

yukon hospitals

YEAR IN REVIEW

2025-2026

BOARD OF TRUSTEES 2025-2026

The activities and programs of Yukon Hospitals are governed by a Board of Trustees, which represents the interests of all Yukoners. It is comprised of members from Whitehorse and communities across the territory as well as representatives from Yukon First Nations, medical staff, public service and the public at large.

Pamela Hine / Public at Large
Chair of the Board of Trustees, Executive Committee, First Nations Health Committee, Quality Management Council, Transition Oversight Committee

Myra Iles / Nominated by Little Salmon Carmacks First Nation
Vice Chair of the Board of Trustees, First Nations Health Committee, Executive Committee, Governance Committee, Transition Oversight Committee

Dr. Kathleen Dalinghaus / Medical Representative
Quality Management Council, Transition Oversight Committee

Colin Nickerson / Yukon Government Public Service
Quality Management Council

Allison Kormendy / Nominated by Council of Yukon First Nations
First Nations Health Committee, Transition Oversight Committee

Keith Parkkari / Public at Large - Whitehorse
Governance Committee, Pension Committee, Transition Oversight Committee

Vera Holmes / Public at Large - Dawson City
Executive Committee

Cameron Lockwood / Public at Large - Watson Lake
Executive Committee

ACKNOWLEDGMENT

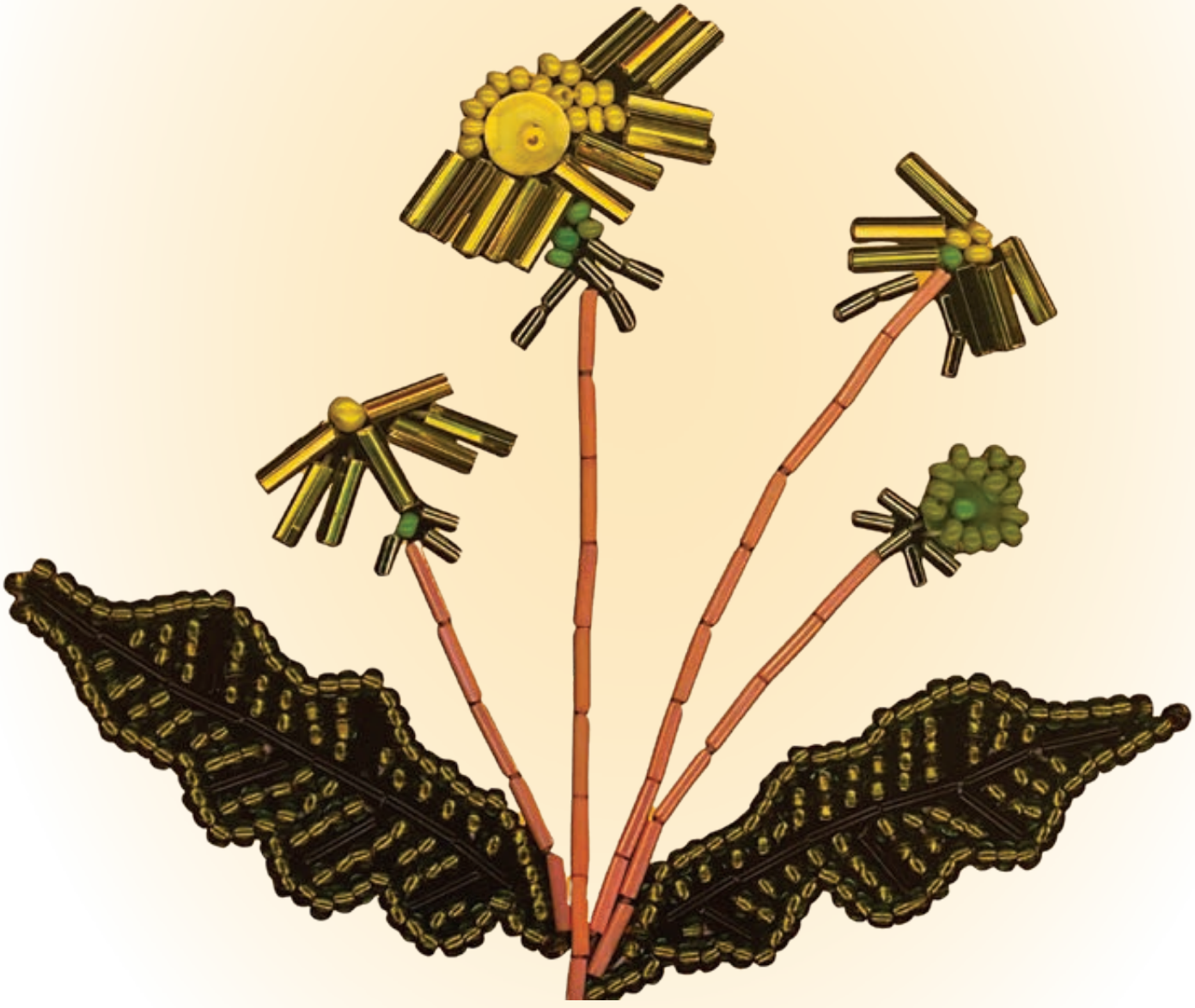
Yukon Hospitals acknowledges the historical and ongoing impact of colonialism on Indigenous communities. We dedicate ourselves to collaboration in the spirit of reconciliation.

