

NORTHERN HEALTH
**ANNUAL REPORT
HIGHLIGHTS**

2017/18

HIGHLIGHTS



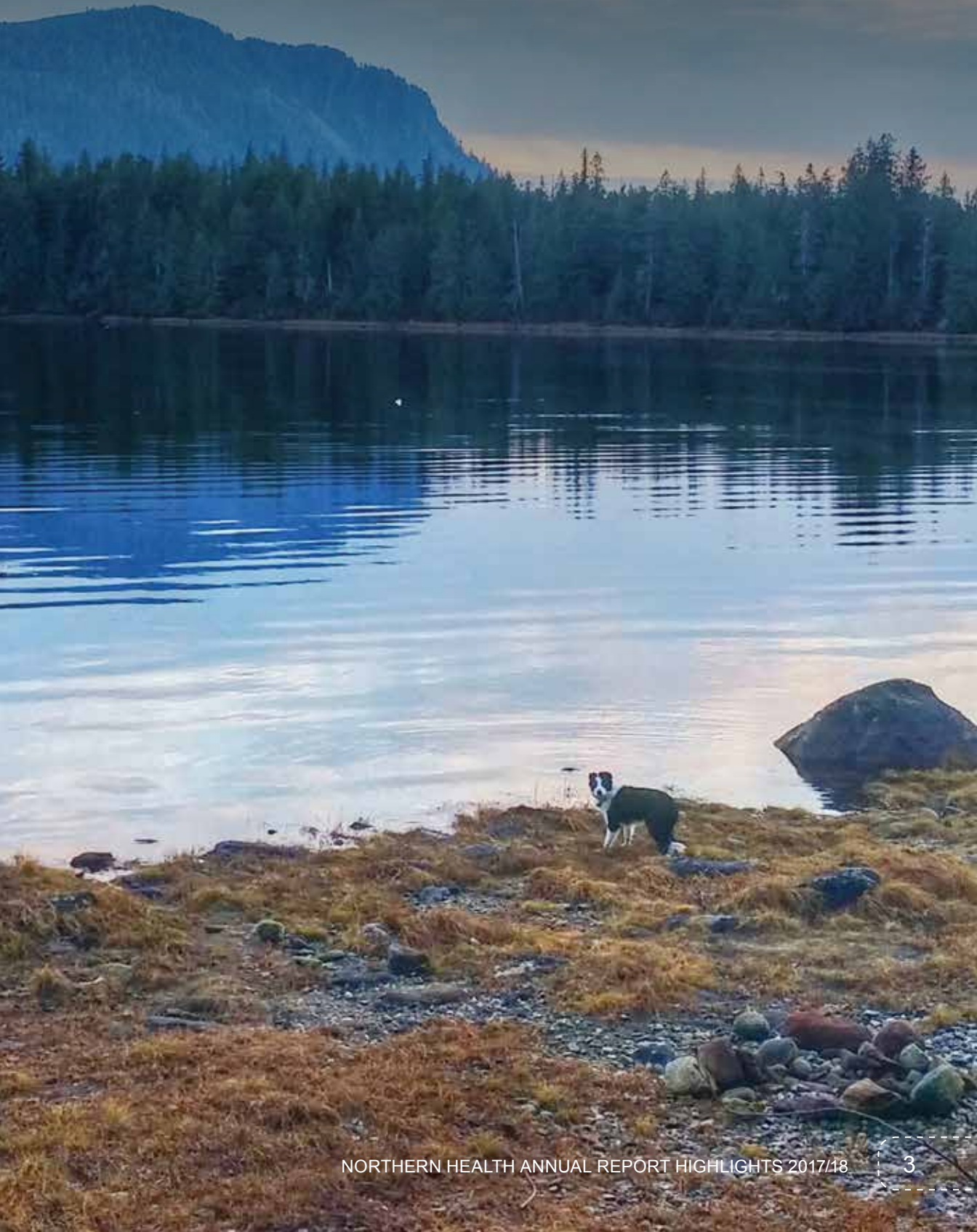
northern health
the northern way of caring

