



SUSTAINABILITY REPORT

2019-2020



Hamilton
Health
Sciences



A SUSTAINABLE FUTURE

We are pleased to share highlights from our 2019 Sustainability Report, which focuses on the ways we integrate sustainable practices into our daily work, so that we can deliver better outcomes for our staff, physicians and patients.

Sustainability is embedded into our Strategic Plan, which guides the decisions we make every day to meet the current healthcare needs of the communities we serve, while not compromising the ability of future generations to meet theirs.

We use Global Reporting Initiative's Sustainability Reporting Guidelines, which represents the global best practice in sustainability reporting for financial, social and environmental performance.



Patients



People



**Research,
Innovation
& Learning**



Sustainability

FINANCIAL SUSTAINABILITY

In 2019-2020, like many Ontario hospitals, we faced immense pressure to maintain high quality care while meeting ever-increasing demands for our services. At the same time, the cost of providing care continued to rise. In 2019-2020, we operated more unfunded beds than at any time in our organization's recent history.

100%+ 37

occupancy rate since 2016 (adult medical/surgical)

people waiting in ER for a bed each day

119

unfunded beds operated each day

\$200M

in inflationary costs

**The numbers above are averages based on annual data.*

Despite these mounting challenges, we came within \$3 million of our annual budget for 2019-2020 after an initial forecasted shortfall of \$10 million. We attribute this to:

- **Continued advocacy** for government to increase hospital funding
- **\$8 million one-time funding** from government to support unfunded care

Still, the cost of providing unfunded care at HHS was \$18 million in 2019-2020.

Together, we will be **stronger** and more **sustainable** in the future.

As we look to the year ahead, we are already facing some new challenges brought on by the COVID-19 pandemic. The establishment of COVID-19 screening centres, increased testing capacity for our region, and the expanded use of personal protective equipment by patients and staff have all represented significant incremental costs to the hospital. We have also seen a significant reduction in revenue due to the temporary closure of some services, including food & retail, the profits from which directly support patient care and operations.

As we move ahead in 2020-2021, we will rely on the expertise and creativity of our workforce and the support of our funders to help ensure that HHS can continue to provide high-quality care for years to come. We will continue to invest in our Transformation plans to find innovative, more sustainable ways of working. We may need to face some difficult decisions along the way, but we will continue to look to our vision of *Best Care for All* to guide all that we do.

[CLICK HERE](#) for our 2019-2020 financial report.



ENVIRONMENTAL SUSTAINABILITY

Another way we contribute to sustainability is through improved environmental performance, with a focus on energy reduction and waste diversion. From benchmarks created in 2016, we have set targets of 20% energy reduction and 50% waste diversion by 2020 at all sites.

Milestone: 15% reduction in Greenhouse Gas (GHG) Emissions since 2016

Total greenhouse gas (GHG) emissions decreased by 15% since our baseline year of 2016. In 2019, Scope 1 emissions (from activities under our control) accounted for 99% of HHS's total emissions, while Scope 2 emissions (from electricity used by our organization) accounted for the remaining 1%.

Milestone: 42.5% landfill diversion rate since 2016

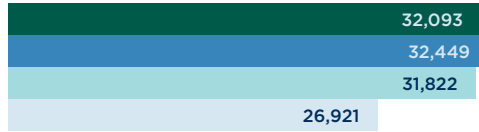
In 2019, the most common disposal method for non-hazardous waste was landfill (57.5%), followed by recycling (36.6%), composting (4.6%) and reuse (1.35%). Our landfill diversion rate was minimal (from 44% in 2018 to 42.5% in 2019), however, our volume of waste was smaller in 2019 compared to 2018 due to:

- reuse of cardboard trays for meals
- recycling food waste through composting
- single-use device reprocessing (such as bits, burrs, blades, energy devices, catheters)
- recycling programs for e-waste, batteries, toner, scrap metal & wood pallets
- hospital blue box program
- transitioning to straw-free beverage lids and selling reusable straws in cafes, cafeterias and Give Shops (approximately 1600 reusable straws were sold in 2019)

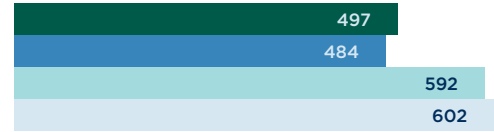
Additionally, we collaborated with Trees for Hamilton to plant 12 native tree species at St. Peter's Hospital, and we maintain 11 community garden beds at our Hamilton General Hospital site.

