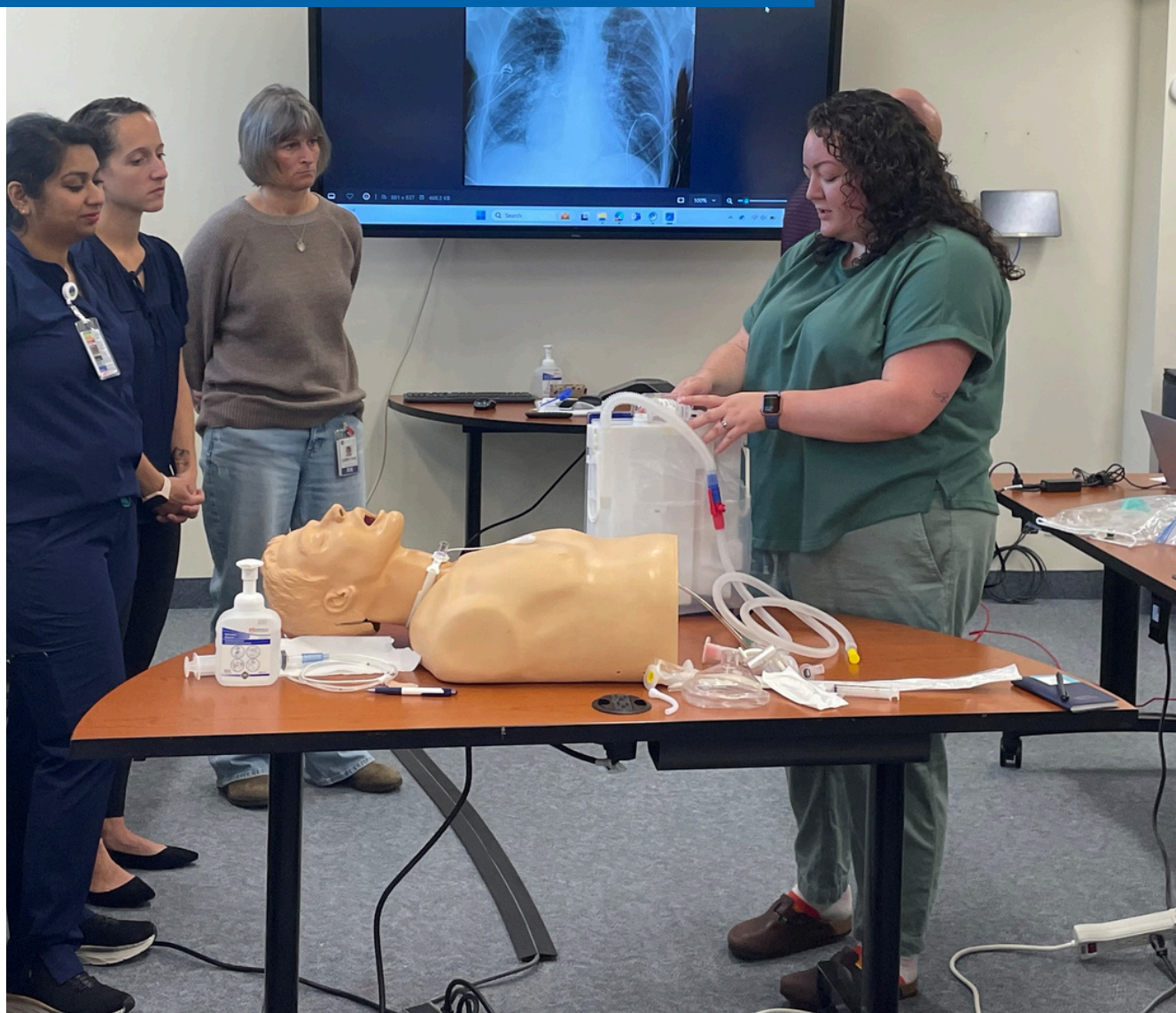


# 2024/25



# Annual Report

## OUR MISSION

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We provide patient-centered care to our communities through a collaborative and quality driven culture, inspiring pride in our team and in our care.

## OUR VISION

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Together, enriching health care in our communities.