For generations, Yukon First Nations have cared for the land we all now call home and continue to do so today. We acknowledge and have deep respect for the trust and responsibility placed in us to provide quality and safe hospital care.

Whitehorse General Hospital is on the traditional territories of Kwanlin Dün First Nation and the Ta'an Kwäch'än Council.

Dawson City Community Hospital is on the traditional territory of Tr'ondëk Hwëch'in.

Watson Lake Community Hospital is on the traditional territory of the Kaska Nation, including Liard First Nation, Kaska Dena, and Ross River Dena Council.



MESSAGE FROM THE BOARD CHAIR AND CEO

With the close of the 2025/26 fiscal year, we reflect on a year of growth, learning and development across Yukon Hospitals. The last 12 months have brought both opportunities and challenges – and demonstrated once again the importance of strong teams, thoughtful planning and shared commitment to providing safe, high-quality care for Yukoners.

Health care is changing across the country, and we are experiencing those changes here at home. Yukon's population is growing and aging, and people are arriving at our hospitals with increasingly complex care needs. These changes require us to continually adapt how we work, how we use our resources and how we plan for the future.

Our teams experience these pressures every day. They respond to changing needs, care for people with complex conditions and find adaptive ways to meet the needs of patients and families. Their professionalism, compassion and commitment is evident in the care they provide every day. We recognize this work can be demanding, and as leaders, we have a responsibility to listen to our teams, understand the realities they experience and work with them to find practical and lasting solutions.

That work is already underway.

Over the past year, we have continued to strengthen our workforce and build capacity across the territory. We have increased nursing staff at our community hospitals, adding an additional nurse to every shift in Dawson City and Watson Lake. This means there are now three nurses on the floor (on every shift) in each community hospital, providing greater support for staff and patients and strengthening our ability to respond to clinical emergencies when needs arise.

This year's introduction of charge nurses means our nursing teams now have the dedicated mentorship and support of an experienced nurse. Our charge nurses help ensure that frontline staff are supported and can focus on what matters most – caring for Yukoners. We have also created an Access & Flow team to improve the way patients move through the hospital system. They are here to make sure patients have everything they need when they arrive at and leave the hospital. Along with our charge nurses, our Access & Flow team is helping to bridge gaps and create a more seamless and safer patient journey.

We are also continuing to build a health care environment that reflects the people and communities we serve. In keeping with our commitment to Truth and Reconciliation, Decolonization and Indigenization, we are working to bring Indigenous ways of knowing and doing into our everyday work. This year, we renamed the inpatient units at Whitehorse General Hospital to reflect traditional Yukon plants. Developed with the guidance of Elders, First Nations partners and care teams, these names recognize the land on which we work and help create a greater sense of belonging for patients, families and staff.

Investment in our hospitals has also allowed us to make important progress in modernizing our infrastructure and resources. This includes additional beds, new equipment and other investments that will help us respond to the changing needs of Yukoners. These improvements are an important part of ensuring

our hospitals are equipped for both the needs we see today, and those we anticipate in the future.

At the same time, we know that capacity will continue to require our attention. We are making the best possible use of the spaces, people and resources available to us, while looking for opportunities to improve how care is delivered across the system. Some of the challenges we face cannot be addressed by hospitals alone. Supporting Yukoners with increasingly complex needs requires strong partnerships across the health and social service system, and we will continue to work with our partners to improve transitions of care in and out of hospital and support people to receive care in the right place, at the right time, with the right resources.

Planning for the future while meeting the needs of today is one of our most important responsibilities. Health care standards and practices continue to evolve, and we must be prepared to adapt with them. This means making thoughtful investments, strengthening our teams, improving our processes and looking for new ways to deliver care. It also means listening carefully to the experiences of patients, families and staff and using what we learn to make our hospitals better.

As the territory's only critical care and diagnostics provider, we carry a unique responsibility to Yukoners. We take that responsibility seriously. Our goal is not simply to respond to the pressures we experience today, but to build hospitals that are resilient, responsive and ready for the future.

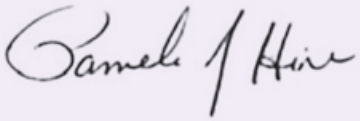
None of this work happens without our people.

To our staff, physicians, volunteers and partners – thank you. Every day, you bring skill, compassion and dedication to the care of Yukoners. We see the effort you make, the challenges you navigate and the many ways you support one another and the people who come through our doors.

The year ahead will bring new opportunities and new challenges. We will meet them with the same commitment that has guided us this year: to listen, to learn, to improve and to work together to provide safe, quality hospital care for Yukoners.

Thank you for placing your trust in Yukon Hospitals. We are proud of the work being done across our hospitals and, most importantly, proud of the people who make that work possible.

Sincerely,



Pamela Hine
Chair, Board of Trustees
Yukon Hospital Corporation



Tiffany Boyd
CEO
Yukon Hospital Corporation

2022-2027 STRATEGIC PLAN

Our Purpose

Safe and excellent hospital care for all Yukoners, for all communities, in all respects, in the North – the Yukon way.

Our Vision

Together.
The best care every time.