SCOPE 1 EMISSIONS BREAKDOWN BY SITE (Tonnes of CO₂e)

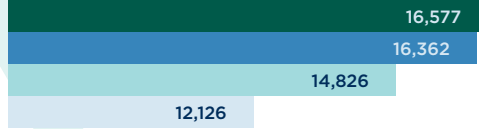
MUMC



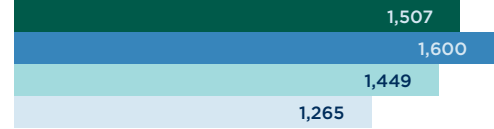
WLMH



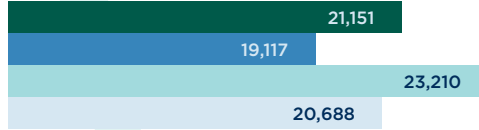
HGH



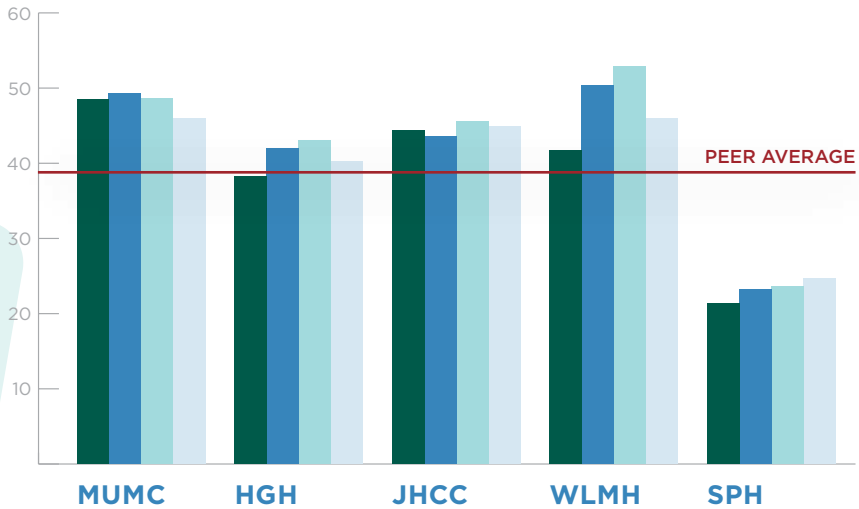
SPH



JHCC



WASTE DIVERSION RATE BY SITE



2016 2017 2018 2019

SOCIAL SUSTAINABILITY

In addition to being good stewards of the environment, we are also committed to social sustainability, both inside and outside of our walls. Recognizing that we must first take care of ourselves so that we can take care of our patients, we continue to work toward creating a workplace that is healthy, equitable and diverse.

Milestone: More than 2400 staff received mental health resiliency training

2019 marked our one-year implementation of The Working Mind (TWM), an evidence-based program developed by the Mental Health Commission of Canada to help workplaces reduce the stigma of mental illness, and increase resiliency among employees and leaders.

Trainers from different departments and levels of the organization deliver our program, encouraging open dialogue on mental health and encouraging participants to discuss issues, seek support and better support one another.

Of 2400 staff who have been trained to date, more than 80% have said the topics are important to their role at HHS, and nearly 80% agree that the program has increased their understanding of mental health in the workplace.

Milestone: Trans Inclusive Service & Care Program launched

After consultations with internal clinicians, trans and gender diverse staff, and community members, we launched our Trans Inclusive Service and Care initiative (TISC) in June 2019. The TISC is supported by our Gender Identity and Gender Expression policy. It addresses needs for services and support for trans and gender diverse staff and patients, and outlines the rights and responsibilities of all individuals at HHS to work toward an inclusive environment.





The first outcomes of the TISC were the introduction of 74 all genders washrooms across eight sites, and the implementation of trans-inclusive signs at 200 binary washrooms that states the right of trans people to use the washroom of their choice.

Milestone: Behaviour Safety and Care Plan Program implemented at all hospital sites

At HHS, we feel we have a moral obligation to our staff, physicians and volunteers to provide a safe work environment while we provide high quality care to our patients.

We have always used different strategies to communicate potential patient safety risks, but with the implementation of our evidence-based Behaviour

Safety Risk (BSR) Communication and Care Plan Program at all hospital sites, we now have a standard way to document and communicate it. The Health Standards Organization (HSO), an affiliate of Accreditation Canada, has recognized the BSR program as a Leading Practice.



