



**Hôpitaux Shriners**  
pour enfants®  
**Shriners Hospitals**  
for Children®

## Canada

### Hospital Board of Governors Report February 2021

#### Metrics January 2021

Metric	Total as of the end of October		Annual Target	Attainment of Target
	2020	2021	2020	%
<b>Total Referrals</b>	366	790	pending	
<b>Outpatient Encounters</b>	2147	1844	24 824	9
<b>Day Surgery Encounters</b>	67	59	736	8
<b>Inpatient Discharges</b>	38	38	783	5

#### More numbers:

- ! Annual targets have been set at the same level as 2020.
- ! An all-time high of 790 new referrals received in January. Although this number may be positively impacted by late December referrals that had not been treated due to the Holidays and absences, it is more than double the numbers seen in January in 2019 and 2020.
- ! A total of 1844 visits occurred in the Ambulatory Care Clinic, a very strong beginning to the year with numbers resembling pre-COVID levels.
- ! The target set for the utilization rate of our operating rooms in 2021 is 85%. In 2020 we averaged 80%. In January 2021 we averaged 88%.
- ! Overall, we have returned to pre-COVID capacity in the Ambulatory Clinic, Rehabilitation Department as well as the Operating Room all the while ensuring all the sanitation requirements are met.

#### Finance:

- ! Financial year-end in process at the time of production of this report, the update will follow in March.

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#### **STRATUS – A new tool to help families and staff communicate**

Imagine needing care for your child, and not being completely comfortable speaking English or French. At Shriners Hospitals for Children – Canada, we are always

striving to enhance our patient experience. We want every patient and family to walk through our doors to feel comfort and safety, and to be able to express any need or question they may have - no matter what language they speak. That is where a new tool called Stratus comes in; Stratus gives our staff access to certified live translators who know and understand healthcare at any given time. Please view the video below to learn more about the language interpretation tool we are now using in our hospital.

Video link: \_\_\_\_\_  
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### **Research news**

On January 8, 2021, the designation of the Research Centre of Shriners Hospitals for Children – Canada as a Public Research Centre has been confirmed for another year by the Ministry of Economy and Innovation of the Government of Quebec. This designation provides visibility for the Research Centre as well as fiscal advantages for investors supporting R&D projects in collaboration with members of the scientific staff of the Research Centre.

### **Hospital Seminar**

It was agreed that the annual Hospital Seminar would be delayed until the fall and be split between Western Canada and Eastern Canada in order to manage the number of people in each location. In addition, should travel still not be recommended, then the hospital would offer two half day Seminars. In the meantime, there may also be an activity planned around International Shriners Awareness Day on June 6<sup>th</sup>. More information to follow.