## ANNUAL REPORT

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**SOUTH BRUCE GREY  
HEALTH CENTRE**  
CHESLEY | DURHAM | KINCARDINE | WALKERTON

## MESSAGE FROM THE BOARD CHAIR AND CEO

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As we reflect on the past year, we do so with a deep sense of pride and gratitude for the remarkable dedication, resilience and compassion that has been demonstrated across South Bruce Grey Health Centre's (SBGHC) four hospital sites.

Our shared commitment to delivering high quality, patient-centered care has remained our guiding compass through both opportunities and challenges.

This year, we advanced several key priorities in support of the final year of our existing strategic plan, including investments in clinical innovation, health system partnerships and the well-being of our staff. We successfully expanded access to essential services, embraced new models of care and deepened our collaboration with community partners to better address the evolving health needs of the communities we serve.

Our front-line teams have continued to provide exceptional care with empathy and professionalism. Their unwavering service is the foundation and heart of our success, and we thank every staff member, physician, volunteer and learner for their contributions.

We also recognize the hospital foundations and auxiliaries that support SBGHC, and the many donors and community members for their ongoing support that makes the purchase of our capital equipment possible.

Our Board of Directors remains committed in its governance role, ensuring strong oversight and accountability, while supporting progressive strategies and dedication to quality improvement and the delivery of exceptional care for all of our communities.

As we move into 2025/26, we will continue to embrace innovation, sustainability, quality and partnerships to shape our future.

On behalf of SBGHC, we invite you to review the highlights of our 2024/25 year in the following report.

A handwritten signature in black ink, appearing to read "Joe Dietrich".

Joe Dietrich  
Chair, Board of Directors

A handwritten signature in black ink, appearing to read "Nancy Shaw".

Nancy Shaw  
President and CEO



# BOARD OF DIRECTORS

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**Joe Dietrich**  
Chair



**John Haggarty**  
Vice Chair



**Jim Bagshaw**  
Director



**Victoria Ducharme**  
Director



**Bill Heikkila**  
Director



**Lindsay Parsons**  
Director



**Ben Rier**  
Director



**Angela Thompkins**  
Director



**Allen Wickert**  
Director



**Nancy Shaw**  
President and CEO



**Dr. Michael Ballantine**  
Chief of Staff

**Dr. Lisa Roth**  
President of the  
Medical Staff

**Cara Singh**  
Vice President,  
Patient Care and Chief  
Nursing Executive

## YEAR IN REVIEW

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**2,103**

Admissions

**422**

Babies Born

**41,659**

Emergency Visits

**398**

Employees

**1,043,800**

Laboratory Tests

**55,392**

Medical Imaging Procedures

**52,669**

Patient Registrations

**1,899**

Surgeries

**Together, enriching health care  
in our communities**



**SOUTH BRUCE GREY  
HEALTH CENTRE**  
CHESLEY | DURHAM | KINCARDINE | WALKERTON

## SBGHC CHESLEY SITE

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**3,747**

Emergency Visits

**276**

Admissions  
Acute and Restorative Care

**3,985**

Medical Imaging Procedures  
X-ray, Ultrasound

**704**

Cardiorespiratory Procedures  
ECG, Holter

SBGHC's Chesley site continues to excel in the provision of restorative and rehabilitative care.

In addition to acute care, the inpatient unit at the Chesley site has a specialized focus on activation, physiotherapy and socialization for patients who are awaiting discharge to an alternate destination, such as long-term care. The 18-bed unit offers a variety of supports for patients including physiotherapy, occupational therapy, communal dining and activities.

"The Chesley hospital, and the team of health care providers at that site, have earned a reputation of providing exceptional care for patients on a restorative or rehabilitative journey. Patients requiring this unique level of care come from all over southern Grey and Bruce counties, and we consistently hear from patients and families about their success stories and gratitude to the team for the level of care provided."

Nancy Shaw, President and CEO



## SBGHC DURHAM SITE



“The successful implementation of outpatient mental health and addictions services at the Durham hospital improves access to care in the region and brings vital support closer to home for Durham area residents.”

**Joe Dietrich,**  
Chair, Board of Directors

**6,918**

Emergency Visits

**7,919**

Medical Imaging Procedures  
X-ray, Ultrasound, Bone Density

**899**

Cardiorespiratory Procedures  
ECG, Holter, Stress

This year, SBGHC’s Durham hospital site has experienced transition and growth, refocusing the scope service provision to outpatient services.

