

HEALTH PEI

Annual Report

2018-2019

Highlights

Health PEI is responsible for the delivery of publicly-funded health care services in Prince Edward Island. Supported by over 4,000 employees and physicians, Health PEI provides care in hospitals, clinics, community services, long-term care homes and other locations.

Health PEI's 2018-19 Annual Report provides highlights of accomplishments over the last year. To better support and care for Islanders, and advance health care on PEI, Health PEI focuses on three key areas: *Quality and Safety*; *Access and Coordination*; and *Innovation and Efficiency*.

Strategic Goal 1: Quality and Safety

How have we engaged Islanders to help us enhance the quality of care provided?

- Health PEI has formed the Patient and Family Advisory Council to make sure that patient and family perspectives are included when we plan, develop and improve care.
- Patient and Family Advisors were recruited to join staff on different committees across the province.

What have we done to help keep our patients and staff members safe and secure?

- Health PEI worked to provide a supportive environment where staff members are treated fairly and feel empowered to speak up and/or raise patient safety concerns. That is the foundation of creating a *Just Culture* environment.
- Through TeamSTEPPS, supports were provided to improve communication and teamwork skills among health care providers to improve patient care.
- Education and training to improve psychological health and safety have been provided to staff and managers.

Strategic Goal 2: Access and Coordination

What have we done to improve access to services in Island communities?

- Health PEI received funding for more primary care providers such as nurse practitioners (NPs) and family physicians.
- To support Islanders seeking mental health and addictions care, an NP was hired to support Hillsborough Hospital and specialized nurses were hired to support patients at Prince County Hospital. New mental health walk-in clinics started in Montague and work continued on the new mental health and addictions campus.
- New NPs were hired to support specialty clinics and frail seniors in their home communities.

Strategic Goal 3: Innovation and Efficiency

What types of innovative and efficient practices or activities have we introduced to Islanders this year?

- A provincial bed board is used to help staff at different PEI hospitals communicate with each other and anticipate pressures on hospital beds to improve how these beds are used.
- Construction continues to accommodate new beds that were added to private nursing homes across the province to enhance access to long-term care.
- Islanders have benefitted from the use of telehealth, which has off-Island physicians providing care to patients admitted to a community hospital in Prince County.
- The Remote Patient Monitoring project used technology and specially-trained nurses to provide in-home care to patients with Chronic Obstructive Pulmonary Disease and Congestive Heart Failure.

Looking Ahead

What challenges remain for Health PEI that need to be addressed in the upcoming year?

- Like many other provinces, PEI faces challenges including a growing and aging population, increased costs, recruitment and retention of health care providers, and access to services. Health PEI will continue to focus on the following areas to improve care to Islanders:
 - Access to mental health and addictions services
 - Access to primary care providers and community-based services
 - Staffing shortages
 - Wait times for surgical procedures (e.g. hip, knee and cataract surgeries)
 - Wait times within emergency departments

Financial Highlights

2018-2019 Expenses by Sector

Sector	Annual Actuals (Millions)
Primary Care	\$ 52.28
Provincial Drug Program	\$ 36.66
Long-Term Care & Home Care	\$ 118.85
Ambulance	\$ 16.00
Hospital Services (Local & Regional)	\$ 306.90
Physicians	\$ 141.15
Corporate Services	\$ 23.30
Total	\$ 695.14

Please read the Health PEI Annual Report 2018-2019 for more detailed information on Health PEI expenses, including audited financial statements.

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Read the full report

www.healthpei.ca/annualmeeting

Health PEI
One Island Health System