Our Values

Working together: Collaboration, teamwork, support, communication and engagement

Equity: Fairness, cultural safety, diversity and accessibility

Compassion: Valuing people, caring, comfort and kindness

Accountability: Reliability, honesty, trust, openness and professionalism

Respect: Acknowledgement, dialogue, patience and responsiveness

Excellence: Quality, safety, dedication, learning and improvement

Our Strategic Commitments

Truth & Reconciliation, Decolonization & Indigenization

We continue to advance efforts to meet our commitment to Truth and Reconciliation, Decolonization and Indigenization. This is about building the relationship with Indigenous Peoples in meaningful ways, taking an intentional look at how we do things to identify barriers to care and working towards making Yukon First Nations ways of knowing, doing and being part of everything we do.

Our People & Teams

Our people and teams are at the center of what we do and enable us to do great things for the people and communities we care for. We must continue to commit to quality, safety, learning, and open communication. We will prioritize health and wellness, encourage teamwork, and develop/grow all of our people in a way that supports our values and commitments. We will continue to build a skilled and representative workforce.



For more information about the 2022-2027 Strategic Plan, please visit yukonhospitals.ca.

Above: Nicole Dillman is the First Nations Health Programs Team Lead at Whitehorse General Hospital.

The People We Care For & Our Communities

We continue to strive for the highest quality, safest care, and ultimately, best outcomes for the people we care for and our communities. This means we will engage people in their care, work to continuously improve, make our hospitals a safe space for every Yukoner and honour individual health choices. We also need to further inclusivity for all Indigenous Peoples and Yukoners who may experience barriers to care.

Resiliency, Sustainability & Integration

In a fast-changing world, building a health system that can withstand and emerge from challenges is a key commitment. This means we need to build and maintain resilient and reliable infrastructure – from continuous supply, critical systems, and modern technology, equipment and facilities. We need to advance the health human resources strategy, sustainably manage scarce resources and be strong stewards of the environment.



Above: The nursing team at Dawson City Community Hospital poses for a photo during National Nursing Week.

2025-2027 OPERATIONAL PLAN PRIORITIES

On an annual basis, our people and teams translate our commitments into activities and initiatives that support hospital operations. This culminates in an overall plan for the hospital system with clear priorities. This is a roadmap for our teams throughout the year to connect to broader system priorities, clarify what we are trying to achieve, guide decision-making, and foster collaboration.

Our 2025-27 operating plan is an honest reflection of the challenges we face, and a strong commitment to action. It recognizes where we've been, where we are today, and where we need to go in service to Yukoners. The plan and its priorities reflect what we're seeing and hearing from our people, teams and communities, and is shaped by the realities of providing care in the North and within limited resources.

