

HDH HANOVER &
DISTRICT
HOSPITAL
ANNUAL REPORT
2025-26

www.hdhospital.ca

Hanover & District Hospital
We're Here

OUR STRENGTH IS OUR PEOPLE: A YEAR OF SHARED SUCCESS

This past year has been one of significant achievement for Hanover and District Hospital, made possible by the collective efforts of our staff, physicians, volunteers, Auxiliary, Patient and Family Advisors, Foundation, Board, and community partners. Together, we continue to strengthen our role as a leader in rural healthcare while delivering exceptional care close to home.



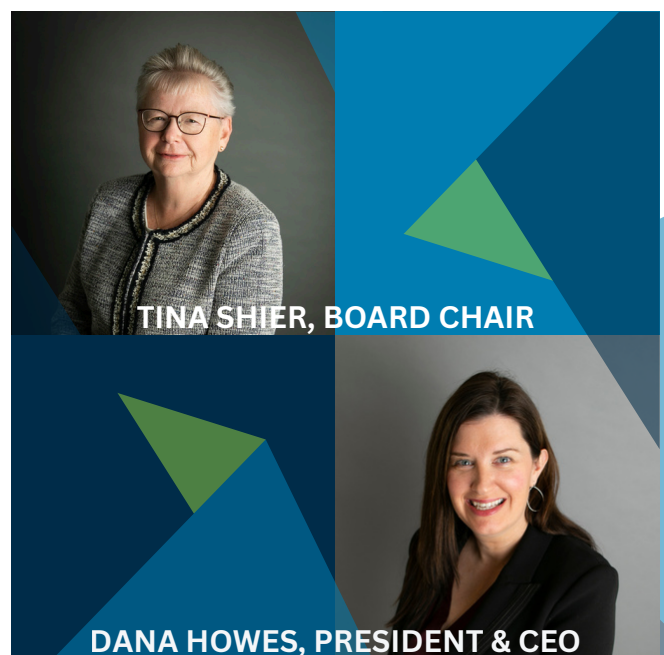
A highlight of the year was achieving Exemplary Standing through Accreditation Canada for the fourth consecutive cycle—the highest level possible. This remarkable accomplishment reflects our unwavering commitment to quality, patient safety, and continuous improvement.

We also advanced education and inclusion through initiatives like Project SEARCH, supporting students with developmental disabilities, and the Discovery Healthcare Camp, inspiring local youth to explore careers in healthcare.

Our strong workplace culture remains central to our success. High staff engagement reflects an environment rooted in integrity, compassion, and collaboration—enabling us to attract talent, foster innovation, and deliver high-quality care.

We are deeply grateful for our Patient and Family Advisors, whose insights ensure care remains patient-centered, as well as our dedicated Auxiliary and Foundation, whose efforts provide critical support for hospital priorities and equipment.

As we reflect on this past year, we celebrate what we have achieved together. These accomplishments position HDH strongly for the future as we continue building a healthier community through excellence, compassion, and partnership.



ACHIEVING EXEMPLARY ACCREDITATION: A CONTINUED COMMITMENT TO EXCELLENCE

Hanover and District Hospital (HDH) is proud to once again receive Accreditation with Exemplary Standing from Accreditation Canada—marking the fourth time in a row the hospital has earned this top recognition.

This award is given to hospitals that go above and beyond national standards for patient safety, quality care, and leadership. Receiving this recognition four times places HDH among a small group of hospitals in Canada consistently delivering outstanding care.

During the review, surveyors recognized HDH for its strong focus on patient safety, teamwork, and putting patients and families at the centre of care.

This achievement is especially meaningful as healthcare systems continue to face increased demand and pressure. It reflects the dedication and hard work of our staff, physicians, and volunteers, and our ongoing commitment to providing safe, high-quality care close to home.

FOUR-TIMES EXEMPLARY 2013 • 2017 • 2021 • 2025

ACCREDITED WITH
EXEMPLARY STANDING



ACCREDITATION
AGRÉMENT
CANADA



PROJECT SEARCH: BUILDING SKILLS, CONFIDENCE AND FUTURES

A Partnership for Inclusion

Hanover and District Hospital (HDH) is proud to partner with the Bruce Grey Catholic District School Board, Bluewater District School Board and Project SEARCH to bring Project SEARCH to our hospital—an innovative program that supports students with developmental disabilities as they transition from school to meaningful employment.

Learning Through Experience

Launched in Fall 2025, the program provides students with hands-on internship experiences across a variety of hospital departments. Through these placements, students build practical job skills, gain confidence, and learn the expectations of a professional work environment.