COVER PHOTO OF DAWSON CREEK BY ELLE AMBROSI

PHOTO OF BUTZ RAPIDS TRAIL BY ALICE DICKINSON



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A MESSAGE FROM

CATHY ULRICH, PRESIDENT CEO & COLLEEN NYCE, BOARD CHAIR



CATHY ULRICH
President CEO



COLLEEN NYCE
Board Chair

2017-2018 WAS A BUSY and momentous year for Northern Health. During the 2017 wildfire crisis, our staff, physicians and partners worked tirelessly to support the health and wellness needs of those affected. Building on our efforts to support Northerners, we continued to augment health services in the region, further develop our new primary and community care initiative, and enhance partnerships with Indigenous stakeholders. We also strengthened our commitment to our 2016-2021 strategic plan goals.

With the summer of 2017 marking one of the worst wildfire seasons in recent BC history, Northern Health staff and physicians worked around the clock to provide care to patients, residents, and others who were evacuated from the Interior Health region. The response was an amazing illustration of northern community spirit and support. On behalf of Northern Health, I would like to thank everyone involved for their dedication and commitment.

Throughout the year, we continued to improve care for northern residents. The installation of new magnetic resonance imaging (MRI) units in Prince George, Terrace and Fort St. John was the largest equipment purchase that Northern Health has ever made and has tripled the number of MRIs in the North, significantly

improving access and wait times in our region. And in the coming year, we are excited to start the planning for the new hospital in Terrace, which will enhance the delivery of care in the Northwest.

Work to put a new model of primary and community care into place is continuing. This approach to care is focused on a coordinated delivery of →

NORTHERN HEALTH IS EXCITED to welcome its new Board Chair, Colleen Nyce, who was appointed in September 2017. Before this, she had served as an NH Board member since 2015, and as Interim Board Chair since June 2017. Ms. Nyce brings a broad array of expertise and skill spanning 35 years, including leadership in professional sport, community management, investment banking, insurance, retail business ownership, communications, public relations, and corporate strategic management. Her portfolio is highlighted by service work and awards, including:

- President of Kitimat Valley Institute 2007-2013
- Rio Tinto Global Bravo Award for First Nation Agreement Making in 2011
- Provincial Community Sport Hero Award 2010
- Director Nechako-Kitimaat Development Fund Society 2003-2007
- President Northern BC Winter Games 2004

health services in which different health professionals work together with the patient at the centre of the team, leading to improved quality of care and better health outcomes for Northerners. Teams will differ from community to community in order to address unique local health needs, but can include physicians, nurse practitioners, nurses, social workers, physiotherapists and other clinicians.

Partnership initiatives continue to develop between Northern Health, the First Nations Health Authority and Indigenous communities in our region. The Northern First Nations Health Partnership Committee is guiding the implementation of the Northern First Nations Health and Wellness Plan in the areas of primary health care, population and public health, mental wellness and substance use, cultural safety and maternal child health. In Prince George, a new work of art, “Community

Hearts”, which welcomes visitors using the Carrier language, was unveiled at the University Hospital of Northern BC.

Our Northern Health 2016-21 Strategic Plan - Looking to 2021 continues to guide our work on transforming health services across the North. This year, we focused on revitalizing our commitment, together with our employees and physician partners, to Northern Health’s core values: empathy, respect, collaboration and innovation.

Without the continued dedication of our staff and physicians, we would not be able to provide such a high level of service commitment to those living in Northern British Columbia. I would like to express my thanks to everyone working in Northern Health – you all demonstrate excellence every day. We look forward to continuing our work to improve the health and wellness of Northern British Columbians.

