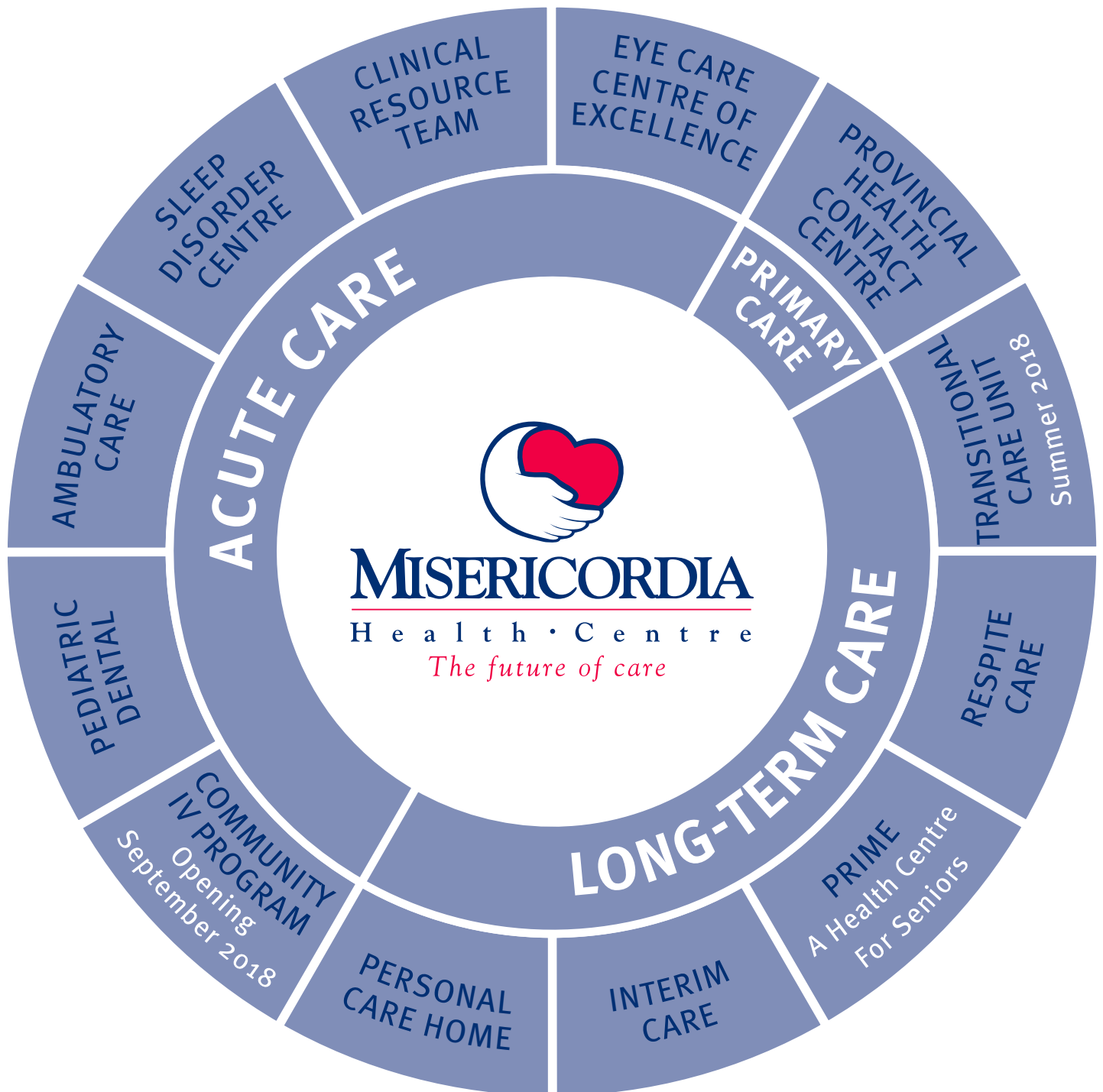


WHO WE ARE AND WHAT WE DO



misericordia.mb.ca

99 Cornish Avenue, Winnipeg, MB R3C 1A2

@MisericordiaMB   

2017-2018

PRIMARY CARE:

is typically the first contact of care for patients within a health-care system.