Preparing for Success

Students are introduced to the program through information sessions, skills assessments, and interviews to ensure the best fit for their strengths and interests.

Lifelong Skills

Interns develop essential workplace skills such as communication, teamwork, resume building, and interview preparation through hands-on experience and classroom learning.

Looking Ahead

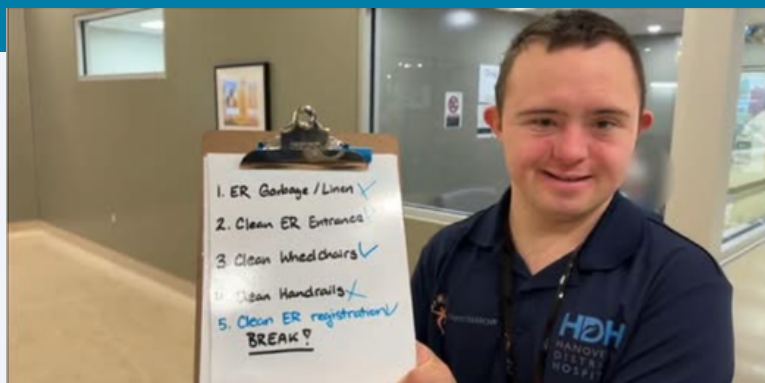
Graduates receive up to nine months of ongoing support to help them successfully transition into meaningful employment within their community.



Interns take on meaningful responsibilities that support daily hospital operations—from environmental services and diagnostic imaging to laboratory and administrative roles—becoming valued members of the HDH team.

Strengthening Our Community

Project SEARCH reflects HDH's commitment to inclusion, partnership, and building a stronger future workforce. By investing in programs like this, we are creating opportunities, strengthening our community, and helping individuals reach their full potential.



Project | SEARCH



DISCOVERY HEALTHCARE CAMP

Hands-On Learning in Healthcare

Hanover and District Hospital (HDH), in partnership with the Hanover and District Hospital Foundation, proudly hosted Discovery Healthcare Camp, welcoming local high school students for an immersive week-long experience in July. Through hands-on activities and mentorship from medical students and healthcare professionals, participants explored the realities of healthcare careers while learning practical skills such as suturing, wound care, and CPR.



HANDS-ON SKILLS

Suturing, wound care, and casting



LIFE-SAVING TRAINING

CPR and emergency response skills



discovery healthcare

A Summer Camp Experience



Inspiring Future Careers

Throughout the week, students gained exposure to a wide range of hospital departments, including emergency care, diagnostic imaging, laboratory, and obstetrics, while also learning about the broader impact of healthcare in the community. By providing real-world experiences and meaningful connections with healthcare teams, Discovery Healthcare Camp helps spark interest, build confidence, and inspire the next generation of healthcare professionals.

GLOBAL WORKFORCE SURVEY: A STRONGER WORKPLACE, STRONGER CARE

Hanover & District Hospital's 2025–26 Workforce Survey results show a positive and supportive workplace, with strong staff engagement and continued improvement across the organization.

Staff reported high levels of teamwork, respect, and patient-centred care, along with improvements in work–life balance, stress levels, and overall well-being.

Patient care remains a key strength, with very high scores in treating patients with dignity, involving families in decisions, and maintaining a safe care environment.

These results reflect the dedication of our teams and show that supporting our staff leads to better care for our patients and community.

SURVEY SNAPSHOT

100% of staff say patients are treated with respect and dignity

90% positive results in people-centred care dimension

90% positive results in work team dimension

85% overall staff satisfaction improved to 85%



IMPROVING ACCESS: WAYFINDING AND REGISTRATION ENHANCEMENTS

With the support of the Hanover and District Hospital Auxiliary, HDH introduced a new Wayfinding system designed to make navigating the hospital easier and more accessible. Using clear, colour-coded symbols, patients and visitors can more quickly find departments and key areas, creating a more welcoming and user-friendly experience—especially for those facing language or reading barriers. Developed in collaboration with staff, volunteers, and Patient and Family Advisors, the system reflects real patient needs and helps reduce stress during hospital visits.



HDH also improved the patient experience by relocating the hospital's registration area to better support patient flow and accessibility. This change makes it simpler for patients to register, reducing confusion and helping create a smoother, more efficient experience from the moment they arrive.

