

In It  
**TOGETHER**

Annual Report 2019/2020

**niagarahealth**  
Extraordinary Caring. Every Person. Every Time.



Our CORE values inspire us to be  
**EXTRAORDINARY:**



Compassion in Action



Driven by Optimism



Achieving Ambitious Results

**COVER PHOTOS:** The photo collage features members of our team and the community who have been profiled for our In It Together series of stories. The series tells the stories of our team and their work during the pandemic, our patients and the immense community support we have received. Read their stories on our website and follow the #InItTogether series on our social networks.

Our Accreditation with Exemplary Standing is a clear demonstration of our team's commitment to the highest safety and quality standards. As a community-based academic centre, teaching and learning, research, innovation and partnership are propelling us as we imagine a healthier Niagara.

# ANOTHER

## Message from Our Board Chair, CEO and President



John  
Bragagnolo  
**Board Chair**



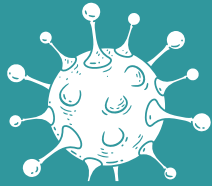
Dr. Tom  
Stewart  
**CEO**



Lynn  
Guerriero  
**President**

We've had much to celebrate over the past year as our team demonstrated its commitment to providing high-quality care to our patients and families. Then in mid-March, we were faced with the added challenge of responding to a global pandemic, during which the team performed admirably.

# EXTRAORDINARY YEAR



"I'm thankful for the Niagara Health team. From the person who cleaned my room, to the personal support workers, to the nurses and doctors, the care was amazing. Everybody treated me with dignity. I thank God every day that I'm here and that I was able to survive this. I feel like I was a miracle."

**Carmine Posteraro, Patient**



## Financial Overview

Niagara Health publishes our audited financial statements every year as part of our financial accountability and responsibility to the community. Complete financial statements for 2019/2020 are posted on the Niagara Health website at [www.NiagaraHealth.on.ca](http://www.NiagaraHealth.on.ca).

Our financial health continues to improve thanks to the work of our teams. Our total operating budget for the year was approximately \$570 million and we ended the year with a surplus of \$5,118,500. The surplus will be reinvested for future capital expenditures.



From supporting Niagara Health Foundation's Big Move Cancer Ride and Kids Ultimate Challenge to its Gala and Elimination Draw, the **community raised nearly \$900,000** over the past year through Foundation events alone. You can support Niagara Health programs and services through a donation to the Foundation. The Foundation fundraises exclusively for Niagara Health, to support priority equipment needs, redevelopment projects and patient programs not funded by the government. To learn more about how you can support a healthier Niagara, visit [www.NiagaraHealthFoundation.com](http://www.NiagaraHealthFoundation.com)



Niagara Health receives funding from Hamilton Niagara Haldimand Brant Local Health Integration Network. The opinions expressed in this publication do not necessarily represent the views of Hamilton Niagara Haldimand Brant Local Health Integration Network.

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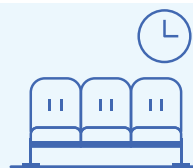
## Fast Facts

### Inpatient



**957**

Beds\*



**34,835**

Admissions

### Surgical Cases



**7,720**

Inpatient



**31,685**

Outpatient

### Visits



**190,587**

Emergency and  
Urgent Care



**65,569**

Dialysis/Renal

### Care by Numbers



**3,344**

Babies Born



**6,113**

Cataract  
Surgeries



**31,831**

Mental Health



**176,210**

Other Outpatient



**22,692**

MRI Scans



**2,343**

Heart  
Investigation  
Unit Procedures

These statistics reflect our program and patient activity during our fiscal year, April 1, 2019 to March 31, 2020. In mid-March, Ontario hospitals were directed through Emergency Order to pause all non-essential activities (elective surgeries and ambulatory procedures) due to COVID-19. This reduced most of our patient activity from March 17-31, 2020. \* Includes Acute, Complex Care, Long-Term Care, Mental Health and Addictions.