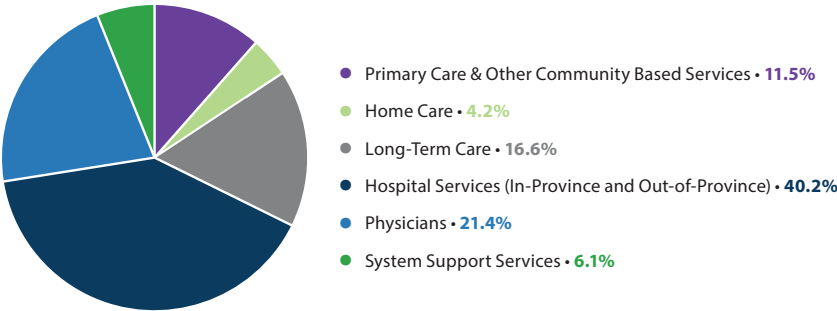
We introduced innovative and efficient practices by:

- Improving patient flow at the Queen Elizabeth Hospital (QEH) with a new Emergency Department flow zone and workflow to reduce wait times for patients.
- Strengthening discharge planning and bed flow at PCH through interdisciplinary “bullet rounds” for communicating patient care plans and identifying barriers to discharge.
- Launching phase 1 of MyHealthPEI toward enabling secure 24/7 access to patient health information.
- Advancing Electronic Medical Record (EMR) rollout in primary care, pediatrics and mental health and addictions, and enabling access to lab results, virtual care features and dashboards.
- Implementing a new LTC Information Management System in public LTC homes to support improved communication and service delivery, with plans for rollout in private homes.

FINANCIAL HIGHLIGHTS

ORGANIZATIONAL HIGHLIGHTS FOR THE FISCAL YEAR 2024-25	
OPERATIONS	OPERATING ACTIVITIES
Revenues	\$ 993,074,179
Expenditures	\$ 1,021,486,874
Subtotal-Operating Surplus (Deficit)	(\$ 28,412,695)
CAPITAL	
Revenues	\$ 46,463,999
Amortization	\$ 23,577,122
Accretion	\$56,443
Capital Transfers	\$ -
Subtotal-Capital	\$ 22,830,434
Annual (Deficit) Surplus	(\$ 5,582,261)

2024-25 EXPENSES BY SECTOR (ACTUAL)



System Support Services – expenses relating to the provision of centralized, corporate support services including: Office of the CEO, corporate communications, academics office, medical residency program, transformation and strategy, legal services, emergency management, business continuity, Board operations, policy, planning and evaluation, risk management, quality and safety, human resources, financial planning and analysis, financial accounting and reporting, materials management, health information management, health informatics, Chief Nursing and professional practice, Interoperative Electronic Health Record and patient flow and system utilization.



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