

**Chair of the Board Report
Southlake Regional Health Centre**

**2018-19 Annual General Meeting
June 19, 2019**

On behalf of the Board of Directors of Southlake Regional Health Centre, I am delighted to welcome you to our Annual General Meeting (AGM) for the year ending March 31, 2019. While the focus of this meeting is a celebration of our successes over the last year, we also acknowledge our ongoing challenges and our exciting vision for the future. .

Let me begin by telling you all that I am honoured to have served as your Board Chair for the past year. During my first year in this role, I feel proud of everything we have accomplished, especially when the healthcare system is undergoing significant flux and change.

We have worked hard as a team - involving our communities, key stakeholders, partners, our employees, the Board, hospital leadership to create and launch a new 2019-2023 Strategic Plan for Southlake with refreshed values and well-defined strategic goals. This plan was deliberately constructed to align with the anticipated needs for more integrated healthcare delivery across acute care and community-based care.

At our last AGM, a new government had just been elected and it was not clear what their direction for the healthcare system would be. Now that the system transformation has begun, the Board is reassured that our new Strategic Plan has positioned Southlake to not only accommodate the coming changes, but to be a leader in implementing them.

Our Senior Leadership Team is already building the partnerships to form an Ontario Health Team— hopefully one of the first in the province as part of the government’s new approach to local integrated care delivery.

The early success of the Southlake@home prototype initiative shows that we, along with our partners, can improve the system and provide seamless transitions for patients to get home with the right supports in place. Southlake@home continues to receive significant attention both from government and healthcare organizations across the province – showing early traction in reducing our ALC days rate for these patients.

The Board is also excited to see the development of a new Master Plan that will be submitted to the Ministry in late 2019. This is a plan that will help Southlake to map out and plan our growth needs such that we can continue to provide the best experiences for patients and families in the communities we serve.

We also want to recognize the success Southlake has seen in achieving “Go-Live” on December 1, 2019 in implementing our new Health Information System to streamline access to patient records and improved care in partnership with Markham Stouffville Hospital and Stevenson Memorial Hospital.

We have continued our journey in creating an environment where the best experiences happen for our patients and their families. We had a very successful Patient Experience Week in April. We are sharing patient stories in the Board Room, at program committees and at huddle boards with front line staff in an effort to celebrate our successes, recognize our staff and identifying areas where improvements have been made. We have implemented real time patient surveys to support “point of care resolution.” We have 75 Patient and Family Advisors, 9 Patient and Family Advisory Councils across the organization supporting meaningful work including our master planning, quality and safety projects right up to providing their voice and input to the Board Quality Committee.

We are still working to address our space and funding needs. The Board has supported a more vocal advocacy approach around our capacity challenges, recognizing our space is too small, with funding inadequate to meet the needs of our growing communities.

We are appreciative of the Ministry’s commitment to fund temporary surge beds at Southlake, a second Restorative Care Unit, and to work with us to get the approvals in place for the expansion of 12 additional beds for our adult inpatient mental health unit. These desperately needed beds are a lifeline for our growing population of mental health patients who seek hospital care. The Board will continue to support and advocate for Southlake patients.

A recent workplace review of our Emergency Department has highlighted areas for improvement to ensure a welcoming and healthy workplace. We are committed to the recommendations and will remain focused on sustaining these improvements.

The Board is pleased with the financial performance of Southlake, as we ended another year with a balanced budget. Strong financial results have been achieved in recent years through the efforts of staff, physicians, our senior team and Board members. The Board acknowledges the sacrifices that have been made to achieve financial stability and appreciates everyone’s dedication to the long-term sustainability of the organization.

We anticipate another year of rapid change for Southlake, at a time where we are seeing a fundamental restructuring of healthcare in Ontario. We are excited for what comes next in our journey to always provide the best experiences for patients and families. It has been an amazing opportunity for me to serve as your Board Chair for the past year and I am looking forward to offering my continued support in 2019/20.

Sincerely,



Debra Dobson
Chair of the Board