

St. Joseph's Healthcare Hamilton a leading academic, multi-site hospital that provides ambulatory, acute and mental health care to patients in the Hamilton region, and Hamilton Niagara, Haldimand Brant Local Health Integration Network (HNHB LHIN). As the largest acute care hospital in the St. Joseph's Health System, our staff, physicians and volunteers proudly deliver compassionate care with dignity, compassion and respect.

Our Charlton Campus is located in downtown Hamilton, and provides full service emergency, acute and surgical care as well as outpatient and diagnostic services. It is also home to the city's busiest maternal infant program. Our West 5th Campus is home to the regional specialized Mental Health and Addictions Program. This site underwent major construction, as a new 855,000+ sq. ft. facility which officially opened in 2014. Finally, our King Campus is an outpatient facility that provides programming including urgent care, day surgery, and satellite dialysis.

## Hospital Overview

<b>Planned and Approved Beds as of April 1, 2017</b>	
Acute care beds	443
Non-acute care beds	298
Total number of beds	741
Total Bassinets (Special Care Nursery and Nursery)	36
Total Beds/Bassinets	777

<b>Hospital Visits &amp; Services (2016-2017)</b>	
Acute Care	159,363
Non-acute care inpatient days	100,375
Total inpatient days	259,738
Total inpatient days (Special Care Nursery and Nursery)	10,533
Total inpatient days (including Special Care Nursery and Nursery)	270,271

Emergency visits	115,125
Ambulatory care visits	332,431
Community care visits	50,566
Percentage of acute inpatient care days that were alternate level of care (ALC) days	13.90%

### Palliative Care

Access to a team with special training focusing on palliative care or end-of-life care	Yes
Physician experienced in palliative/end-of-life care	Yes
Palliative/end-of-life care nursing & specialists	Yes
Psycho-social support for patients & families	Yes
Clinical pharmacist with expertise in palliative/end-of-life care	Yes

### Nursing Workforce

Percentage of registered nurse workforce who are full-time employees	64%
Percentage of total nursing worked hours in the Emergency Department (ED) and inpatient care units that have been worked by full-time registered nurses	70.2%
Percentage of total hours worked by registered nurses that are overtime hours	2.71%

### Performance

Current hospital rating by Accreditation Canada	Accredited with exemplary standing (2015)
Assessed by HIMSS Analytics for an Electronic Medical Record Adoption Model Score	Yes

Rating given by HIMSS

6

**Safety & Transparency Measure**

Institution of <a href="#">Safer Healthcare Now!</a> (SHN!) Intervention	Infection Prevention and Control (IPAC)
Submission of data to SHN!'s patient safety metric system	Yes
Clearly defined medication reconciliation process at admission, transfer, and discharge	Yes
Measure of compliance rates	Yes
Fully implemented formal system in place for auditing hand hygiene	Yes
Frequency of hand hygiene audits	Daily, Weekly
Who has access to audit hand hygiene data	Hospital board Committees Staff Patients Public
Hospital's overall hand hygiene compliance rate	94.37%
Hospital's target hand hygiene compliance rate	92%
Mandated use of a safe surgery QuickList for all surgeries	Yes
Percentage of time safe surgery check list is used	99%
Surgeons surgical room privileges tied to compliance with safe surgery check list	Yes
Use of valid and reliable systematic pain assessment tool	Yes
Patient's pain levels are evaluated during every nursing shift	Yes
Frequency of discussion by hospital quality committee about patient misadventure/near-miss event	Always
Administration of formal survey to patients about hospital experience	Yes
Frequency of findings of survey reported internally	Once quarterly, or more frequently

To view our comprehensive accountability reporting, please access the [Accountability, Quality and Performance](#) section of our website.

## Patient Services

<b>Parking</b>			
	<b>Charlton Campus</b>	<b>West 5th Campus</b>	<b>King Campus</b>
Parking lot available on	Yes	Yes	Yes
Parking spots available to patients and visitor	519	197 (P1, P2, P3, P4)	444
Hourly Rate	\$7.00	\$7.00	\$6.00
Daily Maximum	\$20.00-25.00 *lot dependent	\$20.00	\$10.00
Special Initiatives	At all three sites, subsidized parking assistance is available. Please speak to the Social Work Department about these compassionate rates.		

\*Please note for the Charlton and West 5th campuses there are 5, 10, and 30 day non-consecutive parking passes available at the Parking Office, or some parking machines.

<b>Visitors</b>			
	<b>Charlton Campus</b>	<b>West 5th Campus</b>	<b>King Campus</b>
Units where close family members can visit at any time	Critical Care Units Special Care Nursery Obstetrics Unit Palliative Care Unit	Yes, visiting hours dependent on patient needs and circumstances	N/A - King Campus is an outpatient facility
St. Joseph's Healthcare Hamilton wants to ensure that all visiting family and friends feel very welcome at our			

Hospital and included in the care of our patients when appropriate.

To allow greater access for our visitors, we have ended the concept of specific visiting hours.

Effective November 15th 2016, visitors are welcome at any time on all Inpatient Units at each Campus. The only exception is that visitors of patients in the Forensic Psychiatry Program must follow the procedures as outlined the Forensic Psychiatry Procedure Manual.

Family members allowed to stay with patients overnight	Yes	No	N/A
Cots available for overnight	Yes	No	N/A
Canteen/cafeteria/food court on site	Yes	Yes	Yes
Hours of Service Monday-Friday	6:30-23:30	7:30-17:00	7:30-14:00
Hours of Service Saturday & Sunday	6:30-23:30	9:00-15:00	Closed

**Language**

	<b>Charlton Campus</b>	<b>West 5th Campus</b>	<b>King Campus</b>
Language services available	Formal interpreter services	Formal interpreter services	Formal interpreter services