



MUSKOKA ALGONQUIN  
HEALTHCARE

# 2015 Annual General Meeting

Corporation of Muskoka Algonquin Healthcare  
Monday, June 22, 2015



Standing Rules

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# **CALL TO ORDER**

# Approval of the Agenda



## *Motion*

THAT the agenda for the June 22, 2015 Annual General Meeting of Muskoka Algonquin Healthcare be approved.

# Approval of the Previous Minutes



## *Motion*

THAT the minutes of the June 23, 2014 Annual General Meeting of the Corporation of Muskoka Algonquin Healthcare be approved.



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# REPORT OF THE BOARD CHAIR

# Meet the 2014/15 Board



## *Elected Directors*

- Charles Forret
- Evelyn Brown
- Philip Matthews
- Larry Saunders
- Cameron Renwick
- Brenda Gefucia
- Kevin King
- Gregg Evans
- Joe Swiniarski
- Nicholas Popovich
- Donna Denny
- Christine Featherstone

## *Ex-Officio Directors*

- Natalie Bubela
- Dr. Jan Goossens
- Dr. Kersti Kents
- Dr. Jennifer Macmillan
- Karen Fleming

BOARD OF  
DIRECTORS



# 2014-2015 - An Exciting Year!



*Local Nurse Recognized for  
Enriching Patient Experience*

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**\$1 MILLION GIFT SUPPORTS PETER  
GILGAN EMERGENCY DEPARTMENT**

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**Patient Satisfaction  
Results Above  
Provincial Average**

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Top performer in post  
surgical turnaround  
colorectal cancer

*Hand Hygiene Compliance  
Exceeds Provincial Averages*

Telemedicine Enhancements  
Improve Patient Experience

*Another Surgical Service  
Available in Muskoka (ENT)*

*Digital  
mammography  
arrives at SMMH*

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**Mock Code Orange Good Exercise**

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**ONE-TIME FUNDING  
ALLOWS MAHC TO  
BALANCE**

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**PASSION FOR HEALTHCARE DRIVES \$500,000 GIFT FOR NEW CT SCANNER**

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## OUR MISSION

Proudly Serving our  
Communities –  
Delivering Best Patient  
Outcomes with  
High Standards and  
Compassion

## OUR VISION

Outstanding Care –  
Patient & Family  
Centered

## OUR VALUES

This strategic plan is  
based on these values:

Accountability  
Respect  
Optimism  
Leadership  
Engagement

## QUALITY CARE & SAFETY

To drive patient and provider safety along with quality outcomes in our two acute-care sites, we will:

- Ensure the quality and safety plans continue to advance the organization's ongoing commitment to being recognized for excellence and outstanding care.
- Embed a culture of patient- and family-centered care/service excellence and best practice.



## PARTNERSHIPS & COLLABORATION

To be active participants in the broader health system and align with regional and provincial priorities building healthy communities, we will:

- Actively partner with key stakeholders to support the creation of high functioning integrated systems that will improve care.

## EDUCATION & INNOVATION

To be recognized as a learning organization that provides hands-on experience and capitalizes on process improvements and technology, we will:

- Continue to progress IT Systems to Stage 5 of the HIMMS Scale.
- Strengthen and leverage existing partnerships with learning institutions.
- Foster creative agility that embraces and supports technological change, system innovation and process improvement.

## PEOPLE

To develop a competitive advantage through our people by attracting, developing and retaining a highly skilled, values-based Team, we will:

- Implement the Strategic Human Resources Plan.
- Inspire a shared purpose and team-based approach with physicians, staff and volunteers to partner with patients and families.

## SUSTAINABLE FUTURE

To be a top performing hospital that invests in our facilities, continuous efficiencies, and makes environmentally responsible choices, we will:

- Develop a Stage 1 submission to the Ministry of Health and Long-Term Care for capital redevelopment.
- Meet all Hospital Services Accountability Agreement obligations and ensure financial and operational stability through process improvement, re-design, revenue generation and utilization management.





