



President & CEO's Report to the PSFDH Annual General Meeting Tuesday, June 27, 2017

Guests, Volunteers, Board of Directors, Staff and Physicians, it is my honour to welcome you to the 2017 Annual General Meeting of the Perth and Smiths Falls District Hospital.

I can say with all honesty that 2016/17 has been a remarkable and very busy year here at PSFDH. There are so many things that we can be proud of including the challenges that we have faced and the hurdles that we have overcome together. Facing challenges would be impossible if it was not for the amazing people that I am lucky to work with and for. So as opposed to ending with thanks I have chosen to start that way. When asked by friends and family how I like my role as CEO at PSFDH I always find myself starting to talk about the people who make up this great organization. We have talented and committed Board of Director members who are exceptionally supportive of the work that is done here. Our outgoing chair, Richard Schooley, is someone I have come to respect deeply. Richard I am thankful for your wisdom and also for your kindness. I am also thankful to be working with our incoming chair, Donna Howard, who has such great energy and compassion, Donna I know that the next few years will continue to be one of successful endeavours for our organization with you at the helm of governance.

There are not enough words to say about Karen Kelly, executive assistant, you are talented, smart, and a pleasure to work with every single day and I can't imagine how I would survive without you! Nancy Shaw, Michele Bellows and Brian Allen; each of you bring such a wealth of knowledge and dedication to our senior leadership team, there is not one day that goes by where I am not happy that we are team. Stephanie Giroux has stepped into the complex and challenging role of administrative assistant this past year and I think you are an amazing young woman, thank you for all you do. This year also saw a change in medical leadership as Dr Peter Roney stepped down as chief of staff after many dedicated years. Dr Kate Stolee, although you are new to the role, you have been nothing short of impressive in my book and I look forward to working with you for years to come.

I am also very proud of the management and director team we have here in our hospital and at Lanark County Mental Health, Lanark County Support services and Lanark County Sexual assault Domestic Violence Program, small but mighty is how think of you, and when I look at the quality improvements this year I know that each and every one of you have contributed great things not to mention keeping everything operational day in and day out. I must also thank our auxiliaries, volunteers and foundations who all continue to be nothing short of amazing in terms of what they contribute and how they support PSFDH. Last but not least, are of course our staff (some of whom you will hear first-hand about momentarily) and physicians, none of the good work would happen without you, you are truly the drivers of all the great care and care support that happens in our organization.

Not long ago I challenged the hospital managers to think of a few things that they are most proud of that happened in their departments in 2016/17 in terms of improvements in quality of care, patient experience or the health of our organization overall and then to create a summary for a story board about those things. The results are the basis of this year's annual general report. You can see by the sheer volume of these few examples, from each of our managers and their teams, that we have made some incredible improvements and this is literally the tip of the iceberg. There are also an impressive number of quality and service improvements that have been made at LCMH, LCSS and in our SA/DV program. An exhaustive list of the many things that are propelling us forward would fill many pages. I am also incredibly pleased of the things we have been doing in terms of patient and family centred care. You heard from Sue Turnbull, one of our patient and family advisors and members of our Patient and Family Advisory Council, about how the council works and influences decisions regarding patient care from processes to policies. We have made huge strides, in my estimation, due to the number of major initiatives that we have accomplished like transfer of accountability, family presence policy implementation and our unique and robust PFCC staff education program. Again an exhaustive list would fill many pages.

2016/17 challenged us in terms of sustainability as we dealt with the volatility of the funding formula. We were successful in achieving the fourth surplus in a row which has allowed us to continue to pay down debt. Our finances for this year will require careful attention as well but we did have a bit of good news in terms of the Ministry of Health and Long term care understanding that our hospital sector, the medium sized hospitals in Ontario, are particularly at risk if there is fluctuation in volumes. Advocacy from many sectors including the Ontario Hospital Association was important in this message being delivered and heard.

We are poised for an eventful year in 17/18. Some major milestones will be our accreditation survey in October, the fruition of some LHIN wide projects like the fractured hip project and the Chronic Obstructive Pulmonary disease LHIN wide care pathway and of course the receipt by the hospital boards in the SE LHIN of the health information systems value based analysis and recommendations for the future. We will also be renewing our mission, vision and values and taking a fresh look at our organizational strategies something that I hope that will speak to each and every one of us no matter what role we have at PSFDH. At the same time we cannot lose sight of our reason for being, the acute hospital care that we deliver to patients and those who support them at PSFDH and the people we support in the other important parts of our organization who require community mental health services, support living with a developmental delay or those who have experienced sexual or domestic violence. This needs to be front and center of all that we do individually and collectively. It is not just an accountability we all have but a deep commitment to achieving excellence that will set us apart and help us achieve our goals and objectives in 2017/2018.

Thank you and respectfully submitted,
Beverley McFarlane
President & CEO