

**Report of the President & CEO
Annual General Meeting 2019**

On behalf of all of the staff and professional staff at Perth and Smiths Falls District Hospital, it is my pleasure to welcome you to the annual general meeting. It is with great pleasure that I have the opportunity to address you at this special session.

Although I have only been part of the hospital family for the past month, the success of the 2018/19 year at Perth and Smiths Falls District Hospital is evident throughout the organization. Even in my short time, I have been uniformly impressed with the relentless focus on the patient and family experience and the pursuit of delivering high quality care. It is clear to me that our volunteers along with the entire staff across administrative, management, clinical, support services and our professional staff are fully committed to the vision of “Exceptional care and patient experience - Every Patient – Every Time”. This is because we know that we are providing care to our family, friends and neighbours.

It comes as no surprise, that Ontario’s Health Care system is in the midst of significant and indeed disruptive transformational change. As mentioned by Donna Howard, there will be substantive changes in the organization and structure of our health system (including the development of Ontario Health Teams), along with important changes in the population that we are providing care, and indeed, in our health care providers who are providing this care. We must not be afraid of these changes; instead we need to embrace them and participate and provide leadership in all initiatives that will improve the health of our communities. The ongoing success of Perth and Smiths Falls District Hospital in the midst of past changes is a testimony to the resilience of the organization, and I have confidence that the hospital is well positioned to excel in this new environment.

But let’s consider some of the successes in the last year. For the fifth consecutive year, the hospital has operated with a balanced budget and has been able to generate a small surplus that has been used to pay down existing debt. Despite being one of the most efficient hospitals in Ontario, there continues to be significant volatility in the hospital funding formula that has been making it increasingly difficult for PSFDH from a budgetary perspective. We will be continuing to work with the Ministry, LHIN, and other hospitals to ensure that we have the needed funds to meet the needs of our community.

In terms of how the hospital has performed, for most of 36 balanced scorecard indicators, there is clear evidence of continuous improvement with 81% of indicators either meeting or close to target based on Q3 data. In reviewing the progress toward the current strategic plan, of the 13 strategic goals in the 2018/19 operational plan, 9 of the goals are either on track or have been fully implemented. 4 goals continue to be actively worked on both within the organization and with our external partners and we will be beginning work on an additional 35 projects this year. This is really an outstanding level of success that is a credit to the entire hospital family. Building on this success, we are well positioned for ongoing success as we enter the 3rd year of our strategic plan.

Further to what the Board Chair has mentioned, the hospital continued to focus on improvement in our patient and family experience in 2018/19 founded on a philosophy of Patient and Family Centered Care. In fact, Perth and Smiths Falls District Hospital continues to be a leader with the incorporation of Patient

and Family Advisors throughout the organization. Their advice is critical to the functioning of our many operational and governance level committees and always makes the decisions we make together better. So, like the Board Chair, on behalf of the hospital, I want to extend a special thanks to our patient and family advisors for their amazing and irreplaceable contribution.

In order to attract and retain the best physicians, nurses, staff, therapists and other health care professionals, it is essential that the Perth and Smiths Falls District Hospital has the most up-to-date and modern capital medical equipment. The capital needs of our hospital are significant. Since the Ministry of Health does not fund capital medical equipment, it is only through the generous support of our community through the auxiliaries and our two foundations - the Great War Memorial Hospital Foundation and the Smiths Falls Community Hospital Foundation – that we are able to respond to this need. One example of new medical equipment in the last year was the Hana bed which is critical to supporting the best care of our orthopedic surgery patients. So to our volunteers, auxiliaries, foundations, and our new municipal partners who are part of the Core Capital Initiative – from all of the staff and professional staff at Perth and Smith Falls District Hospital – please accept a sincere and heart felt gratitude for enabling us to continue to look after our family, friends and neighbours.

An important part of the hospital's ongoing success will be the partnerships that we build with other organizations and the community. Perth and Smiths Falls Hospital also has a special sponsorship relationship with two community- based organizations.

Lanark County Mental Health is a community-based mental health service responding to adults and transitional aged youth in the county who experience mental health concerns. Beginning last year, in collaboration with the Lanark OPP and the Smiths Falls Police, LCMH (received financial support from Proceeds of Crime and Criminal Injuries Grants) enhanced rural mental health crisis services, interventions through an innovative community-based response. With Registered Mental Health Nurses working within the Lanark County OPP and Smiths Falls detachments, proactive approaches blended existing programs to increase the capacity of first responders to attend to complex mental health situations so that persons in need of mental health services are provided with an assessment and referral at first contact with police. This collaborative partnership and co-location has improved crisis response in Lanark County and has reduced emergency room presentations for these people. In addition, new changes in office locations in Smiths Falls in 2018 and in Carleton Place in the next few weeks will improve accessibility of clients to LCMH programs.

Finally, there has been a change in leadership at LCMH following the retirement of Diana McDonnell at the end of May this year after 22 years of outstanding service to the agency. As we thank Diana, we also welcome Rebecca Fromowitz as the new Executive Director who will provide leadership and continue the amazing success of this organization.

Lanark County Support Services is another organization sponsored by our hospital. LCSS offers supports and services to individuals with developmental disabilities including life skills, activity centres, transition support services, housing related services and a variety of other services. In addition to the excellence of their ongoing work, a major excursion to Disney World in Florida was undertaken for over 30 clients with varying ranges of disabilities. In addition, in 2018 LCSS assumed operation of the Gathering

Grounds Café in Carleton Place the purpose of which is a social enterprise to provide opportunities to individuals with developmental disabilities by removing the traditional employment barriers, by providing individuals with experience in the work environment, training/skill development along with the possibility for further employment opportunities. This is another innovative initiative that helps a very important component of our community.

Finally, as with LCMH, LCSS has seen new leadership and the Perth and Smiths Falls District Hospital welcomes Heidi Bedor as the new Executive Director while we acknowledge the profound legacy and dedication of Debi McEwen who was with the agency since 1981.

In addition to the amazing volunteers, staff and professional staff at Perth and Smiths Falls District Hospital, I want to lift up to you the Board of Directors of the hospital. This group of volunteers, who are ably led by Donna Howard as Chair, are Motivated, Engaged, and Inspired and they passionately and generously give of their time and skills. Their governance role has been essential to the success of the hospital of the last year.

Finally, but certainly not the least, the hospital has a very gifted senior management team consisting of Nancy Shaw, Brian Allen and Dr. Kate Stolee as Chief of Staff, in addition to Rebecca Fromowitz (LCMH) and Heidi Bedor (LCSS). Karen Kelly is our Executive assistant who expertly supports and coordinates all of the work of the CEO office and Board of Directors. Thank to our Board and Senior Leadership team for your outstanding contribution to the success of the last year.

Finally, on a personal note, I know that I have very difficult shoes to fill. Beverley McFarlane provided extraordinary leadership to this hospital for the last many years and it will be difficult to emulate. I know I can count on the support of our team and our hospital family as we strive to improve the health of our community and provide the highest level of care to our family, friends and neighbours.

Thank you.

Respectfully submitted,

Dr. Barry Guppy
President and CEO