In addition to the core service offering of emergency services, medical imaging and laboratory, new outpatient programs and services were introduced and will continue to expand in the future.

In December 2024, SBGHC partnered with Brightshores Health System (Brightshores) and the Canadian Mental Health Association Grey Bruce (CMHA Grey Bruce) to begin providing outpatient mental health and addictions services at the Durham hospital site.

A full listing and calendar of outpatient mental health and addictions services available at the Durham hospital site is available on SBGHC’s website.



## SBGHC KINCARDINE SITE



# 16,775

Emergency Visits

# 735

Admissions  
Acute Care

# 6,184

Cardiorespiratory Procedures  
ECG, Holter, Stress

# 25,695

Medical Imaging Procedures  
Bone Density, CT,  
Echocardiography,  
Mammography (OBSP),  
X-ray, Ultrasound

SBGHC's Kincardine site sees the highest volume of emergency visits and acute care admissions within our four hospital sites. With a growing community and increased demand for hospital services, the upcoming expansion and redevelopment of the Kincardine hospital is much anticipated.

Phase 1 of the project, which is expected to begin construction in 2027, will modernize and expand the emergency and medical imaging departments, including the addition of an MRI, strengthen laboratory services and create a new decontamination room to support Bruce Power's emergency preparedness program.

The Kincardine and Community Health Care Foundation's **Building Healthcare for Generations** capital fundraising campaign has committed to raising \$18M of the estimated \$79M project. Their success to date has been astounding, with \$10M now raised.

"There are exciting things ahead for the Kincardine hospital, and the **Building Health Care for Generations** fundraising campaign will ensure that we can make our plans a reality."

**Nancy Shaw,**  
President and CEO



## SBGHC WALKERTON SITE

---



**14,219**

Emergency Visits

**1,056**

Admissions  
Acute Care, Obstetrics

**19,695**

Medical Imaging Procedures  
CT, Echocardiography,  
Mammography (OBSP),  
Ultrasound, X-Ray

**3,503**

Cardiorespiratory Procedures  
ECG, Holter, Stress

**1,899**

Surgeries

**422**

Babies Born

SBGHC's Walkerton site continues to excel in the provision of obstetrical care and surgical services, with a specialized focus on women's health.

In November 2024, SBGHC began providing Stereotactic Breast Biopsy with Vacuum Assist at the Walkerton site —a minimally invasive, highly precise procedure designed to aid in early breast cancer detection. Previously, patients had to travel long distances to access this service that provides more comfort and accuracy, and helps patients get results faster.

*"SBGHC is committed to enhancing local health services, making high-quality care accessible for our communities."*

**Joe Dietrich, Chair, Board of Directors**

# PATIENTS AS PARTNERS

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## Engaging our Communities

As SBGHC continues to plan for the future and seeks to address ongoing health system challenges, feedback from our communities has been an integral part of the process.

Throughout this year, SBGHC has engaged, and will continue to engage, the patients and families we serve to gather feedback on the health care needs of our community.

In August and September 2024, focused discussions were held with our staff, physicians, hospital foundations, municipal partners and health system partners, in addition to in-person community engagement sessions and a public survey, to gather feedback on navigating and adapting to the changing healthcare environment and planning for the future.

The feedback gathered from the community engagement process was summarized in a report that was released in November 2024 and will be considered as we continue to review the services our hospital sites provide and work with the resources available to us to create solutions that will better serve our population.

In collaboration with our health system partners, we are actively exploring what new health care services we may be able to bring to our sites based on community feedback and funding considerations, while ensuring all SBGHC sites continue to provide care to our communities.

While the potential for change can be difficult, we have an opportunity to create a system where patients can access consistent and reliable health care close to home.

**Ensuring the patient and family voice is represented in all aspects of delivering care**



**SOUTH BRUCE GREY  
HEALTH CENTRE**  
CHESLEY | DURHAM | KINCARDINE | WALKERTON



### Trillium Gift of Life Network

In September 2024, Trillium Gift of Life Network (TGLN) recognized SBGHC for outstanding support of the organ donation program, achieving a Provincial Routine Notification Rate of 100%. Each notification allows donation opportunities to be assessed, enhancing the lives of others across the province. A sincere thank you to our very dedicated nursing staff within SBGHC for achieving this distinguished award.