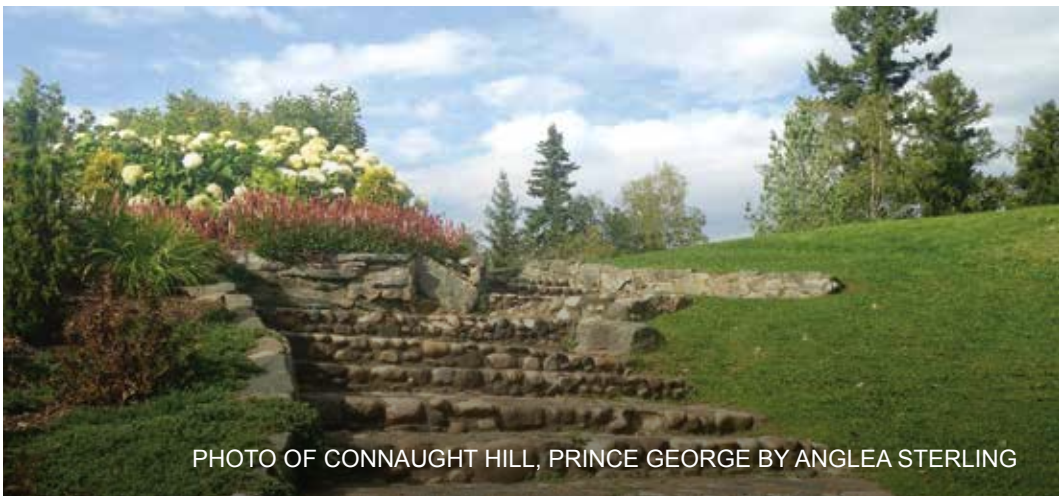


PHOTO OF CONNAUGHT HILL, PRINCE GEORGE BY ANGLEA STERLING

PROJECTS IN YOUR REGION: 2017-2018



Mills Memorial Hospital, Terrace

Northwest

Terrace

- The hot water boiler #3 at **Mills Memorial Hospital** was replaced with a new dual-fuel boiler that can run on gas and electricity.
 - Total project value: \$341,000; spent in 2017/18: \$328,208
 - Contribution from the North West Regional Hospital District: \$136,400; spent in 2017/18: \$131,283
- The out-of-date nurse call system was replaced in both buildings of **Terraceview Lodge**.
 - Total project value: \$461,000; spent in 2017/18: \$315,165
 - Contribution from the North West Regional Hospital District: \$184,400; spent in 2017/18: \$126,122



University Hospital of Northern BC, Prince George

Northern Interior

McBride

- The ventilation system at McBride Hospital and in the community health unit was replaced with one that meets current requirements for air exchange and provides better temperature control. The new system should also reduce energy costs.

- o Total project value: \$1.426 million; spent in 2017/18: \$58,797
- o Contribution from the Fraser-Fort George Regional Hospital District: \$360,400; spent in 2017/18: \$23,519

Prince George

- The closed-circuit security camera system at **UHNBC** was upgraded.

- o Total project value: \$436,000; spent in 2017/18: \$306,567
- o Contribution from the Fraser-Fort George Regional Hospital District: \$174,400; spent in 2017/18: \$122,627
- Part of the second floor of **UHNBC** was renovated to make it possible to add 27 new beds. The clinics on the first floor also had some minor renovations.
 - o Total project value: \$8 million; spent in 2017/18: \$656,339
 - o Contribution from the Fraser-Fort George Regional Hospital District: \$3.2 million; spent in 2017/18: \$263,647
- Upgrades for the Carbon Neutral Capital Program



Dawson Creek and District Hospital

were made at the **University Hospital of Northern British Columbia (UHNBC)**, including improvements to ventilation equipment and boilers.