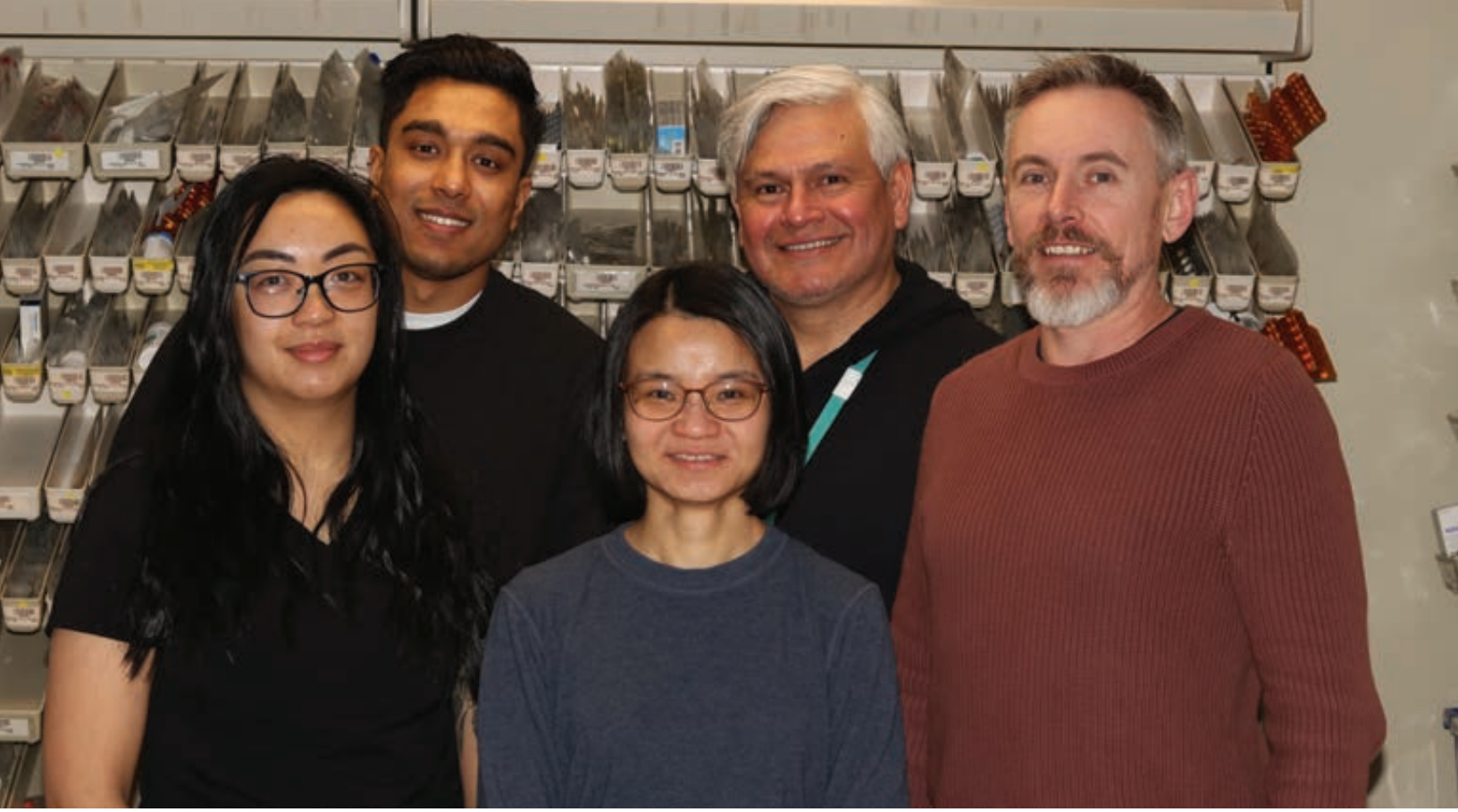
Priorities & Action Highlights

Putting the person and family at the centre of everything we do

Priorities	Action Highlights
▶ Anti-racism efforts	→ Ensure care plans are in place for patients with complex needs
▶ Patient and family engagement roadmap	→ Introduce real-time patient feedback tools (e.g. bedside surveys, digital comment cards)
▶ Strengthen patient feedback process	→ Educating our teams on how to use a trauma-informed approach to care
▶ Patient participation in their care	→ Collaborate with First Nations partners to offer traditional, cultural, and spiritual supports
▶ Traditional and cultural forms of care	→ Work in partnership with First Nations in the communities of Dawson City and Watson Lake to identify and remove barriers to accessing acute care
	→ Maximize electronic capabilities to support patient appointment communications

Investing in, supporting and nurturing our people

Priorities	Action Highlights
▶ Retention and recruitment	→ Implement productivity and scheduling tools to reduce provider burden
▶ Building a culture of safety	→ Continue annual employee engagement surveys and follow-up action plans
▶ Workforce well-being	→ Advance plans to support improved medical report distribution to providers
▶ Ensuring teams have the tools and support they need	→ Commitment to supporting new graduates with entry to practice (e.g. new grad programs)
	→ Commitment to giving staff opportunities to grow and develop within the corporation (e.g. mentorship programs)



Above: Yukon Hospitals' pharmacy team plays a vital role in patient care.

Focusing on quality improvement and safety

Priorities

- Strengthening clinical and corporate policies
- Emergency preparedness and response
- Expand cultural safety and humility training
- Modernize laboratory services

Action Highlights

- → Enhance cyber security measures to protect Yukoner's personal health information
- → Monitor and report on key safety and quality indicators publicly
- → Improve our processes around incident management to ensure we are applying knowledge gained
- → Complete a security review of both community hospitals
- → Build a metric for tracking patient acuity
- → Implement management action plan for Medical Device Reprocessing

Planning for our future

Priorities	Action Highlights
▶ Leveraging technology and innovation	→ Identify staffing needs to respond to growing and aging population
▶ Planning for the expansion of WGH and capital improvements	→ Align staffing models with service demand to ensure the right care, in the right place, by the right provider
▶ Supporting broader health system integration	→ Explore early integration opportunities between YG and Yukon Hospitals to better deliver services
▶ Use our resources to meet current and future needs	→ Complete facility assessments to inform capital planning and future infrastructure investments
	→ Partner with YG infrastructure consultants to support long-term planning for health system needs
	→ Contribute to system-wide clinical service mapping through HTAC to guide transformation
	→ Launch a planning project to introduce acute care nurse practitioners into hospital services
	→ Replace outdated lab equipment with upgraded technology to increase diagnostic capabilities
	→ Prioritize capital maintenance to reduce service disruptions and extend the life of key systems

Telling our story

Priorities

- Celebrating success through stories and actions
- Sharing challenges and lessons learned
- Increase visibility to quality improvement initiatives and results
- Indigenize our spaces

Action Highlights

- → Publish Pulse magazine annually to celebrate staff and achievements
- → Increase storytelling through social media, web, and internal platforms
- → Share transparent updates during issues (e.g. MDR recovery, service disruptions)
- → Publish plain-language versions of major plans and reports
- → Host quarterly town halls and regular all-staff communications
- → Partner with departments on communications for change initiatives

For more information on our current operational plan, please visit yukonhospitals.ca

Below: Our volunteer services team won first place in the 2025 holiday door decorating contest.



THE YEAR IN NUMBERS

The 2025/26 fiscal year ended with overall hospital admissions and occupancy continuing to trend upwards. This reflects the fact that growth and changes in the Yukon's population continues to outpace the capacity of our hospitals. Together with our health system and community partners, we are working hard to respond to ensure hospital care is available when it's needed most. In the face of rising demand for healthcare, system-wide actions are needed to meet the care needs of Yukoners. We are taking meaningful steps, but the situation remains highly dynamic.

Service demand, acuity and complexity of care continue to increase across nearly every area within the hospitals. The acuity and complexity of care means more patients stay in hospital longer, and more Yukoners need more specialized care.

The total number of emergency visits we see at all three hospitals has remained fairly stable with a slight downward trend in terms of total numbers. However, these numbers tell part of the story. Emergency visits for patients with higher acuity and greater complexity are increasing. This continues to create resource pressures for our emergency teams. Inpatient pressures have resulted in admitted patients being cared for in the emergency department, or another non-standard space, while waiting for an inpatient bed. These pressures have an impact on wait times for emergency care.