*Photo: Sarah Ellis, Patient Care Manager, Michelle Scime-Summers, Vice President Patient Care/Chief Nursing Executive (retired), Jessica Rae, RN, Jordan Thomson, RPN, Lisa Reaman, RN, Crystal Lang, RN*



**Continuing to deliver high-quality, core health care services in our four communities**



## USING RESOURCES WISELY

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### Expanding Clinical Resources to Support Increasing Volumes

Providing timely and efficient patient care is top priority for our organization, and we continually monitor volumes and wait times to ensure that we are providing the best possible service to our communities.

In the last year, SBGHC has experienced a consistent increase in emergency department (ED) and inpatient volumes, as have most hospitals across the province. Within SBGHC's sites, the increased volumes have been most notably at the Kincardine and Walkerton sites, and in our conversations with staff and physicians, we have received constructive feedback about staffing levels.

With this in mind, we have invested in our nursing resources by adding additional Registered Nurse (RN) hours at the Kincardine and Walkerton sites to assist with increased volumes, complement base staffing and improve organizational stability.

As part of this initiative, a Nurse Practitioner role was also introduced at the Kincardine site to support additional volumes in the emergency department and support care for inpatients.

We are confident that these additional nursing resources will improve staff and patient experience and provide a better service to our communities.

**Maximizing the health care services we provide in  
our communities with the resources we have**



**SOUTH BRUCE GREY  
HEALTH CENTRE**  
CHESLEY | DURHAM | KINCARDINE | WALKERTON



### Partnering with Georgian College for Clinical Placements

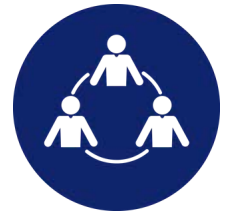
This year, SBGHC and Georgian College partnered together once again to provide three clinical groups with placement opportunities at our Walkerton and Kincardine sites. We had the pleasure of hosting RN and RPN students to gain clinical experience on the Acute Care units, as well as the OR, Family Birthing Centre and ER.

We look forward to continuing our partnership with Georgian College in the coming years to support learning and development for future nurses.

*Photo: Georgian College Students with preceptor Elizabeth Schmidt, RPN*



**Cultivating a supportive and inspiring organization that people want to be part of**



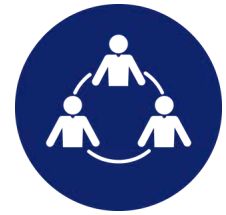
### Diversity, Equity and Inclusion

As we work toward advancing an inclusive environment within our hospitals, this year we have introduced a Diversity, Equity and Inclusion (DEI) Working Group to provide a forum for consultation, feedback and discussion on matters of diversity, equity, inclusion, Indigenous culture, and anti-racism at SBGHC.

As part of this work, SBGHC offered cultural mindfulness training to all staff in June 2024, led by award winning presenter, George Couhie, to provide an understanding of the spirituality of the First Nations People in Ontario. As shown in the photo above, the sessions were attended by SBGHC staff, Board Members and staff from neighbouring hospitals.



# EMPOWERING OUR PEOPLE



## HEALTHCARE HIGHLIGHT AWARD

A SBGHC Healthcare Highlight award recognizes staff members who consistently shine in their roles, demonstrating exceptional performance, dedication, a patient centered approach and a positive attitude that inspires others.

This award is a leadership-based nomination process to recognize the outstanding performance of our employees and physicians on a monthly basis.

### January 2025 Recipient



**Mitchell Aliberti, RN**

"Mitch is always willing to help out. He works at all sites of SBGHC and has been re-assigned many times to a different site in order to provide nursing capacity to keep the site functional. Mitch displays professionalism and a positive 'get it done' attitude in whichever site he is working. He embraces the SBGHC values of teamwork, empathy, accountability, mutual respect and safety. Thanks Mitchell!"

## HEALTHCARE HIGHLIGHT AWARD

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This award is a leadership-based nomination process to recognize the outstanding performance of our employees and physicians on a monthly basis.