- o Total project value: \$942,465; spent in 2017/18: \$811,368
- o Contribution from the Fraser-Fort George Regional Hospital District: \$376,986; spent in 2017/18: \$296,330
- **UHNBC's** electrical distribution system was improved to make it more reliable.
 - o Total project value: \$4.5 million; spent in 2017/18: \$898,342
 - o Contribution from the Fraser-Fort George Regional Hospital District: \$1.8 million; spent in 2017/18: \$411,239

Northeast

Dawson Creek

- The Medical Device Processing Department at **Dawson Creek and District Hospital** disinfects medical equipment used in procedures and surgeries. The department was completely renovated to make it safer and to address infection risks.
 - o Total project value: \$2.079 million; spent in 2017/18: \$88,471
 - o Contribution from the Peace River Regional Hospital District: \$831,600; spent in 2017/18: \$35,388

NORTHERN HEALTH FINANCIAL SUMMARY 2017/18

Northern Health provides a wide range of health services to the population it serves. Each year Northern Health is challenged to provide high-quality accessible services within the available financial, human, and capital resources. For the fiscal year ended March 31, 2018, Northern Health realized an operating surplus of \$3.4 million (0.4% of budgeted expenditures).

Revenues

Total revenues for the year were \$843.0 million, an increase of \$26.6 million, or 3.3% from the prior year. Funding from the Ministry of Health is Northern Health's primary source of revenue. In 2017-18, operating funding from the Ministry of Health was \$618.4 million, which represented 73% of total revenues.

Expenses

Total expenses for the year were \$839.6 million, an increase of \$23.8 million, or 2.9% from the prior year. Acute Care remains the largest sector of expenditure, at \$463.4 million, or 55% of total expenses. The next largest sector is Community Services, at \$191.6 million, or 23% of total expenses.

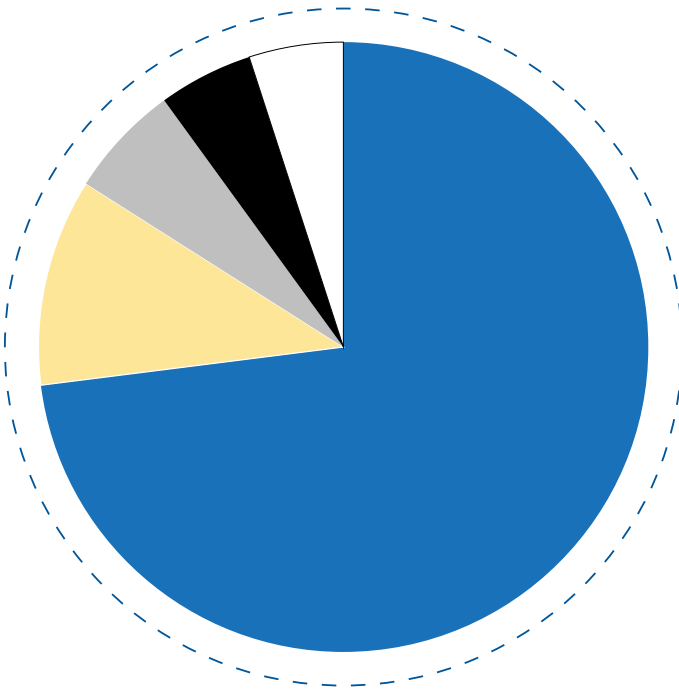
The 2017-18 audited financial statements are available at www.northernhealth.ca

Financial Summary 2017-2018

(in thousands of dollars)

