

North Bay Regional
Health Centre



Centre régional
de santé de North Bay

Annual Report 25/26

North Bay Regional Health Centre

www.nbrhc.on.ca

Message from the Chair of the Board, Chief of Staff and the President & CEO

Some of life's happiest and hardest moments happen in hospitals. From birth to end of life and everything in between, our team is there to provide the safe, high-quality care you deserve.

Hospitals are increasingly serving as the backbone and safety net of a health care system under pressure from the demands of an aging population, sicker and more complex patients, and reduced access to community-based care options like primary care or walk-in clinics. This sometimes leaves patients with no other option than to come to the hospital for non-urgent care needs.

For many, the Emergency Department (ED) is their first point of contact with the Health Centre. Patient flow is a huge factor in how long patients stay in the ED. After a patient has been seen and treated, if there are no inpatient beds to admit them to, or if referrals to community-based care are backlogged, patients stay in the ED until there is a bed available—either in hospital or home in the community. When you hear about long waits in the ED, those numbers reflect broader system capacity challenges and not the commitment and hard work of our teams providing the care.

Our recruitment team works very hard to recruit and retain physicians not only for the hospital, but for our city and the entire district. One of the most

5 NBRHC sites

50 College Drive (North Bay)
120 King Street (North Bay)
111 Cartier Street (North Bay)
43 Ferris Drive (North Bay)
680 Kirkwood Drive (Sudbury)

535 Beds

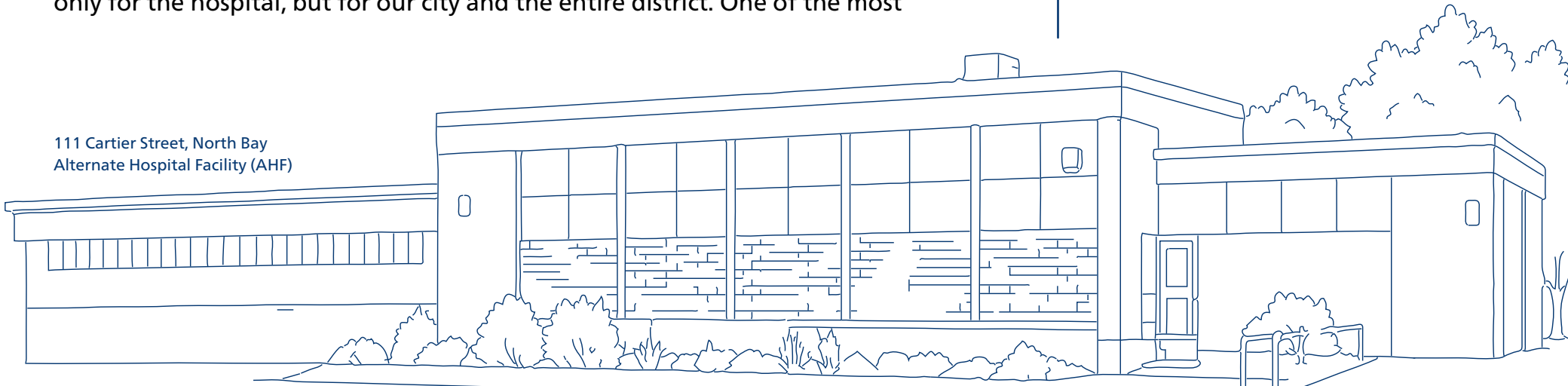
Main Site: 430
Kirkwood: 34
Community Mental Health: 31
Alternate Hospital Facility: 40

2500 Staff

321 Physicians

11,000 + volunteer hours

111 Cartier Street, North Bay
Alternate Hospital Facility (AHF)



encouraging developments this year is how our physician recruitment continues to gain momentum. In the fiscal year covered by this report, we recruited 20 new physicians—the highest number of physicians ever recruited by our organization in a single fiscal year.