Looking at our diagnostic services, we see similar pressures. Overall, the laboratory and imaging services completed more tests than in previous years, as a result. Wait times for many of the services continue to increase as well. This reflects the fact that health system needs are exceeding hospital capacity. As inpatient occupancy continues to be pressurized, so too does the need for urgent diagnostic testing, which directly limits our ability to see outpatients. While specifically, the number of MRI scans are down slightly this year compared to last, it represents a shift in complexity of care (more complex patient conditions require more complex testing, resulting in longer times to complete the required diagnostic exams). We acknowledge this trend and are continuing to work with health system partners to address.

Admissions	+3.8%
Patient Days	+3.3%
Medical Imaging Visits	+6%
Lab Visits	+4.2%
Chemotherapy Visits	+9.3%
Emergency Visits	-3.4%
MRI Scans	-1.5%





The number of chemotherapy visits we see is steadily increasing. With more advanced screening and treatment options, patients are living longer with cancer, requiring more ongoing treatments of more complex care. We are working to strengthen the Cancer Care program by adding more resources, but physical space is currently one of the biggest limitations. We continue to work with our health system partners on mid- to long term plans to enhance cancer care in the territory.

These numbers help us focus our efforts where they are needed most. We continue to monitor trends and projections, so we can make sure Yukoners get the best care, every time.

As we look to the year ahead, we are working to increase capacity, optimize resources, and improve services at our hospitals. Together, with our partners, we are planning for the future of healthcare in the territory, while working to meet the needs of today.

Whitehorse General Hospital

	2025/26
Staff	734
Admissions	4,385
Total Patient Days	25,367
Emergency Visits	33,121
Medical Imaging Visits	45,126
MRI Scans	2,966
Outpatient Lab Visits	32,303
Specialist Visits	14,175
Chemotherapy Visits	1,651
Therapies Visits	5,029
Surgeries (Same-Day and Inpatient)	4,435
Births	433





Dawson City Community Hospital

2025/26	
Staff	24
Admissions	86
Patient Days	698
Emergency Visits	2,724
Imaging Visits	581
Laboratory Visits	2,458

Watson Lake Community Hospital

2025/26	
Staff	29
Admissions	85
Patient Days	530
Emergency Visits	3,205
Imaging Visits	599
Laboratory Visits	1,564

Want to track our progress on key performance measures?

You can view our "Balanced Scorecard" by visiting **yukonhospitals.ca** to see how we are doing in advancing on our four strategic commitments.



Above: Beadwork by Tlingit artist Mary Blahitka represents the new names of each inpatient unit. This piece is on the wall of Wild Rose Maternity Care at Whitehorse General Hospital.

Bringing more of the Yukon into our care to make our hospitals more welcoming, accessible and healing spaces.

Over the past 18 months, our people and teams have worked closely with the community to rename all of our inpatient units to reflect traditional Yukon plants. Each plant was chosen for its cultural significance, traditional use, and healing symbolism.

Developed in collaboration with Elders, First Nations partners, and care teams, these names acknowledge the land we're on and help foster a sense of belonging for all patients.

They're more than names, they're part of a healing environment that honours the deep connection between health, culture, and community.

As part of the project, we've painted our walls to match each flower. On the walls of the units, you'll also see beadwork by Tlingit artist Mary Blahitka, depicting the flowers. This work is featured throughout this publication.

Beyond beautification, this work represents our commitment to Truth and Reconciliation, Decolonization & Indigenization. We are working to include First Nations ways of knowing and doing into our everyday work. We know that hospitals historically have not been trusted or felt like safe places for Indigenous people. We are working to change that. We are taking meaningful steps to advance relationships with Yukon First Nations and reflect their culture in our spaces, services, policies and procedures.

We are working to provide greater access to traditional practices and healing spaces in our hospitals. That includes things such as providing traditional food and healing teas, and incorporating Indigenous languages into our spaces.

Through this commitment, we are working together to address systemic racism and ensure our hospitals are safe places for all Yukoners.

Key Highlights: Commitment to Truth and Reconciliation, Decolonization and Indigenization

- Renamed and reimagined of our inpatient units to reflect traditional Yukon plants. This work is done in collaboration with Elders, First Nations partners, and care teams, these names acknowledge the land we're on and help foster a sense of belonging for all patients.
- Planned the development of a cultural fire space at WGH.
- Advanced work to create a healing garden at Dawson City Community Hospital.
- Planned for an outdoor area at Whitehorse General Hospital for cultural and ceremonial activities, including fires.
- Continued to work in partnership with Yukon First Nations to identify and remove barriers to accessing acute care.
- Started work on a cultural safety framework that aligns with and respects broader First Nations-led initiatives.

Find your way and learn more about the story behind WGH's inpatient names at yukonhospitals.ca/new-inpatient-unit-names



Brianna Aitken is a Medical Laboratory Technologist (MLT) at Whitehorse General Hospital. When you get bloodwork done, behind the scenes, Brianna is part of a team that analyzes it to look for anything that might help your healthcare provider identify the next steps for your care.

Originally from Edmonton, Alberta, Brianna found her way to the Yukon and being an MLT when she was upgrading her education with the goal of getting into the medical field.

After finishing her schooling and practicum in Alberta in 2012, she spent Christmas in Whitehorse. She met a few people working at the hospital and got a tour of the lab. She later applied for a six-month term job and got it. This has turned into a longer-term career with our hospitals.