MUSKOKA ALGONQUIN  
HEALTHCARE

# Hospital Care for Our Future Generations

Preferred Model - Decision of the Board of Directors



# Community Information Sessions



*Photos courtesy of Metroland Media*

# What Happens Now



Master Program/Master Plan & Pre-Capital Addendum Submission	June 30, 2015
<i>– Ministry will review Pre-Capital and provide approval to proceed to Stage 1 within 6-8 weeks</i>	
Stage 1 Completion	March 31, 2017
Ministry Approval, Proceed to Stage 2	June 2017
Stage 2 Process (12-18 months)	March 31, 2018
Stage 3 – 5 (several more years before construction can begin)	2018-2027

- Site selection required at Stage 1 submission
- Construction period minimum 3 years
- Official opening in 2030 or beyond



Natalie Bubela

# **REPORT OF THE CHIEF EXECUTIVE OFFICER**



# WELCOME TO OUR NEW ELECTRONIC HEALTH RECORD (EHR)



PRESENTED BY:

Catherine Vanclleaf, Clinical Nursing Informatics Coordinator

# How does Cerner benefit our patients and their families?



# How will Cerner improve care?



- Improves patient safety - medication reconciliation and real time information
- Test results available to view as soon as they are complete, i.e. lab results and diagnostic images
- Accurate and more efficient data collection and functionality (searching)
- One chart!
- Increased time for staff at patients bedside

# Safety



- Flagged interactions and allergies in Pharmacy for medication orders
- Falls risk screening and communication
- Flags for results, such as labs or vitals, that are out of the normal ranges
- Improved access to information





# How will Cerner benefit all at MAHC?



- Safer, better care for patients
- Less paper
- Confidential network of patient information
- Multiple access points for information / multiple personnel have access to patient information
- Easy access to all the information we need at our fingertips
- Levels the playing field with other hospitals
- Recruitment



**KEEP  
CALM  
AND  
CERNER  
ON**



# PATIENT- & FAMILY-CENTERED CARE

PRESENTED BY:

Karen Fleming, Chief Quality & Nursing Executive

Debbie Provan, Patient Advisor

# Patient- & Family-Centered Care

- Health care experience within a collaborative and supportive partnership between health care providers, patients, and families
- Patients/families define their family
- Shape policies, programs, facility design



# What Does It Look Like?



- “10 & 5”
- AIDET (Acknowledge, Introduce, Duration, Explanation, Thank)
- Family Presence Policy
- Post Care Calls
- Patient Advisors





# MAMMOGRAPHY IN MUSKOKA

PRESENTED BY:

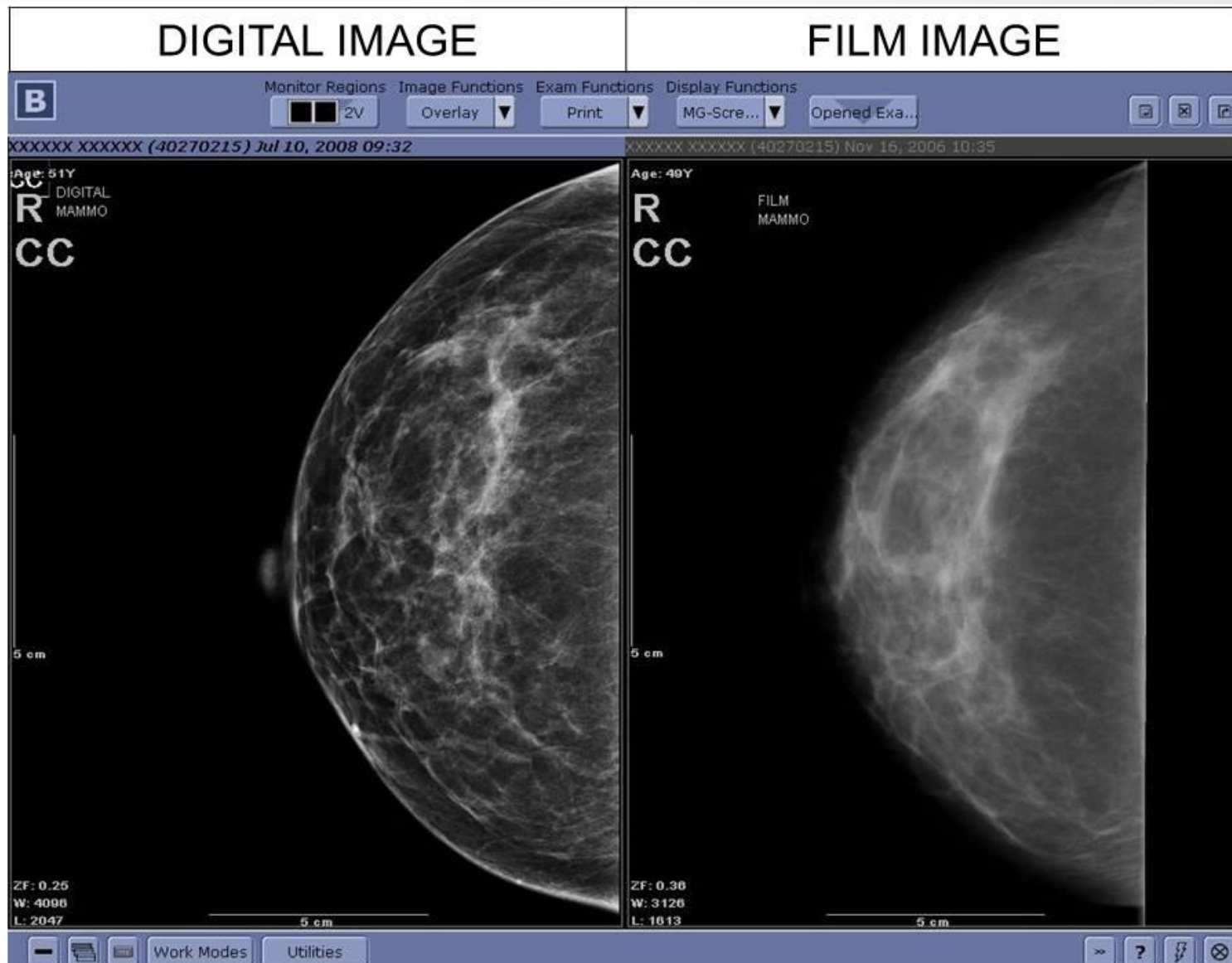
Marla McKenzie – Charge Technologist, South Muskoka Memorial Hospital