### February 2025 Recipient



**Bonnie McGriskin, MSW**

"Bonnie lives our values of Teamwork, Empathy, Accountability, Mutual Respect, and Safety. She ensures that patient's needs are met and holds herself and others accountable to ensure that areas are cleaned to PIDAC standards. Bonnie stayed at the hospital over the recent inclement weather weekend to make sure she would be able to cover her shifts and to ensure her co-workers wouldn't need to travel in bad weather. She never turns down a shift and she always ensures that the needs of the hospital are met and that the areas are clean."

## HEALTHCARE HIGHLIGHT AWARD

A SBGHC Healthcare Highlight award recognizes staff members who consistently shine in their roles, demonstrating exceptional performance, dedication, a patient centered approach and a positive attitude that inspires others.

This award is a leadership-based nomination process to recognize the outstanding performance of our employees and physicians on a monthly basis.

### March 2025 Recipient



**Dillan Forsyth**  
Network Analyst / PACS Administrator

"In the unique and demanding role of PACS Administrator, blending technical expertise with clinical knowledge is essential. Dillan consistently excels in both realms as he approaches challenges with a positive attitude, collaborative spirit and is able to recognize clinical implications. His dedication is evident everyday with his prompt and dependable response to issues. This dedication ensures the best possible experience for our patients and our staff. Dillan truly embodies excellence in his role, takes on any challenge and supports many department improvements, making him highly deserving of the Healthcare Highlight Award."

## Healthcare Highlight Award

In January 2025, SBGHC introduced the Healthcare Highlight Award to recognize team members who consistently shine in their roles, demonstrating exceptional performance, dedication, a patient centered approach and a positive attitude that inspires others. This award is a leadership-based nomination process to recognize the outstanding performance of our employees and physicians each month.

Recipients of the Healthcare Highlight Award are recognized at our Organizational Health Town Hall meetings and on social media, and receive a \$100 President's Choice (PC) Gift Card.



# CELEBRATING OUR TEAM

Celebrating the accomplishments of our team and recognizing their contributions to providing exceptional health care in our communities is a priority for our organization.

This year, we had the pleasure of hosting several events to bring our teams together, including family-focused Easter and Christmas celebrations, our annual Employee Service and Excellence Awards ceremony and Volunteer Appreciation Luncheon, staff and Foundation appreciation BBQs, and many spirit days.



## RECOGNIZING YEARS OF SERVICE

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### 5 YEAR SERVICE

JOANNE BREWER  
KATHERINE MCDONALD  
LINDSAY SKINNER  
PAWEL PRZERACKI  
NICOLE BINKLE  
ASHLEY SULLIVAN  
SIERRA ELLIS  
LISA NYWENING  
LAURA MCLELLAND  
LEAH MARSHALL  
JESSICA COURT  
LEANNA HARPER  
CASSANDRA PECK  
EMMA-LEE BRAITHWAITE  
JANELLE LANTZ  
LAURA NICKEL  
RENEE TROSCINSKI  
AREEBA RAZA  
AMY ZORGDRAGER

### 10 YEAR SERVICE

ANGELA OEHRING  
JENNA VAN ROOY  
MITCHELL ALIBERTI  
JAMES PAGE  
KATRINA JINON-MORRIS  
LISA MALLECK  
RACHEL HOPKINS  
NATALIE FARINHA