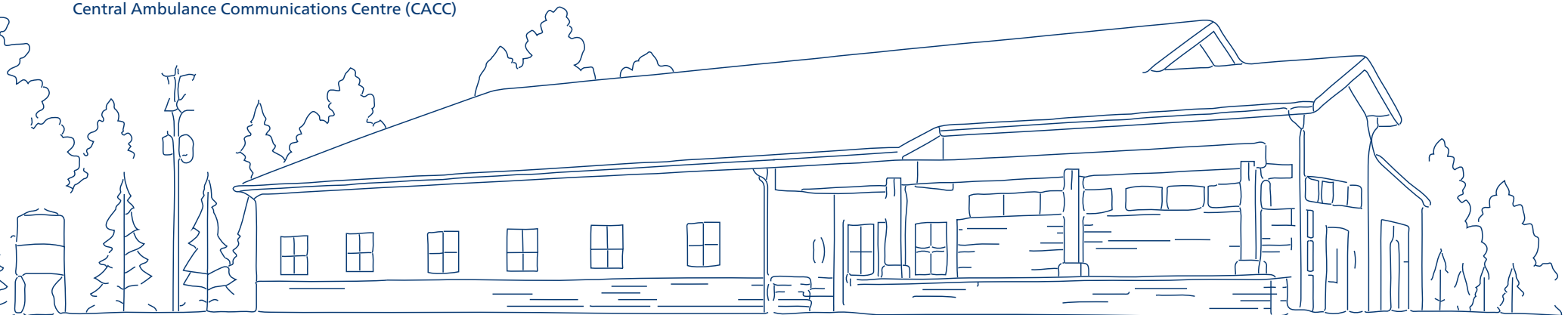
Physician specialties recruited include four surgeons (OB/GYN, Urology); eight family physicians (family medicine, addiction medicine, hospitalist medicine); three emergency medicine physicians; two psychiatrists; one critical care specialist; one radiologist and one anesthetist.

To achieve this result, we engaged with our medical leaders and leveraged new pathways to licensure and immigration. These efforts continue as we must keep pace with growing demands for our services due to population growth, aging, and support our existing physicians who face burnout and retirement.

Mental health care remains a vital part of the services provided at NBRHC. While the physical location of the former psychiatric hospital closed in 2011, the care and the specialized mental health beds and services transitioned to our current hospital location—the same as our acute care beds and services. This move to amalgamate with a general hospital reflects the shift in how patients who require mental health supports are treated. Today care focuses on integration and community-based programs, instead of the old model of long-term institutional stays.

Today, NBRHC operates 180 mental health beds across North Bay and Sudbury and serves as the specialized mental health provider for all of northeast Ontario.

43 Ferris Drive, North Bay
Central Ambulance Communications Centre (CACC)



2,022

Mental Health & Addiction
visits to ED

704

inpatients cared for in AIPU

315

inpatients cared for in regional
Mental Health Programs

865

inpatients seen in community
Mental Health Programs

159

patients admitted to CAMHU

733

visits to Outpatient Child &
Adolescent Psychiatry

We also have many important partnerships in the provision of community-based mental health care.

Until there is a more permanent fix for the health care system and the challenges we are facing, our organization must do our part to recalibrate and use the resources available to us to provide the best care possible to our patients.

We are proud of the innovative work our Health Centre had already done to meet the needs of our patients to receive care in the most appropriate setting and lessen the demand on acute care services. Our Cartier site, home to 40 beds offering 24-hour supportive care in a supportive environment, is one example of how caring for patients in the right place at the right time not only improves the patient experience, but also has a positive impact on patient flow at the hospital.

Lastly, we would like to thank our skills-based volunteer Board of Directors for their generous donation of time and talent, which are invaluable to our organization.

The facts and figures shared in this report highlight some of the important work we are doing, and have already done, to protect access to care, strengthen our system and help position us to meet the needs of the communities we serve for years to come.



Jamie Graham,
Board Chair



Dr. Scott Kerrigan,
Chief of Staff



Paul Heinrich,
President & CEO

120 King Street, North Bay
Community-based mental health programs

22

number of improvement
initiatives that involved
a patient

100%

Extended Leadership Team
completed Indigenous-specific
learning journey

70%

reduction in time
to an inpatient bed

715

births

3,162

chemo treatments

7,957

renal treatments

2,496

cataract surgeries



North Bay Regional Health Centre Financial Statements

Take a closer look at the audited financial statements.



NBRHC Foundation

Take a closer look at the North Bay Health Centre
Foundation Annual Report.



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Centre régional
de santé de North Bay

680 Kirkwood Drive, Sudbury
Regional mental health programs
for adults and seniors, Wordplay