Brenda Allen – Senior Mammography Technologist, Huntsville District Memorial Hospital

# Digital Mammography Unit



# Digital Image vs Analog Image





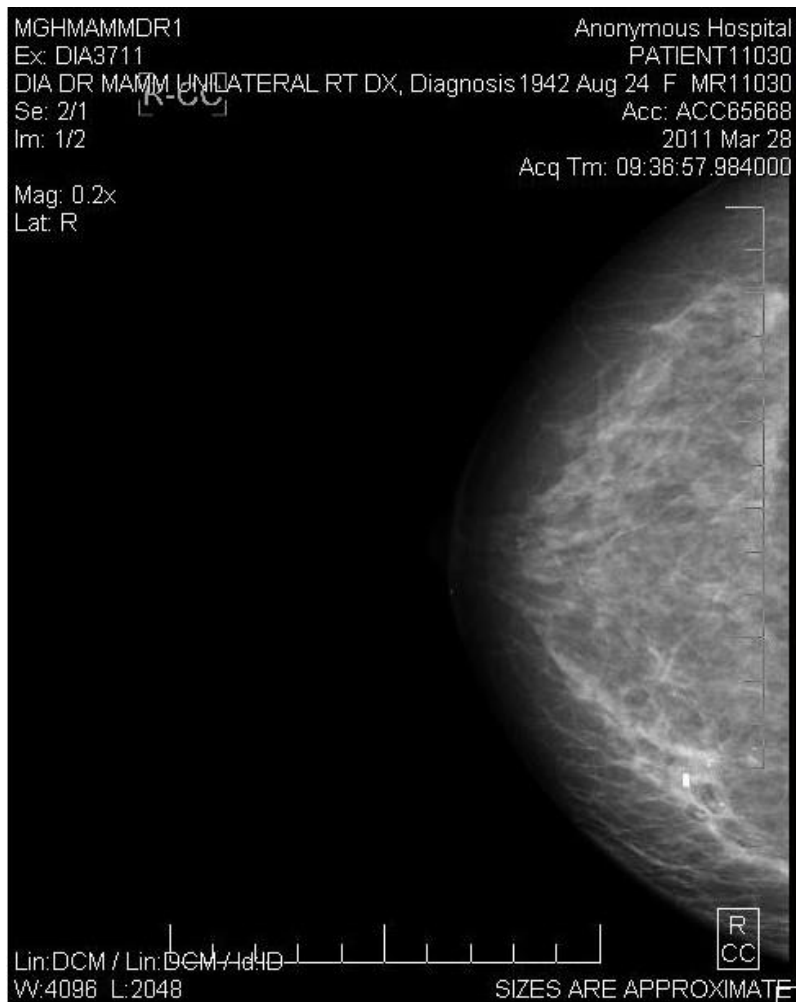


# ontario breast screening program

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a cancer care ontario program