### 15 YEAR SERVICE

MEGHAN LEGGE  
MIKE KLEIST  
ASHLEY KLAGES  
AMY ROBERTSON  
FENG LIU  
KIMBERLY ANN LOWE

### 20 YEAR SERVICE

MICHELLE KENNEDY  
JENNIFER WOODROFFE  
TRISH SCHAEFER  
MARILYN GIRDLER

### 25 YEAR SERVICE

RHONDA ROBINSON  
KIMBERLY NEIL

### 30 YEAR SERVICE

CHRISTINE WELSAND

### 35 YEAR SERVICE

SHANNON VALAD  
MARY ELLEN MACROBERT  
TAMMY BUEHLOW

### 40 YEAR SERVICE

JANET KRITZ  
SUNNY GILL

## PHYSICIAN RECOGNITION

### 5 YEAR SERVICE

DR. ANGELA CAVANAGH  
DR. CATHERINE  
CISZKOWSKI

### 10 YEAR SERVICE

DR. MICHAEL BALLANTINE

### 15 YEAR SERVICE

DR. ANAHI MARTINS-  
GORRINDO  
DR. LISA SCOTT

### 20 YEAR SERVICE

DR. KRISTINE SCHIPPER  
DR. JACQUELINE WONG

### 25 YEAR SERVICE

DR. LEANNE THOMSON

### 30 YEAR SERVICE

DR. MARY PILLISCH

### 35 YEAR SERVICE

DR. ADAM WINTERTON

### 40 YEAR SERVICE

DR. MICHAEL GILL



**SOUTH BRUCE GREY  
HEALTH CENTRE**

CHESLEY | DURHAM | KINCARDINE | WALKERTON



# OVER \$700K

IN FOUNDATION & AUXILIARY SUPPORT IN 2024/25



If you have given a gift to your local hospital Foundation or Auxiliary, please know that your generosity has supported essential tools for providing care in your community.

To learn more about current needs and how you can help support health care in your community, visit your local hospital foundation's website.

# WELCOME NEW PHYSICIANS

Welcome

Dr. Mitchell Currie

“

I am very excited to finally be back in the community after being away for the better part of 8 years. I look forward to helping with the current physician shortage in the Brockton area. I also look forward to welcoming my Wife to the area as she sets up her Family Medicine Practice in the near future.”



**SOUTH BRUCE GREY  
HEALTH CENTRE**  
CHELSEY | DURHAM | KINCARDINE | WALKERTON

Welcome

Dr. Pamela Gill

“

I was born in Poland and raised between my hometown in Poland and Mississauga, ON. I completed my Bachelor's of Medical Sciences at Western University and later went on to do my Medical Degree at McMaster University at the Niagara Campus. I completed my family medicine residency back at Western. During medical school and residency, I had a keen interest in internal medicine and knew that I would want to incorporate hospitalist work into my future practice. For this reason, and many others, Kincardine was a perfect fit.”



**SOUTH BRUCE GREY  
HEALTH CENTRE**  
CHELSEY | DURHAM | KINCARDINE | WALKERTON

Welcome

Dr. Jaclyn Robinson

“

Walkerton has always been home to me, and I cannot think of a better place to start my practice and raise my family. My husband, Austin, and I are exceedingly grateful to everyone who has made it not only possible, but a joy, for us to return home. As noted, I recently finished my training in anesthesia and look forward to providing anesthesia as my main focus over the upcoming months. Future career plans include providing obstetrical, inpatient, and primary care to our community. Alongside practicing medicine, I enjoy spending time with family and friends, doing activities such as hiking new trails, splashing at the pool, and riding our bikes along the river trail. We look forward to being a part of this vibrant and lively community again – thank you for welcoming us so warmly!”



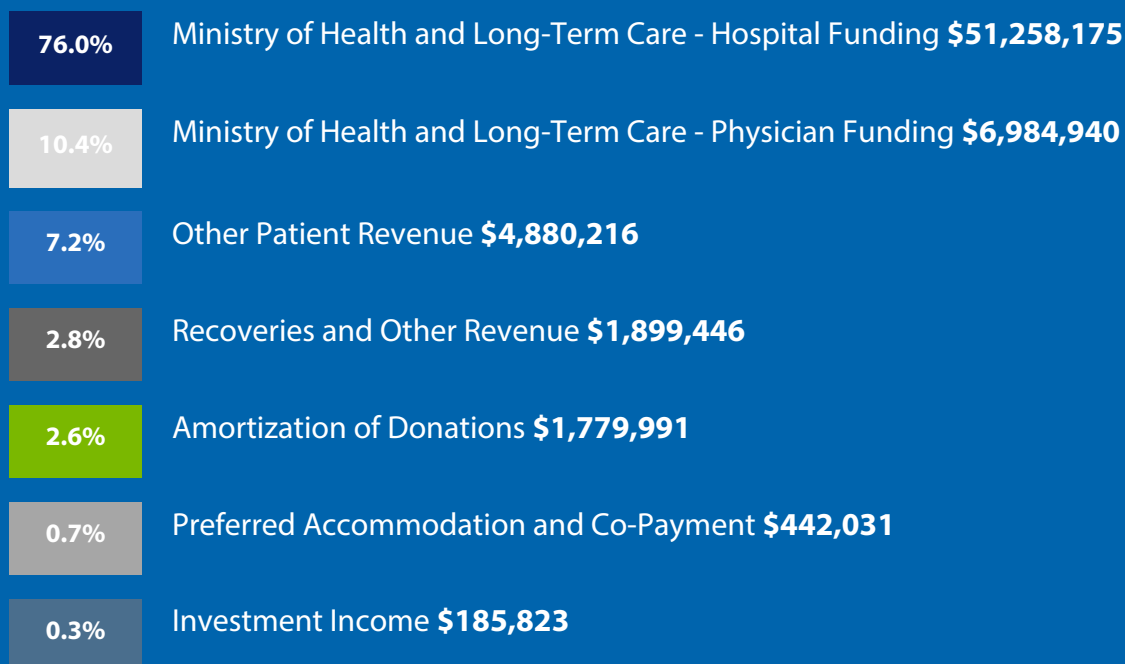
**SOUTH BRUCE GREY  
HEALTH CENTRE**  
CHELSEY | DURHAM | KINCARDINE | WALKERTON



