



The United Church Health Services Society

2010—2011 ANNUAL REPORT

Bella Bella, Bella Coola, Hazelton BC

Website: www.unitedchurchhealth.ca

About Us

We are the face of health care in three British Columbia communities: Bella Bella, Bella Coola and Hazelton, where we have hospitals, clinics and community health services. Our goal is to professionally serve the First Nation and other residents who live in these spectacular remote and rural settings.

In 2008, we became a registered society, changing our name from United Church Health Service to The United Church Health Services Society (UCHSS). UCHSS is deeply committed to providing quality, integrated health care services with the assistance of 15 to 17 permanent physicians, 55 staff members within the medical clinics, dental clinic, and pharmacy. Our hospitals employ over 250 people, comprised of full time, part time and casual staff. We have a holistic view towards health, one that includes spiritual, physical, social and emotional wellbeing.

In coordination with our health partners, the Northern Health Authority for the Hazelton site and the Vancouver Coastal Health Authority for Bella Bella and Bella Coola, BC Ministry of Health Services and Denominational Health Care, we operate hospitals, medical clinics, a dental clinic, pharmacies, pregnancy outreach programs, home care support, and all sites are affiliated with teaching programs of the University of British Columbia.

Bella Bella:

The R.W. Large Memorial Hospital has 6 acute beds, 7 continuing care beds and a 3 bed emergency department open 24/7, along with a laboratory, diagnostic imaging services and telehealth services. Located within the hospital you'll find a medical clinic, pharmacy and ambulance services and visiting specialists. United Church Health Services provides community health services in partnership with Hailika'as Heiltsuk Health Centre.

Bella Coola:

Bella Coola General Hospital has 10 acute beds, 5 residential beds and a 2 bed Emergency Department open 24 hours seven days a week. A range of services located within the hospital include: acute/residential care, emergency care, public/preventive health, home and community care, mental health, addiction services, physiotherapy, hospital and retail pharmacy services, medical clinic and visiting specialists .

Hazelton: Wrinch Memorial Hospital has 10 acute care, 9 complex care beds and 1 respite care bed. We also offer 24-7 emergency room services, acute, complex and palliative care, surgery, pre and post natal outreach program, maternity, lab and medical Imaging services, including ultrasound, diabetes education, a dietitian, occupational therapy, physiotherapy, a secure psychiatric observation unit, pharmacy, dental clinic, medical clinic and visiting specialists .



UCHSS BOARD CHAIR REPORT, Lynn Nelson

Report to The United Church Health Services Society Annual General Meeting For the year ended March 31, 2011

I have the privilege of reporting to the third annual general meeting of The United Church Health Services Society, and to express gratitude to the governors, community councils, management and staff of our organization for their dedication and hard work.

This past year has seen many changes and challenges; as always recruitment and retention is an ongoing concern and fiscal sustainability and budget constraints are an ever present issue as we strive to deliver first rate health care services in accordance with our vision and mission statements to our three communities; Bella Bella, Hazelton, and Bella Coola.

Our connection with The United Church of Canada is of great value; their history in our communities now spans more than ten decades, and it is incumbent upon us to find a path that will ensure we go forward into the future as a viable, valuable part of the health care system in British Columbia.

The expectations and responsibilities that we accept when we undertake the delivery of health care in our rural and remote communities present both opportunities and difficulties. Standards set by the accreditation process are high, as they should be, but they are the source of many, many man hours to achieve the goals, and the importance of good communication and teamwork amongst all players cannot be over stated.

We recognize the importance of our relationship with the Vancouver Coastal and Northern Health Authorities, and continue to engage with them in a common goal – excellence in health care.

Respectfully submitted,

Sincerely,

A handwritten signature in black ink that reads "Lynn Nelson". The signature is written in a cursive style with a large initial "L".

Lynn Nelson

UCHSS CEO REPORT, Mary Jean Morrison

Report to The United Church Health Services Society Annual General Meeting For the year ended March 31, 2011

It is my privilege to report to the third annual meeting of the United Church Health Services Society. I would like to thank all our administrative staff, medical staff and volunteers for their dedication and commitment to providing high quality care to the communities we serve. I would also like to express our gratitude to the patients, clients, residents and family members who work as our partners in providing care.

