

Report of the President & CEO Annual General Meeting 2018

The year 2017/2018 at Perth and Smiths Falls District Hospital (PSFDH) proved to be one of success and very importantly in depth planning to craft future strategies. These strategies are critical if we are to remain a vibrant organization meeting our accountabilities to our partners and our community in the future. There are challenges that we face daily but also milestones that deserve recognition.

One of our sentinel goals at PSFDH was achieved when the hospital was granted accreditation with exemplary standing. Accreditation is an in depth review by Accreditation Canada surveyors who were on site for four days in October, 2017. They gave us an incredible score of 99.9 % when they reviewed close to 1975 practices both required and recommended.

We have taken giant steps forward in our approach to Patient and Family Centered Care (PFCC). These steps included embedding Patient and Family Advisors into many committees and groups including operational committees and Board of Director Committees. We are now being considered a hospital that other organizations come to for advice regarding the journey that has brought us as far as it has. Our achievements in the realm of PFCC also gained us high praise from our Accreditation Surveyors.

Maintaining a positive fiscal position and balanced budget despite the volatile funding formula has allowed us to further pay down accumulated debt. This is the fourth consecutive year that we ended our fiscal year with a surplus that was used for debt repayment.

Lanark County Mental Health (LCMH) continues to serve well and creatively the people in Lanark County requiring community mental health services. This is achieved through continuous agile program planning and vigilance in seeking opportunities to bring new innovative programs to our catchment area. One of these opportunities has led to LCMH being involved in a research study to help those individuals who have hoarding issues. LCMH has moved to a new location that is much better for both clients and staff.

Lanark County Support Services (LCSS) continues to serve 145 people in Lanark County with amazing dedication and success. In addition to many day programs like job placement and transition programming for young adults leaving the school system and requiring adult services. LCSS also continues to open new doors and opportunities for some of our clients by increasing the number of supported living environments.

None of what we do at PSFDH, LCMH and LCSS is achieved without our amazing and dedicated team of staff, physicians, board members, volunteers and community partners. From the point of care and service to the boardroom we are blessed with high calibre individuals who together form an incredible team.

I would be remiss not to mention the people who I work very closely with and rely on. They are truly a first class senior leadership team and include: Brian Allen, Michele Bellows, Nancy Shaw and Dr. Kate Stolee (PSFDH), Diana McDonnell (LCMH) and Debi McEwen (LCSS). Of course nothing happens in an

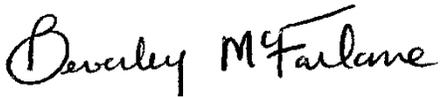
organization our size without an amazing Executive Assistant, Karen Kelly, who coordinates much of the work of the CEO and the Board of Directors.

Viewing the health care system as a patient, something that has become part of my current journey, has allowed me to experience health care in a very personal way. From this perspective I can honestly and proudly reflect that we are on the right track. Patient/Client and family centeredness makes a huge difference for me in terms of experience and the feeling that I am receiving safe, world class care.

Looking forward we will need our community to truly understand how we operate and what support we will need to continue to provide exemplary care and service in the future. Our vital partners in this endeavour remain our foundations, the Great War Memorial Hospital Foundation and the Smiths Falls Community Hospital Foundation and our auxiliaries and volunteers at our two hospital sites in Perth and Smiths Falls.

I would also like to recognize our very dedicated Board of Directors. They provide outstanding governance led by Chair, Donna Howard. They are talented, experienced, curious and volunteer a great deal of their time to ensuring that we meet all of our accountabilities from provincial to local levels

Respectfully submitted,



Beverley McFarlane
President and CEO