# Stereotactic Breast Biopsy



# *Stereotactic Continued*





Dr. Jan Goossens

# REPORT OF THE CHIEF OF STAFF

# Welcome to MAHC



- **Dr. Stacey Erven**
  - Emergency Medicine
- **Dr. Andrew Hudson**
  - Family Medicine
- **Dr. Emma Love**
  - Emergency Medicine
- **Dr. Peter Maier**
  - Emergency Medicine



# Thank you Medical Staff Leadership

## ***Program Committee Chairs & Medical Directors***

Dr. John Simpson - Emergency

Dr. Sanjay Jindal - General Internal Medicine

Dr. Anthony Drohomyrecky - Surgical Services

Dr. Melanie Mar - Family Practice

Dr. Tina Kappos - Obstetrics

Dr. David Johnstone - Pharmacy & Therapeutics, Patient Order Sets

Dr. John Penswick - Pathology

## ***Medical Staff Elected Officers***

Dr. Kersti Kents - President

Dr. Jennifer Macmillan - Vice President

Dr. Paulette Burns - Secretary/Treasurer



8<sup>th</sup> Annual



MUSKOKA ALGONQUIN  
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# BOARD AWARD OF EXCELLENCE 2015

# Award Criteria



- ✓ Significant achievement in patient- and family-centered care;
- ✓ Significant accomplishment in the management of people, financial resources or material resources;
- ✓ Successful completion of a major project of special assignment in a manner beyond what could normally be expected;
- ✓ An outstanding initiative which has resulted in significant monetary and/or non-monetary benefits to MAHC;
- ✓ An extraordinary commitment in regards to patient safety.



# Congratulations to ALL Nominees



<p><b>Allyson Snelling,</b> Executive &amp; Communications Assistant</p>	<p><b>Kim Bendall, RD</b> Clinical Lead - Diabetes Educator</p>
<p><b>Anne Handley, RN</b> Obstetrics</p>	<p><b>Madison Wright,</b> Respiratory Therapist</p>
<p><b>Dan Moloney,</b> Manager - Information Technology</p>	<p><b>Mary Watson,</b> Patient Registration Clerk</p>
<p><b>Debbie Watson,</b> Manager - Emergency, Surgical Services</p>	<p><b>Steff Goltz,</b> Systems Analyst</p>
<p><b>Don Muller,</b> Physiotherapist</p>	<p><b>Tracy MacKenzie, RN</b> Clinical Surgical Lead</p>
<p><b>Dr. Jennifer Macmillan,</b> Surgeon</p>	<p><b>Way Lem, RN</b> Emergency</p>
<p><b>Dr. Stacey Erven,</b> Emergency Physician</p>	





# Allyson Snelling

**Communications & Executive Assistant**





**Dr. Jennifer**

**Macmillan**

**Surgeon**





# Steff Goltz

Systems Analyst





**WAY**

**LEM**

**RN – Emergency Department**





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# REGULAR BUSINESS

# Receipt of the Annual Reports



## *Motion*

THAT the following Annual Reports be received:

- Report of the Board Chair
- Report of the Chief Executive Officer
- Report of the Chief of Staff
- Report of the Quality & Patient Safety Committee
- Report of the Resources Committee
- Report of the Governance Committee
- Report of the Strategic Planning Committee



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# **REPORT OF THE AUDITOR & AUDITED FINANCIAL STATEMENTS**



# Report of the Auditor & Audited Financial Statement



## *Motion*

**THAT the Audited Financial Statements of Muskoka Algonquin Healthcare for the year ended March 31, 2015 be received.**

# Appointment of Auditor



## *Motion*

**THAT KPMG be appointed as the Corporate Auditor for Muskoka Algonquin Healthcare to hold office until the next annual general meeting.**



Donna Denny, Chair – Nominations Committee

# **ELECTION OF DIRECTORS**

# Candidate Assessments



Candidates are evaluated by the Nominating Committee based on skill, competency, knowledge and experience, which will support the mission of MAHC.

While in keeping with the objective of maintaining a skills-based Board, Board membership should reflect gender balance and the diversity of MAHC's catchment area.

# Motion



THAT the following individuals be appointed by the Members of the Corporation to the Muskoka Algonquin Healthcare Board of Directors:

- Evelyn Brown for a three-year term ending June 2018;
- Cameron Renwick for a three-year term ending June 2018;
- Ross Maund for a three-year term ending June 2018;
- Dave Wilkin for a three-year term ending June 2018.

**Thank you for joining us!**



**See you  
in 2016!**

**Next Annual General Meeting  
June 20, 2016**