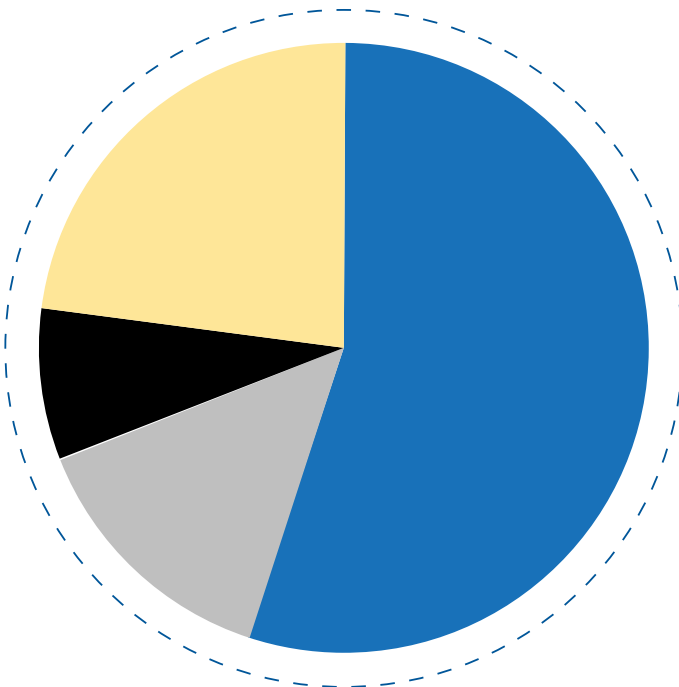
	2017-18				2016-17	2017-18 vs 2016-17	
	Budget	Actual	\$ Variance	% Variance	Actual	\$	%
Revenues							
Ministry of Health contributions	\$ 612,924	\$ 618,380	\$ 5,456	0.9%	\$ 588,116	\$ 30,264	5.1%
Medical Services Plan	90,897	93,920	3,023	3.3%	92,208	1,712	1.9%
Amortization of deferred capital contributions	48,383	47,716	(667)	-1.4%	52,560	(4,844)	-9.2%
Patients, clients, and residents	40,340	42,279	1,939	4.8%	40,359	1,920	4.8%
Other contributions	17,182	15,984	(1,198)	-7.0%	16,403	(419)	-2.6%
Recoveries from other health authorities and BC government related entities	12,123	11,984	(557)	-4.6%	12,761	(1,195)	-9.4%
Investment income	900	902	2	0.2%	952	(50)	-5.3%
Other	10,387	11,833	1,864	17.9%	13,050	(799)	-6.1%
Total Revenues	833,136	842,998	9,862	1.2%	816,409	26,589	3.3%
Expenses							
Community Services							
Community Care	127,950	120,353	7,597	5.9%	107,301	13,052	12.2%
Mental Health & Substance Use	46,158	43,957	2,201	4.8%	45,164	(1,207)	-2.7%
Population Health & Wellness	28,476	27,273	1,203	4.2%	29,779	(2,506)	-8.4%
	202,584	191,583	11,001	5.4%	182,244	9,339	1.1%
Acute Care	449,175	463,263	(14,088)	-3.1%	457,873	5,390	1.2%
Long term care	111,263	114,167	(2,904)	-2.6%	106,245	7,922	7.5%
Corporate	70,114	66,231	3,883	5.5%	65,127	1,104	1.7%
Cariboo wildfires	—	4,395	(4,395)		—	4,395	
Total Expenses	833,136	839,639	(6,503)	-0.8%	811,489	23,755	2.9%
Annual operating surplus	\$ —	\$ 3,359			\$ 4,920		