The lab team provides an important diagnostic service that Yukoners rely on more each year. At Whitehorse General Hospital, the number of lab visits is steadily on the rise. That's a key reason we are modernizing the service – to meet the needs of today, while planning for tomorrow. With the support of the Yukon Hospital Foundation's "Love our Lab" campaign, the WGH lab is in the midst of a two-year initiative to upgrade analytical equipment and introduce automation.

By investing in our lab and new equipment, we can reduce individual the touchpoints required for each sample, handle more tests here in the territory, shorten the time it takes to receive results, and ultimately, strengthen care across our hospitals.

As we look to the year ahead, our hospitals will be focused on several infrastructure investments, including the final stages of modernizing WGH's lab, electrical system, and water and steam supports.

We continue to work with government and health system partners to support each other to meet our needs today and into the future. Some of the needs we are working to address include the need for more inpatient and outpatient treatment spaces, including advancement of the next phase of WGH expansion, which will bring modern operating rooms and additional inpatient capacity.

As the demand for healthcare rises in the territory, so does the need to support and develop our workforce. We're in the early stages of exploring ways we can bring Nurse Practitioners (NPs) into our organization. NPs are nurses with additional experience and education that allows them to practice within a broader scope to diagnose illnesses, prescribe medication or refer you to a specialist.

Key Highlights: Commitment to Resiliency, Sustainability & Integration

- Published our 2025-27 Operational Plan to set a clear, unified path forward.
- Worked to improve aging parts of our infrastructure that are critical to cleaning and sterilizing medical devices, and monitoring for quality assurance.
- Advanced plans to modernize WGH lab equipment for on-site analyzing of blood and other specimens.
- Completed initial engagement and planning steps to identify opportunities to introduce nurse practitioners into acute care.
- Opened the eight-bed Fireweed Mental Health Care unit.
- Opened eight new inpatient beds in WGH Dandelion Medical Care (in the space formerly used as the Secure Medical Unit).
- Updated and revised emergency codes to remain responsive to the unexpected and in line with best practices.
- Continued to monitor and report publicly on key safety and quality indicators.
- Worked to improve our processes around how we respond to and learn from critical incidents to ensure we are applying knowledge gained.
- Worked to maximize use of technology for improved quality and efficiency, including advancing work to update our staff scheduling system.
- Continued planning for WGH expansion. The Whitehorse General Hospital expansion project aims to address current projected capacity pressures including increasing demand for surgical services, inpatient beds and intensive care.
- Started work to modernize WGH's laboratory, helping to increase capacity and provide faster test results closer to home.
- Conducted reviews of core building systems to support continuous quality improvement.
- Completed a security review of all three hospitals to identify what is working well and where there are opportunities for improvement.
- Advanced $4.6M of capital projects to support continuity of services. Projects included replacing critical sterilization equipment, new defibrillators at all three hospitals, other clinical and lab equipment, and building system upgrades.

It is through initiatives like these that we build a sustainable, resilient hospital system that ensures the effective use of services and resources.

Want to learn more about career opportunities at Yukon Hospitals?

Please visit yukonhospitals.ca



Hayzln Jobin is already taking meaningful steps towards a future working in health care.

The 18-year-old is a member of a Cree-Métis family from High Prairie, Alberta and grew up in Whitehorse. She recently completed a youth internship with First Nations Health Programs (FNHP).

For Hayzln, the role has been more than a job – it's a first glimpse into the kind of career she hopes to build.

"I can get experience in a hospital, which is something I really want, because I plan to go into the health care field," she says. "So, it's a good first step."

Hayzln has gained a deeper understanding of the care our hospital provides. For her, she was able to work with support workers offering counselling and advice, help coordinate safe transition from hospital to home, and develop good rapport with patients and their families.

This is one way we demonstrate our commitment to our people and teams – today and tomorrow – and building a workforce that represents the communities we serve.

Our team takes immense pride in caring for Yukoners and our communities. We are focused on staff growth and well being, building a culture of safety, and making sure our teams have the tools they need to do this incredible work. These efforts are critical to fostering a culture where people feel heard, supported, and empowered to contribute to ongoing improvement.

We are deeply proud of our people and teams and the work they do day in and day out. As health care becomes more complex, it is their professionalism and perseverance that is making a difference for Yukoners.

Want to learn more about youth internships with First Nations Health Programs?

Email: scott.longman@yukonhospitals.ca

Key Highlights: Commitment to Our People & Teams

- Introduced Charge Nurses across all departments and facilities to add senior nursing support for patient care and mentorship for staff.
- Added an additional 24/7 Registered Nurse at the community hospitals, so now there are three nurses on the floor around the clock.
- Continued to recruit and support First Nations Youth interns and identify pathways to work experience and employment in health-related careers.
- Supported new graduates from nursing school - Licensed Practical Nurses (LPNs) and Registered Nurses (RNs) – to enter the workforce.
- Supported licensed practical nurses to advance in their nursing education to become Registered Nurses.
- Added additional 24/7 security support through a third healthcare security officer at WGH on the floor around-the-clock.
- Supported an Internationally Educated Nursing (IEN) mentorship program to help IENs practice in the Yukon.
- Supported learning opportunities and work placements for students in clinical and non-clinical program areas.
- Partnership with the Department of National Defense to provide clinical learning opportunities in nursing, allied health and physician services.
- Completed initial planning project to explore the feasibility of introducing Nurse Practitioners into the Yukon Hospitals' care teams.