We want to acknowledge the importance our relationships with the First Nations health organizations and communities. By continuing to work together with the Gitksan in the Hazelton region, Heiltsuk, Nuxalk, Kitasoo, and Wuikinuxv in the Central Coast Health together with the Wellness Charter Group, the Health Authorities and Health Canada we can continue to build a more integrated and coordinated system of care. We share a common goal to provide access to services and to improve the health status of aboriginal people.

We want to congratulate Dr. Phil Muir on being awarded the Order of British Columbia for his work over forty years as a physician, administrator and community volunteer in Hazelton. He will be invested in the Order of BC in October 2011. We would also like to congratulate Mrs. Pauline Waterfall, a former R.W Large Memorial Hospital employee, a long term Board Member and Board Chair at R.W.Large Memorial Hospital who was also awarded the Order of BC in 2010 for her work as an Aboriginal leader and educator.

With over 100 years of service in rural health care, the themes of perseverance in the face of adversity and limited financial resources are part of our history and continue to resonate in 2011. The Ministry of Health has indicated that the costs of health care must continue be contained. There are challenges to provide the level of services with the current financial resources. Over the past year we have worked diligently to contain costs, improve efficiency and to meet the quality standards.

The difficult restructuring decisions taken this past year to reduce administrative costs have improved the financial position. However, there are still challenges to stay within the current funding envelope and we continue to be vigilant in exploring opportunities to provide better care for less cost. The recruitment environment has been fairly good this past year but we are starting to see evidence that the environment is going to be more

competitive for nursing and allied health positions. Last October we received one time funding for a nurse practitioner to serve Bella Bella, Klemtu and Ocean Falls. Despite the demonstrated success of nurse practitioner roles, lobbying the Ministry of Health and the health authority, there has not been funding forthcoming for any new nurse practitioner positions in the province or for renewing the Bella Bella position. Wrinch Memorial Hospital has Nurse Practitioner funding and continues to search for a candidate.

There are many accomplishments this past year: Wrinch Memorial Hospital had a successful accreditation survey in June 2011; Wrinch Memorial Hospital's implementation of new health information systems have improved the collection and distribution of patient care information to improve care across the continuum of care; development and Ministry approval of the UCHSS medical staff bylaws; the Medical Advisory Committee taking the lead with patient safety and quality improvement initiatives; recruitment and retention of physicians, nurses, allied health and administrative leaders to fill permanent positions; implementation of the patient safety learning system; Shaughnessy Heights United Church outreach programs for nursing education in Bella Bella and Hazelton.

We would like to recognize the staff, volunteers and community members in Bella Coala for their courage and compassionate work during the floods last year. Over the past two years the community has overcome the challenges of wildfires and floods. The strength of community support and caring for one another during such adversity is to be commended.

We want to offer a very special thank you to the dedicated volunteer governors and community board members. They provide a community voice to guide our work, sage advice and support. Most of all, it is the dedication and the commitment of staff, physicians, students and volunteers, that creates a culture of nurture and care for our patients as well as concern for their safety.

Respectfully submitted

A handwritten signature in blue ink, appearing to read "Mary Jean Morrison". The signature is fluid and cursive, with a large initial "M" and "J".

Mary Jean Morrison, CEO

UCHSS MEDICAL DIRECTOR REPORT, Dr. David Arnold

Report to The United Church Health Services Society Annual General Meeting For the year ended March 31, 2011

The United Church Health Services Society (UCHSS) continues to provide primary medical care to the three remote communities of Bella Bella, Bella Coola and Hazelton British Columbia, as it has on a continuous basis for the last century.

We are affiliated with the Vancouver Coastal Health Authority and the Northern Health Authority and there has been much work in the past twelve months to solidify this relationship at the medical staff level since the introduction of the UCHSS medical staff bylaws one year ago. This work is ongoing as much of the working mechanics of our affiliation as a medical staff with the two health authorities is unprecedented.

In Bella Bella and Bella Coola, we provide a full range of primary medical care services with the exception of primary care maternity services. The Canadian medical community is uncertain as to the best way to provide primary care maternity services in small and remote communities that cannot sustain specialist maternity care services and which are too far removed from larger centres for patients to be transported safely to specialists when necessary. In Hazelton, we provide primary care maternity services and collaborate with the larger hospital in neighboring Smithers to provide specialist maternity services when required. This maternity care program is fragile because it depends upon specific individual physicians both in Hazelton and Smithers to sustain it. Any change in these physicians will present a challenge to continuing maternity services in Hazelton.