Distribution of 2017-2018 Actual Revenues

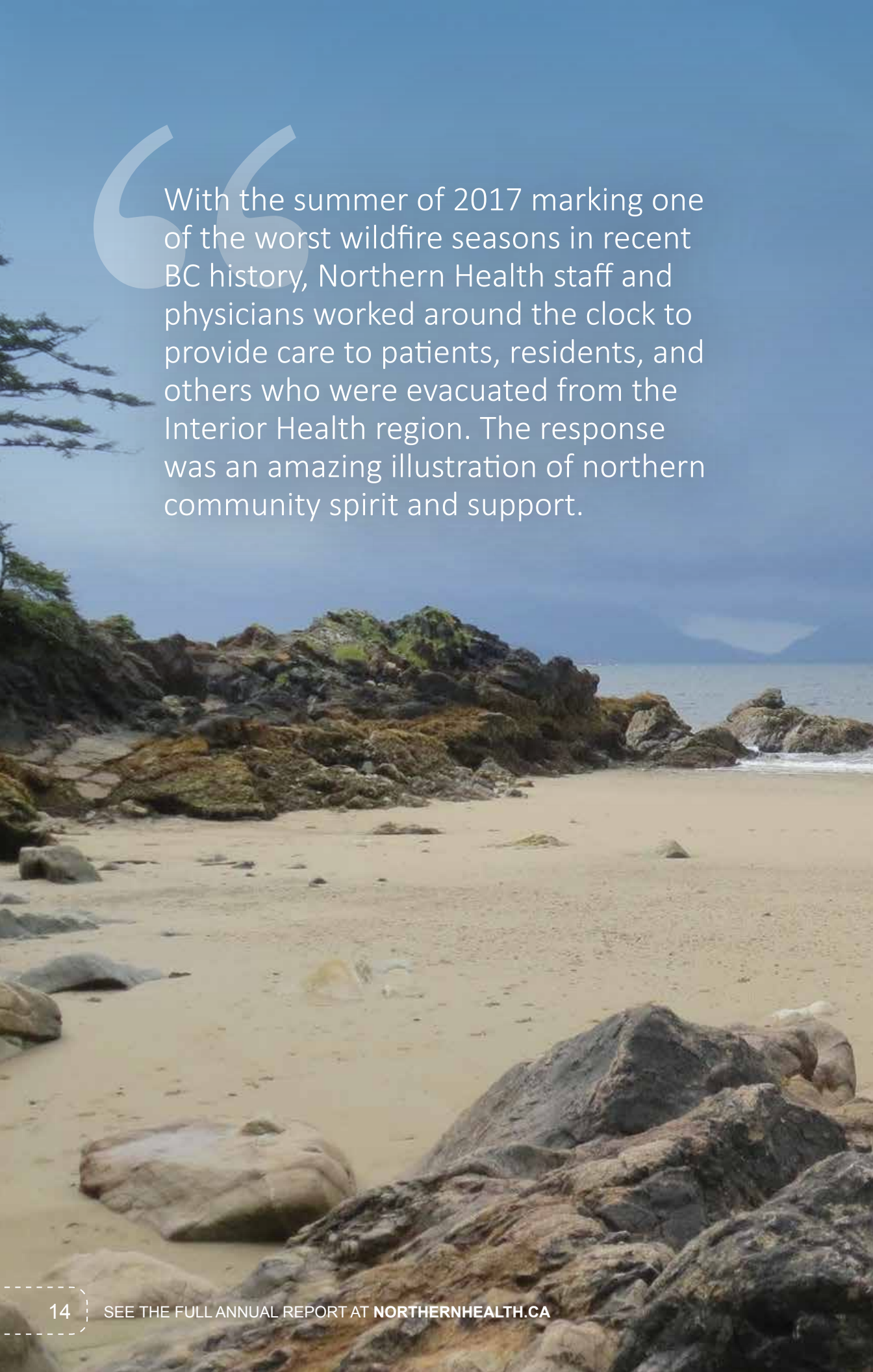


- Ministry of Health contributions - 73%
- Medical Services Plan - 11%
- Amortization of deferred capital contributions - 6%
- Patients, clients, and residents - 5%
- All other revenues - 5%

Distribution of 2017-2018 Actual Expenses



- Acute care - 55%
- Community services - 23%
- Long term care - 14%
- Corporate - 8%

A scenic view of a rocky beach with a large quote overlay. The background shows a sandy beach with large, dark rocks in the foreground and middle ground. The ocean is visible in the distance under a blue sky. The quote is in white text on a semi-transparent blue background.

