

**Report from the Chair of the Board
2023/24 Annual General Meeting
June 19, 2024**

I am pleased to provide my report for the fiscal year 2023/24. Southlake is celebrating 100 years of leading edge care in our communities this year. And over those years, our organization has grown from humble beginnings into one of the largest hospitals in the province, ranked by Newsweek in the top ten best in Ontario.

2024 marked the successful conclusion of our 2019-2024 Strategic Plan. The plan helped guide our priorities and transformed Southlake thanks to our team's support. Over the past five years, Southlake has experienced tremendous growth. A leader in the shift towards integrated care, our programs and initiatives have served as the model for partnerships with other organizations in Ontario's healthcare system. In partnership with the Northern York South Simcoe Ontario Health Team, we are collaborating to improve access to care and patient experience for communities across the broad geography we serve.

On behalf of the Board, I would like to offer my sincere appreciation to every member of the Southlake team. Our staff, nurses, medical staff, volunteers and Patient & Family Advisors rallied together again to achieve numerous exciting accomplishments.

Southlake received our highest result ever during our 2024 Accreditation, a testament to how quality and safety permeate every aspect of our organization. This past year, we were proud to be designated as a Level III Trauma Centre, which means more people can receive life-saving care, closer to home – when minutes matter most. Our Regional Cardiac Program is experiencing an exciting period of renewal and we announced an expansion project for the Emergency Department. Our Medicine Program continues to provide compassionate care to our growing and aging communities, with a focus on our seniors population.

The Surgery Program was recognized again by the American College of Surgeons as one of 78 hospitals across North America delivering meritorious patient outcomes in surgical care. The new mental health spaces opened last year have fully integrated into the program, providing additional beds and a better patient experience to support healing. Working with obstetricians and gynecologists in Southlake's Maternal Child Program, we were able to spotlight their services through a new digital marketing campaign highlighting their vital contributions literally helping to grow the community.

Our partnerships with Princess Margaret Hospital and SickKids are also reducing the need for patients to travel downtown for care and bringing the expertise from these leading organizations to our communities as well. We also signed a Memorandum of Understanding with York University and look forward to multiple areas of collaboration.

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Last year we continued our fruitful partnership with the Foundation. Many of Southlake's accomplishments in 2023/24 were made possible through the generous support of community volunteers and donors. Countless patients and families have already been impacted by York Region's first PET-CT scanner and other critical equipment that community philanthropy helped provide. Thank you to everyone who has supported Southlake.

As we look forward to the next 100 years of care at Southlake, we remain steadfast in our commitment to providing leading edge care. With many exciting transformative initiatives on the horizon, we will continue to celebrate our pride of people, place and performance. As always, we remain focused on our pursuit of building healthy communities through outstanding care, innovative partnerships and amazing people.

Sincerely,



Marilee Harris
Board Chair