PROVINCIAL HEALTH CONTACT CENTRE (PHCC):



1-877-830-2892

Call 788-8248 in Winnipeg

- 2,383 Manitobans called



WINNIPEG • 204-788-8200
TOLL FREE • 1-888-315-9257 • SANS FRAIS

- 120,329 Manitobans called

- Manitoba Parent Line (Triple P)



Phone: 204-945-4777 Toll Free: 1-877-945-4777

- 1,400+ calls made or received



Working together to manage your health Travailler ensemble pour gérer votre santé

Phone: 204-788-8688 Toll Free: 1-866-204-3737

- 467 clients enrolled

MHC Foundation:

- 973 donors
- \$1,079,088 raised to help enhance patient and resident services



Misericordia Health Centre Foundation
Tel: 204-788-8458 • Fax: 204-774-0766
Email: mhcfoundation@misericordia.mb.ca
misericordiafoundation.com

@MHCFoundation
 @MHCFoundation
 @MisericordiaFoundation

ACUTE CARE:

is where a patient receives active but short-term treatment for a serious or distressing injury or illness.

AMBULATORY CARE:

- 5,208 wound and foot care visits
- 8,383 cast clinic visits
- 923 MHC for Lungs visits
- 1,866 Easy Street visits
- 2,708 Occupational Therapy visits

CLINICAL RESOURCE TEAM:

The Clinical Resource Team handles emergency eye intake patients, responds to codes (e.g. Code Blue) and supports medical care and quality initiatives across our programs.

COMMUNITY IV CLINIC (CIVP):

- Opening - September 25, 2018

EYE CARE CENTRE OF EXCELLENCE:

- 11,690 ophthalmology surgeries performed
- 2,478 patients received care at U of M ophthalmology residency clinic
- 111 corneal transplants facilitated by the Misericordia Eye Bank
- 32,123 patients assessed and treated

PEDIATRIC DENTAL:

- 874 dental surgeries

SLEEP DISORDER CENTRE:

- 3,159 overnight sleep studies
- 2,298 home sleep studies
- 20,681 patients treated

Long-Term CARE:

is care designed for older adults who can no longer manage on their own without some form of support or assistance

INTERIM CARE:

- 111-beds with 261 admissions

MISERICORDIA PLACE PERSONAL CARE HOME:

- 100-beds with 32 admissions

PRIME:

- 70 clients enrolled with 34 new clients this year

RESPIRE CARE:

- 16-beds with 157 admissions

TRANSITIONAL CARE UNIT:

- Summer 2018

NON-CLINICAL SERVICES:

ENVIRONMENTAL SERVICES:

- 29,947 lbs of waste diverted from landfill to recycling

LINEN/LAUNDRY:

- sort, wash, dry, fold & delivered 142 kg of laundry on average each day

MEDICAL DEVICE REPROCESSING:

- more than 600,000 medical devices/ accessories reprocessed each month

SHIPPING/RECEIVING:

- 90% of shipments sent in reused boxes to reduce costs and waste

STORES:

- 99% of supply orders from clinical units delivered same-day

CLINICAL SERVICES:

DIAGNOSTIC IMAGING:

- 8,191 ultrasounds
- 10,738 X-rays

DIAGNOSTIC SERVICES - SHARED HEALTH:

- 67,609 lab tests completed

FOCUS ON FALLS PREVENTION VISION SCREENING PROGRAM:

- 645 seniors vision-screened and checked by an ophthalmologist

HEALTH INFORMATION SERVICES:

- 14,692 reports transcribed

NUTRITION SERVICES:

- 266,025 resident & patient meals served
- 85% average satisfaction rate

PATIENT REGISTRATION:

- 73,828 patients registered

RECREATION:

- 224 Music and Memory sessions
- 70 art workshops

SOCIAL WORK:

- 2,705 visits
- 886 referrals

SPIRITUAL HEALTH SERVICES:

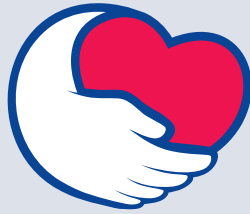
- 352 chapel services
- 2,269 individual visits

Human Resources:

- 930 staff
- 168 employees with 10,616 years combined service
- 168 employees with 20+ years of service

Volunteer Services:

- 447 volunteers
- 55,380 newspapers delivered
- 16,506 hours contributed



MISERICORDIA
Health • Centre
The future of care

Vision

Misericordia Health Centre is a leader in healthy aging through compassion, innovation and excellence.

Mission

Misericordia Health Centre is a leading provider of specialized and long-term care programs designed to meet the needs of the aging population in accordance with the Catholic tradition of ethical and spiritual values through the legacy of the Misericordia Sisters. We serve Manitobans through programs unique to Misericordia: Eye Care Centre of Excellence, Provincial Health Contact Centre and Sleep Disorder Centre.

Values

Caring • Respect • Trust