With the summer of 2017 marking one of the worst wildfire seasons in recent BC history, Northern Health staff and physicians worked around the clock to provide care to patients, residents, and others who were evacuated from the Interior Health region. The response was an amazing illustration of northern community spirit and support.

PHOTO OF BONANZA BEACH, HAIDA GWAII BY CHRISTINA DOLL





northern health
the northern way of caring

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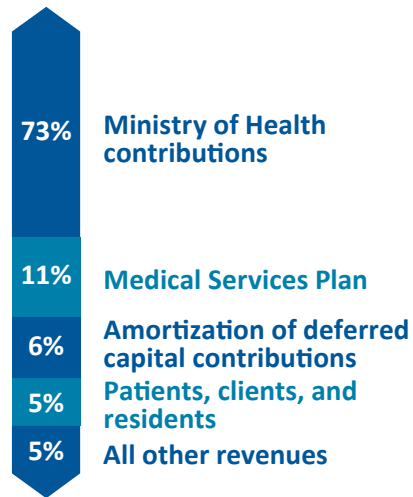
NORTHERN HEALTH HIGHLIGHTS

2017/18

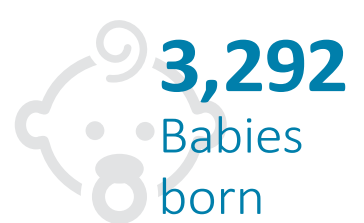
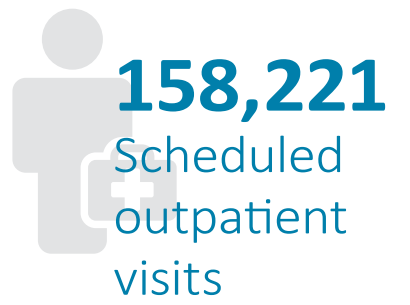
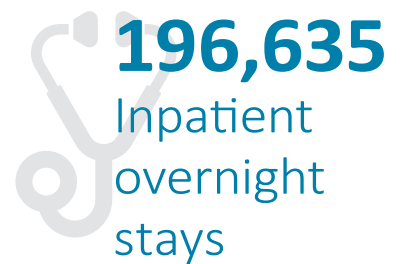
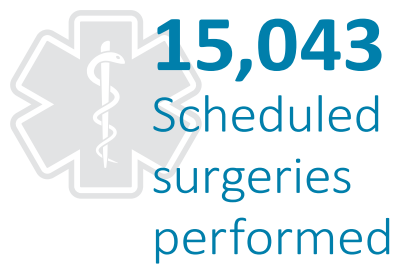
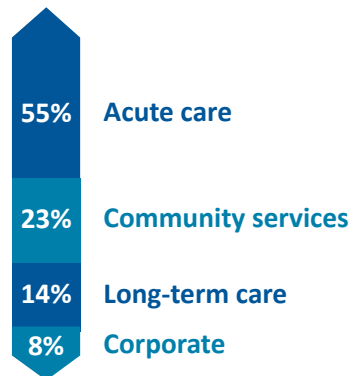


Northern Health continues to develop partnerships with the First Nations Health Authority and Indigenous communities in our region.

Distribution of 2017-2018 Actual Revenues



Distribution of 2017-2018 Actual Expenses



2017 marked one of the worst wildfire seasons in BC history

3 emergency operations centres activated

47 days healthcare evacuees hosted

254 healthcare evacuees hosted in Quesnel & PG

c. 1,000 visits to temporary clinic for wildfire evacuees

CAPITAL PROJECTS

Northwest

Value of upgrades/renovations:
\$802,000

Contributions from North West Regional Hospital District:
\$320,800

Northern Interior

Value of upgrades/renovations:
\$15.3 MILLION

Contributions from Fraser-Fort George Regional Hospital District:
\$5.9 MILLION

Northeast

Value of upgrades/renovations:
\$2.1 MILLION

Contributions from Peace River Regional Hospital District:
\$831,600