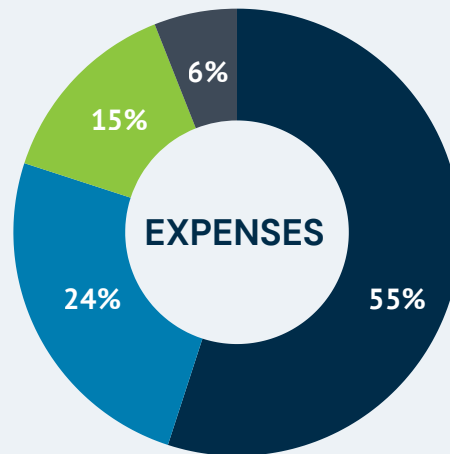
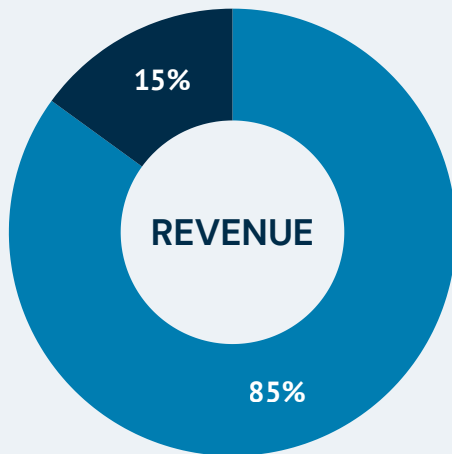
FINANCIAL OVERVIEW

REVENUE

Ministry of Health Funding	\$25,019,982
Other	\$4,410,364
	\$29,430,346

EXPENSES

Salaries, Wages & Benefits	\$16,185,069
Medical Staff Remuneration	\$4,345,082
Amortization of Property & Equipment	\$1,642,326
Supplies & Other	\$7,259,403
	\$29,431,880
Deficit	(\$1,534)



Global Funding

Rural hospitals like HDH are globally funded by the Ministry of Health. This means that HDH receives a global amount and it is our job to ensure we work within these dollars - no matter our volumes. Higher volumes do not result in more funding for patient care.

One Time Funding Opportunities are applied to when applicable to receive additional funding for certain areas but this funding isn't guaranteed year after year.

Ministry funding is not received for new/upgraded equipment and these items are bought through capital dollars which come from other revenue streams such as donations (foundation and auxiliary) and parking.

HOSPITAL SNAPSHOT 2025-26



17,662
Emergency Visits



3,344
CT Scans



3,038
Dialysis Treatments



4,999
Ultrasounds



1,672
Surgeries



115,254
Laboratory Tests



1,091
Admitted Patients



24,175
Outpatient Registrations



166
Births



25,715
Patient Meals Prepared



BUILDING AN INCLUSIVE HDH

Improving Access to Care

- Improved patient translation services to support clear communication during care
- Introduced translation and accessibility tools on the website (multiple languages available)

Partnering with Our Community

- Collaborated with Indigenous Elder and community leaders to support learning and cultural understanding.
- Expanded partnerships to better support diverse and underserved populations.

Listening and Learning

- Created new ways for patients, families, and staff to shared feedback and lived experiences.
- Using feedback and data to guide continuous improvement.



Education & Awareness

- Over 90% of staff completed EDI training
- 100% of leadership completed EDI Indigenous training
- Training includes topics like Anti-Black Racism, Cultural Mindfulness and Indigenous Health

WELLNESS & MENTAL HEALTH

At Hanover and District Hospital, we are committed to supporting the health and well-being of our staff, recognizing that a strong, engaged team is essential to delivering exceptional care. Throughout the year, a variety of wellness and mental health initiatives were offered to promote connection, recognition, and overall well-being in the workplace.

Wellness in Action



Supporting Mental Health

CMHA Wellness Moments, webinars, and wellness resources



Building Connection

Bowling Night, Be Well Bingo staff challenge, and seasonal activities



Recognizing Our Team

Staff Appreciation Week, 8 Days of Holiday Cheer, and popcorn days



Fueling the Team

BBQs, themed lunches, and staff celebration meals throughout the year



Everyday Perks

Employee discount programs and ongoing appreciation initiatives





Staff Appreciation Week

Each year, HDH celebrates Staff Appreciation Week in August as an opportunity to recognize and thank our dedicated team for the care, compassion, and commitment they bring to our hospital every day. Through a variety of activities, treats, and team-building events, the week provides a meaningful opportunity to show appreciation and celebrate the people who make exceptional care possible.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
POPCORN DAY	STAMPEDE STAFF BBQ	DONUTS	COLD DRINKS & SNACKS	FUNNY FARM CONTEST JUDGING



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HDH
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