

**Report from the President and CEO
2023/24 Annual General Meeting
June 19, 2024**

Welcome to our Annual General Meeting for 2023/24. I am pleased to provide my report for the past year. For many years, I have respected Southlake from afar, admiring the organization's well-deserved reputation for high-quality services, innovative models of care and leadership in system transformation. Since January 2024, I have had the immense honour of serving as President and CEO, which has afforded me countless opportunities to see this reputation for excellence first-hand.

2023/24 was another year of achievement for teams across Southlake. The report from our Board Chair and our Annual Report highlight many of these accomplishments and the impact they have had for the communities we serve.

As always, I would like to thank our Board of Directors for their steadfast guidance and support. Our partners at the Southlake Foundation, along with their dedicated community volunteers, have continued to enable our organization through philanthropy. Our partnership with the Foundation is more important than ever as we look to the next 100 years of leading edge care in northern York Region and southern Simcoe County.

2024 marks Southlake's centennial anniversary. For the last 100 years we have provided leading edge care to our growing communities, marked by a pride for people, place and performance. 2024 also marked the successful conclusion of our 2019-2024 Strategic Plan. We were pleased to share a report summarizing our accomplishments for our communities and partners.

Our teams achieved the highest score ever from Accreditation Canada for quality and safety this year. Newsweek recognized Southlake as one of the top ten hospitals in Ontario – for the sixth year in a row.

Southlake has been a leader in integrated care for a number of years. In 2024 we helped to form the Northern York South Simcoe Ontario Health Team, a voluntary amalgamation of two previous OHTs to better serve the varied needs of communities across the catchment area. I look forward to continuing to partner with the OHT to better support the communities we serve.

We know that Southlake's greatest asset is its people. Nearly 6,000 staff, nurses, medical staff and volunteers come together to provide and support leading edge care. As we celebrate 100 years at Southlake, I am often reminded that all of our achievements are the result of dedicated and compassionate people working together for patients.

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Southlake has grown tremendously over the years and we are much more than just a hospital. We provide and support care across the spectrum of healthcare services, from primary care and prevention to transitional care, community-based care and care in the home. We're the largest employer in Newmarket, and a significant contributor to the communities' social and economic health.

In the later part of the year we started to engage internally and in the communities we serve as part of the development of a new strategy for Southlake. Ontario's healthcare system has never faced more significant challenges. To meet the growing needs of our communities, our new strategy will be rooted in proven successful principles of population health management and distributing care closer to home. These approaches have guided organizations in other jurisdictions to provide better care and experiences, enhance efficiency and address health equity challenges.

A centennial anniversary is an exciting opportunity to reflect on our history of excellence and contemplate what we can achieve, together, in the future. Thank you for being a part of our story. We look forward to continuing this journey with you in the year ahead.

Sincerely,



Paul Woods, MD
President and CEO