With decades of experience, Charge Nurse Lisa Ross is committed to helping Yukoners get the best care possible.

Lisa is a long-time Registered Nurse in the Emergency Department and Blue Bells Intensive Care at Whitehorse General Hospital. In her role as Charge Nurse, she leads patient care across these critical care areas of the hospital, coordinates with inpatient care to support the transition of admitted patients, supports and mentors staff, and works hand in hand with the care team at the bedside in times of high demand.

In 1989, Lisa was fresh out of nursing school when she started working at WGH. From maternity to surgical care and now critical care, Lisa has done it all. Now, she is using that passion and experience to support other nurses in their own professional growth.

“I see the charge nurse as a mentorship role, as a leadership role, and also as an assistance role, says Lisa. “It is about making sure that people are able to do their job effectively.”

Charge Nurses are common throughout the Canadian health system, playing a pivotal role as standards, complexity and acuity evolve. As our territory evolves, we are working to continuously improve the quality of care at our hospitals – striving for the highest standard of care every time.

We are engaging people in their care to ensure we respect their needs and values. At Yukon Hospitals, patients guide decisions about their care. We are committed to listening to and learning from patients, so they feel heard.

Through this commitment, we will further inclusivity to support positive outcomes for all Yukoners.

Key Highlights: Commitment to The People We Care For & Our Communities

- Established a First Nations Cancer Care Navigator role to provide emotional, cultural, and logistical support to First Nations, Inuit, and Métis patients throughout their cancer diagnosis and treatment. This role is part of our Cancer Care team which includes navigator support, nurses, pharmacists and physicians.
- Introduced a ceremonial drum to Karen's Room. Patients can use the drum to mark the completion of their chemotherapy journey. When played, the drum represents the sacred heartbeat and connection to the circle of life.
- Increased resources for the cancer care program to offer additional service/treatment day during the week.
- Implemented of a "happy or not" terminal in the WGH outpatient laboratory. Patients can quickly rate their experience on the way out of the lab.
- Implemented a patient experience survey in WGH's Dandelion Medical Care – to date we've received about 30% response rate, >90% satisfaction and valuable feedback to continuously improve.
- Launched a real-time wait time tracker for the WGH outpatient lab.
- Expanded laboratory testing in Community Hospitals for post-vasectomy patients – reducing their need to travel to Whitehorse.
- Created an Access & Flow team to improve coordination of care, improve patient experience, and allow nurses to focus on patient care. The team helps support you as you move through your health care journey. They make sure you have everything you need when you arrive at and leave the hospital.
- Published quarterly performance measures on our website and important updates and stories on our social media channels, so Yukoners can see how the hospitals are doing, get to know members of their healthcare teams, and plan ahead for hospital visits.



SELECTED FINANCIAL HIGHLIGHTS

Yukon Hospital Corporation ended the year with an unconsolidated surplus of $340,000, representing the financial position of hospital operations and 0.002% of the total annual unconsolidated budget.

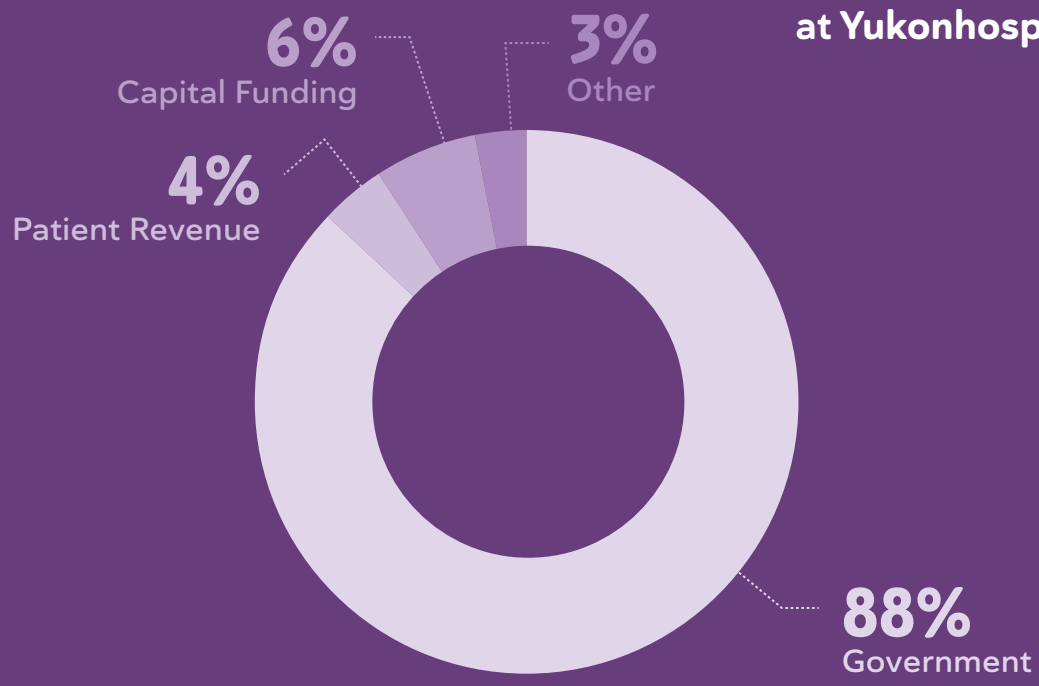
The consolidated year-end position was $1.036 million. This figure includes YHC's hospital operations as well as the YHC Pension Plan, First Nations Health Program, and Yukon Hospital Foundation.