# FINANCIAL HIGHLIGHTS

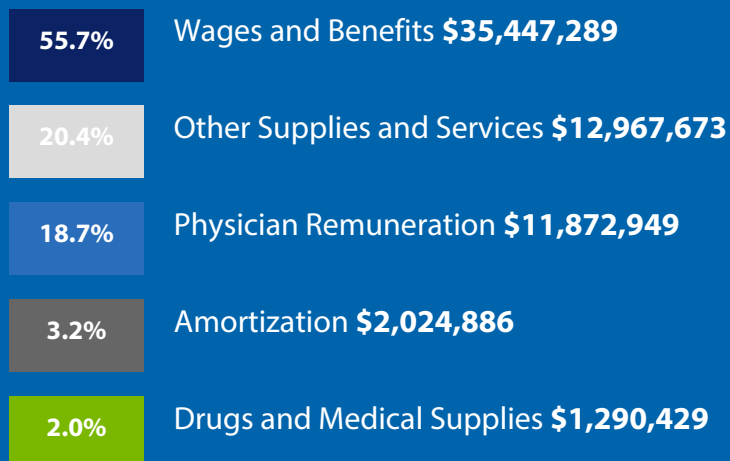
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## Revenue



**\$67,430,622**

## Expenditures

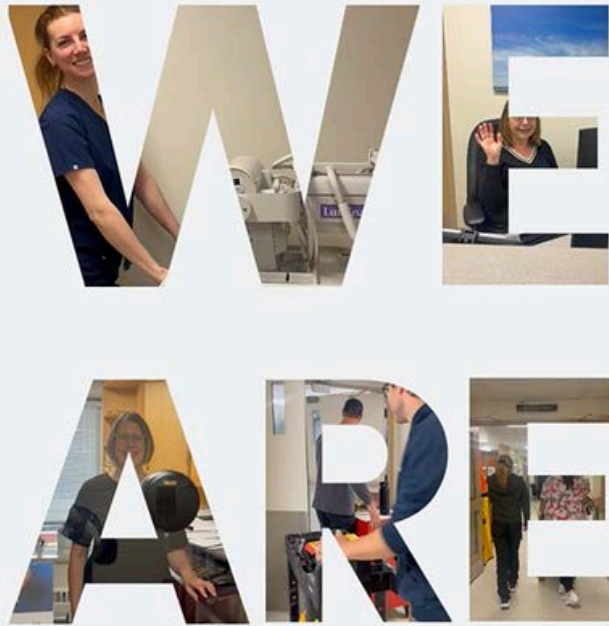


**\$63,603,226**

**Operational Surplus \$3,827,396**

View our audited financial statements at  
<http://www.sbghe.on.ca/performance-and-public-reporting>





## CONTACT US

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For further information, please reach out to us at [communications@sbghc.on.ca](mailto:communications@sbghc.on.ca).

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F 519-363-9871

320 COLLEGE STREET  
DURHAM, ON N0G 1R0  
T 519-369-2340  
F 519-369-6180

1199 QUEEN STREET  
KINCARDINE, ON N2Z 1G6  
T 519-396-3331  
F 519-396-3699

21 MCGIVERN STREET, W  
WALKERTON, ON N0G 2V0  
T 519-881-1220  
F 519-881-0452

