

New Year Reflections: Celebrating 2024 and Welcoming 2025 at HHHS

January 23, 2025

Dear Staff, Community Members, and Partners,

As we step into 2025, I want to take a moment to reflect on the past year—my first full year as CEO of Haliburton Highlands Health Services (HHHS). 2024 was an incredibly fulfilling and transformative year for HHHS, made possible by our dedicated team members, supportive partners, and the greater HHHS community.



One of our most significant achievements was the **introduction of CT Scan and Mammography services**. After close collaboration with the Ministry of Health, we secured approval to bring these essential diagnostic tools to HHHS, enhancing our ability to provide timely and accurate diagnoses directly within our community.

Another highlight was successfully accomplishing **Accreditation with Commendation** by Accreditation Canada. This recognition acknowledges the professionalism and care that HHHS consistently delivers and reflects our ongoing commitment to supporting the health and wellbeing of our community. This achievement would not have been possible without the unwavering dedication of our staff and the trust of our patients, residents and clients.

We were also fortunate to **welcome several new members to our team**, including two Nurse Practitioners at Hyland Crest Long-Term Care Home; two Emergency Medicine Specialists; a permanent Chief Financial Officer; Manager of Quality, Safety & Risk; and many other wonderful staff—all of whom bring valuable expertise and a renewed energy to our organization. The HHHS Board of Directors has also grown, with new members bringing a diverse range of skills and perspectives. The contributions of all Board members are proving invaluable as we navigate the future of healthcare in our community. The **Board meeting schedule** can be found on the HHHS website and we welcome our community to attend virtually, to learn about HHHS business and ask questions at the end of our open meetings.

In line with our commitment to enhance patient care, we launched and reopened several new programs:

- **CT Scan opened** its doors to provide care closer to home made possible by the incredible success of the 'Here for You in the Highlands' campaign. Thanks to an ambitious volunteer cabinet and the generosity of residents, businesses, visitors and Haliburton County Council, the HHHS Foundation raised an astounding \$6.225 million, enough to fully fund the purchase of essential diagnostic imaging tools. We thank every donor for their support.
- **Fit2Sit program**, together with EMS, this program helps us triage and support patient care more efficiently, ensuring everyone receives the attention they need in a timely manner.



- **Outpatient Physio Clinics** were reopened at both Haliburton and Minden Health Hub, now accepting referrals for post-operative and acute-related therapy.
- **Two new Community Support Services (CSS) vans** are helping us transport more community members to important medical appointments, and more long-term care residents to engaging social events.
- **Five Counties Children's Centre** re-established its presence with a renovated 700-square-foot space at our Minden Health Hub, allowing staff to support more children, youth, and families.
- The **Mental Health Program** including **Canadian Mental Health Association (CMHA)** and **Fourcast** were welcomed into the Minden Health Hub to an accessible and brighter space with access to many additional supportive programs and services.

Throughout the year, we hosted our **Summer and Winter Engagement Series**, bringing together patients, community members, local leaders, and experts—from cancer care and pharmacy to public health and midwifery—to address your health needs and answer your questions.

Looking ahead to 2025, I am excited about the further engagement, initiatives, and projects on the horizon. Early this year, we will introduce new services, including an Internal Medicine Clinic and launch mammography services, followed by a gynecology clinic and renovations to our Haliburton x-ray department this summer. These upgrades will pave the way for the creation of a new Emergency Department Mental Health Crisis room in the fall. Much of this has been possible through **generous donations** from our community. Thank you!

Finally, we are making significant progress on our Hospital and Long-Term Care Master Plans, which will guide the future vision for HHHS. These plans will be **co-designed with our community** so that we continue to meet the evolving needs of our community and provide the highest standard of care for generations to come.

I will continue to update the community on these exciting new projects. **To make sure you don't miss out on our latest news, I encourage you to sign-up for our email list here: [HHHS Communications Subscription](#).**

Thank you for your support and dedication to the health and wellbeing of our community. I am proud of the progress we have made, and I am confident that we will continue to achieve great things together.

Sincerely,

A handwritten signature in black ink, appearing to read "Veronica Nelson", with a decorative flourish at the end.

Veronica Nelson
Chief Executive Officer
Haliburton Highlands Health Services