Providing the range of primary medical care services that we do is not easy. Our physicians must not only be competent in conventional family practice, but also in the emergency department and in the hospital care of acutely ill patients and those with chronic complex care needs. We provide services to even more remote communities than ours as well as supporting both public and mental health services in the community. Recruiting physicians for this challenging work is a major ongoing aspect of UCHSS business.

Since September 2010, our medical staff has been governed by our inaugural UCHSS medical staff bylaws. This has required a transition from each of our sites being autonomous in medical staff matters to becoming an integrated whole. This transition is not yet complete, but there has been substantial progress in the past year. The UCHSS Medical Advisory Committee has taken on the responsibility of advising our board and senior management of the state and quality of medical care in our communities.

The financial aspects of the UCHSS medical staff system function well although there are still areas for improvement. Regardless, financing the provision of physician services has been, and likely will remain, fiscally prudent with no deficits being accumulated.

I am pleased to provide this report to the annual general meeting. It will be my last such report as I am shortly retiring from my position as medical director. A successor will be appointed by UCHSS shortly.

Sincerely,

A handwritten signature in dark ink, appearing to read "D. Arnold", written in a cursive style.

Dr. David Arnold
Medical Director

The United Church Health Services Society 2010-2011 Annual Report

Condensed Consolidated Financial Statements for 2010-2011

(This financial information is in a condensed format and taken from the audited financial statements,
available on our website: www.unitedchurchhealth.ca)

Condensed Consolidated Statement of Financial Position - March 31, 2011

	2011	2010
ASSETS		
Cash and marketable securities	4,059,275	3,723,416
Accounts receivable	840,433	1,329,570
Capital assets	5,969,648	6,614,839
Inventory and other assets	1,191,388	1,053,597
TOTAL ASSETS	12,060,744	12,721,422
LIABILITIES AND NET ASSETS		
Liabilities		
Indebtedness, accounts payable & accrued liabilities	3,847,853	4,153,901
Employee future benefits and other liabilities	1,215,055	1,355,040
Deferred contributions	5,086,558	5,670,127
Total Liabilities	10,149,466	11,179,068
Net Assets		
Unrestricted	76,250	(282,037)
Invested in capital assets	1,073,399	1,063,543
Internally restricted	761,629	760,848
Total Net Assets	1,911,278	1,542,354
TOTAL LIABILITIES AND NET ASSETS	12,060,744	12,721,422

Condensed Consolidated Statement of Operations - Year Ended March 31, 2011

	2011	2010
REVENUES		
Provincial government grant revenue	18,460,038	18,793,998
Pharmacy, dental, clinical and patient revenue	6,380,891	5,881,672
Amortization of deferred capital contributions	938,427	986,558
Other revenues	736,202	860,075
TOTAL REVENUE	26,515,558	26,522,303
EXPENSES		
Compensation and benefits	13,184,390	13,021,108
Referred out and contracted services	6,085,368	6,544,895
Drugs and supplies	5,765,319	5,727,195
Depreciation of capital assets	1,111,557	1,149,269
TOTAL EXPENSES	26,146,634	26,442,467
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	368,924	79,836

UCHSS Board Members

Lynn Nelson, Chair, Bella Coola
Dr. Jon, Jessiman, Vice Chair, The United Church of Canada, BC Conference
Michael Butler, Treasurer, The United Church of Canada, BC Conference
Bonnie Antoniuk, Bella Coola
Gilbert Jackson, Bella Bella
Evelyn Kennedy, Hazelton
Bruce Lansdowne, Bella Bella
Myrtle Muldoe, Hazelton
The Reverend Margaret Watts-Hammond, The United Church of Canada, BC Conference

UCHSS Society Members

The Reverend Terry Anderson
Dr. Peter Newbery
Lynn Nelson, Bella Coola
Dr. Jon, Jessiman, The United Church of Canada, BC Conference
Michael Butler, The United Church of Canada, BC Conference
Bonnie Antoniuk, Bella Coola
Gilbert Jackson, Bella Bella
Evelyn Kennedy, Hazelton
Bruce Lansdowne, Bella Bella
Myrtle Muldoe, Hazelton
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