



S O U T H L A K E
REGIONAL HEALTH CENTRE

BOARD OF DIRECTORS – MEETING SUMMARY

Thursday, May 26, 2016

A meeting of the Southlake Regional Health Centre Board of Directors was held on Thursday, May 26, 2016. Prior to the commencement of the Board meeting, Directors participated in a tour of the hospital's Pharmacy.

The meeting was properly constituted with 16 members participating. Special guests included Ms. Kathy Bitove, Chair, Patient & Family Council (PFAC), Mr. David Walker, Director, Paramedical Services and Ms. Patti Ferguson, Manager, Pharmacy.

A special presentation was made by Ms. Bitove who presented the definition of the “Ultimate Patient Experience” – “My Ultimate Patient Experience... Being Wow'd By You! Always... respect me; hear me; involve & engage me; honour my time; strive to keep me safe and be compassionate – I am a person”.

Ms. Ferguson and Mr. Walker highlighted a “Patient Story” which focused on Pharmacy staff interactions with patients and their families and various outcomes.

Dave Williams, President & CEO provided an update of:

- The Hospital/Foundation Joint Implementation Team (JIT)
- The Southlake Regional Health Centre & Royal Victoria Regional Health Centre partnership
- Central Ontario Healthcare Procurement Alliance (COHPA)

A Board education session/strategic discussion took place regarding Southlake's scorecards and how these scorecards interact:

- Corporate scorecard
- People scorecard
- Financial Key Metrics – trends vs. targets
- Capital projects

The Board of Directors received the following reports:

- Community Awareness Committee
- Board IT Advisory Committee
- Audit Committee
- Fiscal Advisory Committee
- Governance Committee
- Board Committee on Quality
- Finance & Property Committee
- Southlake Regional Health Centre Foundation Report
- President, Medical Staff Association
- Chief of Staff

The Board approved the following:

- The audited financial statements ending fiscal year March 31, 2016 and accepted the year-end auditors communication
- The appointment of Deloitte as auditors for the year 2016/2017
- The Board policy on “Confidentiality”

Upcoming meetings of the Board include:

- **Wednesday, June 22, 2016**
 - Board of Directors' Meeting
 - Annual General Meeting
- **Thursday, September 22, 2016**
 - next regular meeting of the Board