

The Saint John Regional Hospital (SJRH) is the largest tertiary care hospital in New Brunswick and is the health-care referral centre for this area and to all New Brunswickers for major trauma and cardiac care. The New Brunswick Trauma Program and New Brunswick Heart Centre are located within the hospital. It is also the centre of Dalhousie Medicine New Brunswick's distributed medical education program. The Saint John area covers 200 km<sup>2</sup> and a catchment population of 170,000. The hospital has an operating budget of approximately \$360 million, with more than 5,500 employees, 410 physicians and over 1,800 volunteers.

**17,021**

NUMBER OF ADMISSIONS\*

**164,853**

NUMBER OF INPATIENT DAYS\*

**43,771**

EMERGENCY DEPARTMENT VISITS

**486**

NUMBER OF HOSPITAL BEDS\*

\*Statistics include acute, chronic and rehab figures.



**85%\***

HAND HYGIENE COMPLIANCE



**79.3%**

PATIENTS WHO RATED THEIR HOSPITAL STAY FAVOURABLY



**79.4%**

MEDICATION RECONCILIATION ON ADMISSION



**71.1%**

MEDICATION RECONCILIATION ON DISCHARGE



**0.90 PER 10,000 PATIENT DAYS\***

HEALTH-CARE ASSOCIATED MRSA INFECTION RATE



**81.8%**

ACUTE CARE OCCUPANCY RATE



**20.2%**

% OF ALLOCATED BEDS OCCUPIED BY ALTERNATE LEVEL CARE (ALC) PATIENTS



**68.9%**

HIP FRACTURE REPAIR COMPLETED WITHIN 2 DAYS



**1.06 PER 1,000 DISCHARGES**

RATE OF IN-HOSPITAL HIP FRACTURE IN ELDERLY PATIENTS



**111**

EMERGENCY DEPT WAIT TIMES (TRIAGE 3) IN MINUTES

\*Q1 Only

(Data from 2021-2022 fiscal year)

## IMPROVEMENTS UNDERWAY

- \$106-million project for new two-storey wing to provide a best practice environment for the delivery of intensive care, oncology services, endoscopy and select surgical services (targeted completion in 2028).
- Ambulatory Clinic renovation, supported by Saint John Regional Hospital Foundation, will support current and future needs (construction underway in March 2023).
- Additional four-bed enhancement to ICU to support increasing volumes of cardiac surgery patients and ensure wait time targets are achieved.

## ACHIEVEMENTS

- Entire hospital campus smoke-free since 2016, with extensive campaign to support both staff and patients with the adjustment.
- Introduction of the Da Vinci Surgical robot in fall of 2022.
- Implementation of Director of Patient Flow to coordinate system level response to ED overcrowding issues and facility overcapacity issues.
- New laboratory equipment (allows for the completion of approximately 4.5 million tests/year).

## CHALLENGES

- Impacts of COVID-19 on the hospital system including outbreaks throughout the facility create challenges around bed availability and patient flow, and ongoing recovery from impacts.
- Increasing alternate level of care (ALC) admission rate, coupled with a lack of nursing home care availability.
- Ongoing recruitment and retention efforts in a competitive environment.
- Emergency Department overcrowding / triage Level 3 wait times.
- Facility overcapacity, particularly during peak times (flu and winter seasons) due to high volumes of patients seeking care in the emergency department (ED).