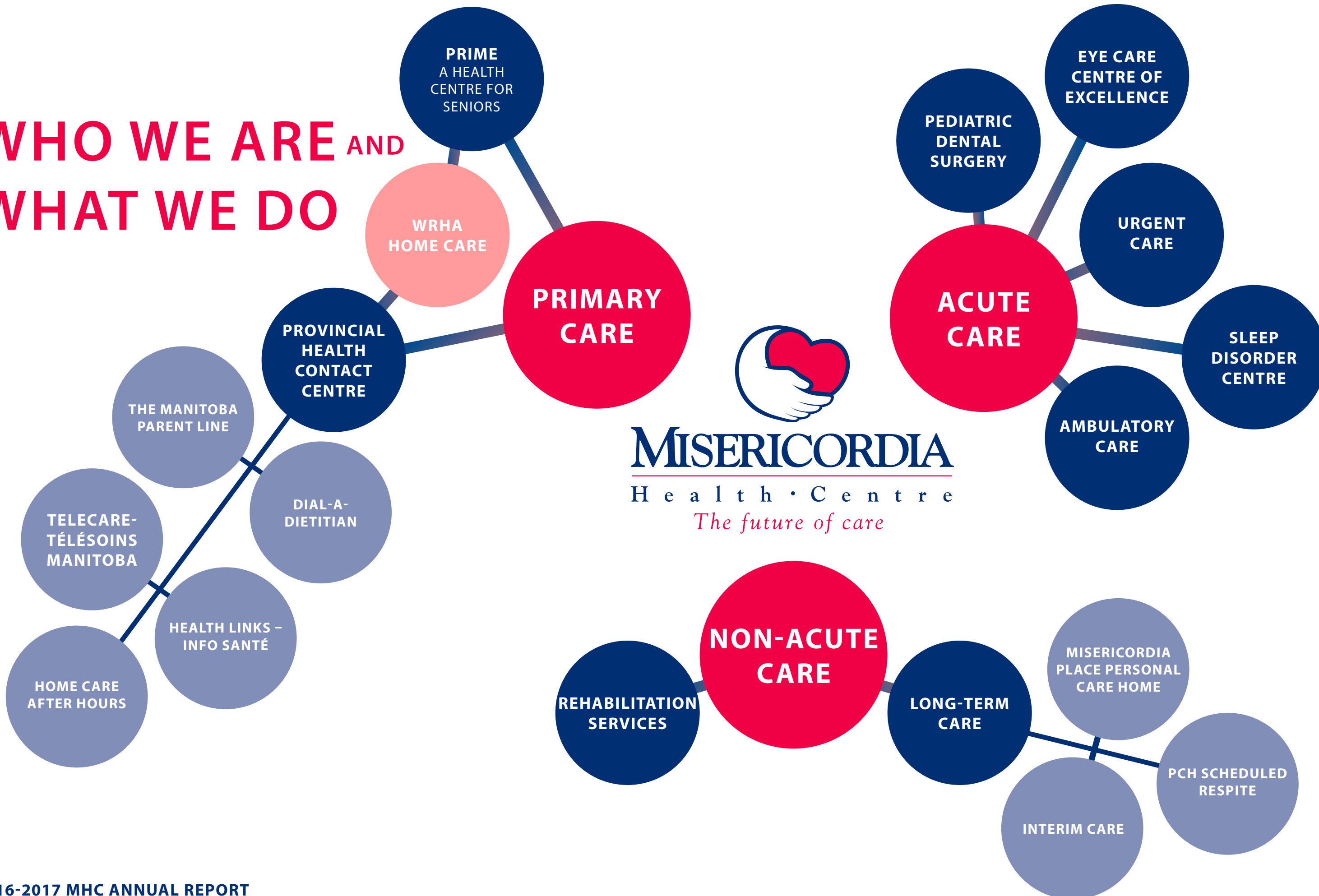


WHO WE ARE AND WHAT WE DO



MISERICORDIA
Health • Centre
The future of care

MISERICORDIA: HYBRID HEALTH CENTRE

MHC is unique in that we are a hybrid health facility, providing a continuum of care from primary to acute to long-term care.

MHC FLAGSHIP PROGRAMS

MHC is proud to have four flagship programs currently not offered elsewhere in Manitoba: Buhler Eye Care Centre, Provincial Health Contact Centre, Sleep Disorder Centre and Urgent Care Centre.

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

PROVINCIAL HEALTH CONTACT CENTRE (PHCC)
PHCC received and made more than **600,000** calls

2,601 Manitobans called

118,295 Manitobans called

524 Health Links clients enrolled in – Info Santé

80% of callers are referred to care providers other than 911 or an emergency department

524 Dial-a-Dietitian
Phone: 204-788-8428
Toll Free: 1-877-830-2892

70 clients enrolled with more than **160** referrals

PRIME

TeleCARE-TéléSOINS Manitoba
Phone: 204-788-8688
Toll Free: 1-866-204-3737

self-management for heart failure or Type 2 diabetes
Toll Free: 1-888-315-9257

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

PEDIATRIC DENTAL SURGERY **866** dental surgeries

SLEEP DISORDER CENTRE **5,646** 10-bed inpatient unit sleep studies

EYE CARE CENTRE OF EXCELLENCE **11,447** More than **32,000** ophthalmology surgeries performed

AMBULATORY CARE **1,064** wound and cast clinic foot care visits

URGENT CARE **38,571** visits

20,681 patients treated

NON-ACUTE is where a resident or client receives care that does not meet the definition of acute care

LONG-TERM CARE REHABILITATION SERVICES

16-bed PCH Scheduled Respite Program

100-bed Misericordia Place Personal Care Home with **35** admissions.

111-bed Interim Care Program for residents waiting to get into a personal care home. **237** admissions

802 visits

1,859 Easy Street visits

2,543 Occupational Therapy visits

12,276 Physiotherapy visits

DIAGNOSTIC IMAGING **8,694** ultrasounds

7,234 CT scans

19,457 X-rays

DSM More than **200,000** tests collected

17,272 blood samples

FOCUS ON FALLS **595** seniors vision-screened by Focus on Falls Prevention Vision Screening project

FOUNDATIONS **1,002** donors contributed

\$1,625,043 to help enhance patient and resident services

HUMAN RESOURCES **1,087** staff

24 retirees with combined service of **667** years

SOCIAL WORK **5,109** visits

1,192 new referrals

VOLUNTEERS **17,326** volunteer hours contributed

Over 20 residents visited each week by "Friendly Visitor" volunteers