Overall, YHC managed its budget within a very narrow margin while continuing to respond to complex operational and financial pressures. This reflects ongoing attention to financial management and the responsible use of public resources.

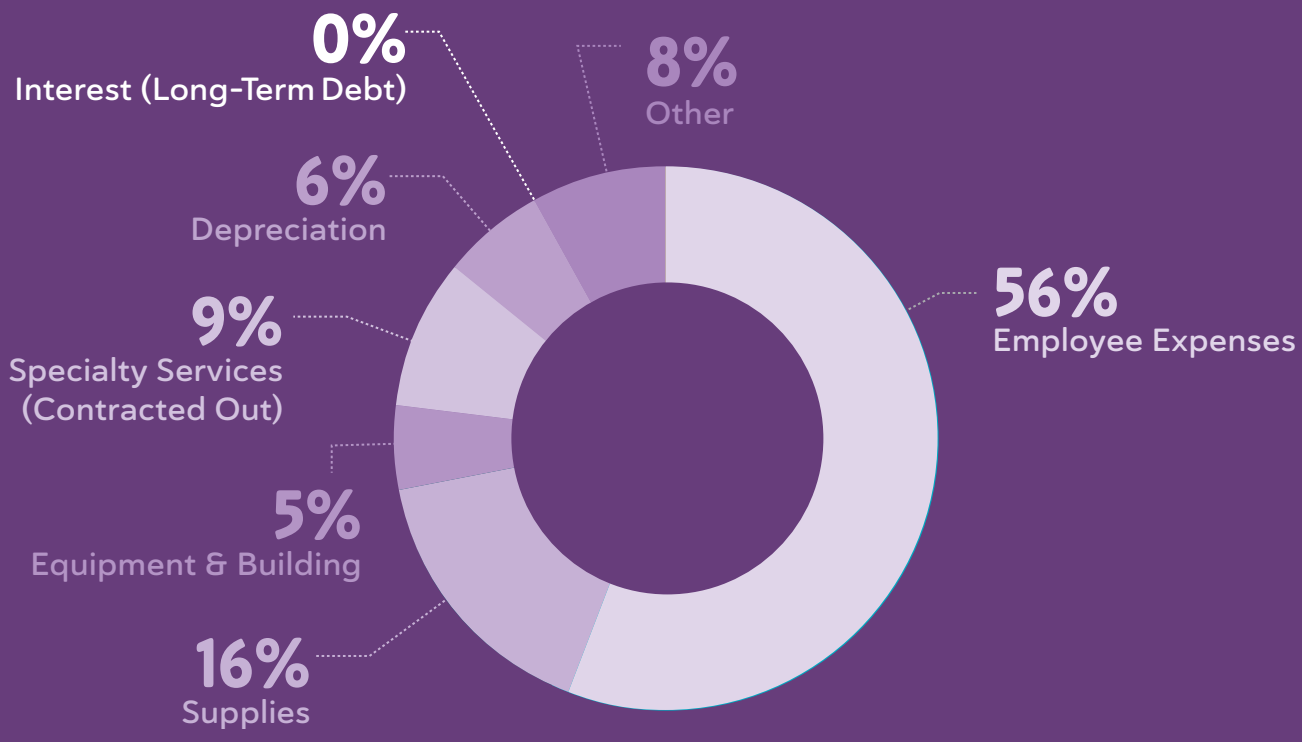
As we look toward the years ahead, the environment remains dynamic and the system needs to remain responsive. This means ongoing investment is needed to meet the health care needs of Yukoners. Operating expenses continue to rise, putting more pressure on our health care system, which is already strained by increasing service demands. By investing in our hospital system, we can grow and evolve with the Yukon's population to provide safe and excellent hospital care.

Revenue Sources

Full audited financial statements available at Yukonhospitals.ca



Expenses





Selected Financial Results (as of March 31)

Financial Results (in 000s)	2026	2025	2024	2023	2022 (restated)
Operating Revenues	159,892	146,522	144,396	112,501	109,798
Operating Expenses (excluding pension adjustment)	158,517	142,075	135,452	121,550	109,734
Surplus of revenues over expenses before pension	1,375	4,447	8,944	(9,049)	64
Pension Adjustment	(339)	2,744	6,373	7,053	4,734
Total Surplus of revenues over expenses	**1,036**	**7,191**	**15,317**	**(1,996)**	**4,798**

Balance Sheet Data

Assets					
Current Assets	34,234	30,665	30,271	17,109	20,953
Accrued pension benefit	71,904	72,243	69,499	63,126	56,073
Capital assets	168,372	171,612	167,159	161,817	162,952
Other	3,663	8,599	13,803	18,804	18,817
Total assets	**278,173**	**283,119**	**280,732**	**260,856**	**258,795**

Liabilities					
Current liabilities and short-term debt	31,449	37,939	45,172	45,230	44,029
Deferred Capital	169,258	169,335	166,260	162,007	159,219
Other	4,567	3,982	4,628	4,264	4,196
Total Liabilities	**205,274**	**211,256**	**216,060**	**211,501**	**207,444**

Net Assets					
Net Assets	72,899	71,863	64,672	49,355	51,351
Total Liabilities and Net Assets	**278,173**	**283,119**	**280,732**	**260,856**	**258,795**

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