Eastern Health Highlights Progress in 2019-20 Annual Performance Report

September 30, 2020 - St. John’s, NL: Eastern Health held its annual general meeting today virtually. At the meeting, Leslie O’Reilly, Chair of the Board of Trustees, and David Diamond, President and CEO, provided an overview of Eastern Health’s performance in 2019-20, completing the third fiscal year of the organization’s Strategic Plan for 2017-20, Lighting the Way: Navigating Together.

“This last year has been an extraordinary year due to a state of emergency and a public health emergency. Despite two major events, we have continued to make significant progress towards the objectives outlined in our Strategic Plan 2017-20,” said Mr. O’Reilly. “Today, we released our annual performance report which highlights progress made this past year across the organization by Eastern Health’s employees and physicians. Through their dedication, innovation and commitment to quality and safe health-care delivery, our patients, clients and residents have benefited tremendously.”

Lighting the Way: Navigating Together outlines five priority areas in which Eastern Health’s performance is measured, including Access, Quality and Safety, Population Health, Healthy Workplace and Sustainability. Below are some highlights of the organization’s performance in each of these areas.

For **Access**, Eastern Health is working diligently to reduce wait times in all areas, including mental health and addictions. In 2019-20, more patients were seen within their access targets in each of our three selected mental health and addictions services: child psychiatry, adult psychiatry and community mental health and addictions services. The reduction in wait times for community services was especially notable, with 65.9 per cent of patients being seen within their access target in 2019-20, over double the percentage of individuals seen within their access target in the first year of the Strategic Plan.

For **Quality and Safety**, Eastern Health is working to decrease employee injuries. In 2019-20, Eastern Health implemented multiple initiatives to prevent injuries in the areas of greatest risk for staff, including manual material handling, client/patient/resident aggression, slips and falls, and patient/resident handling. With these efforts, the organization’s rate of employee injuries (per 1,000) decreased to 2.5, from a rate of 2.7 in the previous year.

For **Population Health**, Eastern Health has increased participation in the Newfoundland and Labrador Colon Cancer Screening Program. The rates have increased from 7.2 per cent in 2015-16 to 15.9 per cent in 2019-20.

For **Healthy Workplace**, Eastern Health analyzes the sick leave hours for each full-time employee receiving benefits. As in previous years, the organization saw a positive trend with the average employee using 148.3 hours of sick leave in 2019-20, a reduction from 162.8 in 2014-15. Therefore, every benefit full-time equivalent employee of Eastern Health has decreased their sick leave usage by an average of 14.5 hours during that time.
For **Sustainability**, Eastern Health has continued to increase both monetary and materials savings through the adoption of inventory management technology solutions in supply-challenged clinical areas. In 2019-20, the implementation of the Philips Inventory solution within the Cardiac Cath Lab captured approximately $350,000 of savings in medical surgical supplies.

“It goes without saying that 2019-20 was an exceptional year during which our employees, physicians, managers and volunteers all worked together to provide health-care services while quickly adapting to new circumstances and overcoming unforeseen challenges,” said Mr. Diamond. “We have now completed the third year of our strategic plan, and I am pleased with the great work Eastern Health has done to reach our goals during these unprecedented times to improve our programs and services for our patients, clients, residents, families and employees. I look forward to the opportunities and challenges ahead which we will address in our next three-year strategic plan.”

The Annual Performance Report 2019-2020 is available in its entirety on Eastern Health’s website at [www.easternhealth.ca/APR](http://www.easternhealth.ca/APR) along with a summary of highlights from the 2019-20 fiscal year.

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**About Eastern Health**
Eastern Health is the largest, integrated health authority in Newfoundland and Labrador employing approximately 13,000 dedicated employees, over 600 medical staff, and is supported by approximately 2,000 volunteers, including members of numerous auxiliaries and fundraising foundations. With an annual budget of approximately $1.5 billion, the authority offers the full continuum of health and community services including public health, long-term care, community services, hospital care and unique provincial programs and services. Serving a population of over 300,000, Eastern Health’s geographic boundaries extend west from St. John’s to Port Blandford including all communities on the Avalon, Burin and Bonavista Peninsulas.

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