



MUSKOKA ALGONQUIN  
HEALTHCARE

# 2014 Annual General Meeting

Corporation of Muskoka Algonquin Healthcare  
Monday, June 23, 2014



*Outstanding Care ~ People Focused*





Standing Rules

# CALL TO ORDER

# Approval of the Agenda



## *Motion*

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

# Approval of the Previous Minutes



## *Motion*

THAT the minutes of the June 24, 2013 Annual General Meeting of the Corporation of Muskoka Algonquin Healthcare be approved.



# REPORT OF THE BOARD CHAIR

# Meet the 2013/14 Board



- Charles Forret
- Philip Matthews
- Evelyn Brown
- Catherine King
- Cameron Renwick
- Kevin King

- Gregg Evans
- Joe Swiniarski
- Eric Spinks
- Donna Denny
- Christine Featherstone

## *Ex-Officio*

- Natalie Bubela
- Dr. Jan Goossens
- Dr. Steven Herr
- Dr. Kersti Kents
- Bev McFarlane



# STRATEGIC PLAN ON-A-PAGE 2012-2014

## OUR MISSION

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

## OUR VISION

Outstanding Care –  
People Focused

## 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:

- Demonstrate increased compliance with meeting Quality Care and Safety metrics.
- Embed standardized, best practice quality of care approaches across the organization.
- Implement a customer service excellence program.

## EDUCATION & INNOVATION

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

- In pursuit of the goal to achieve Stage 5 of the IMIT Plan, will formalize a partnership and an implementation plan by December 2014.
- Expand partnerships with learning institutions.
- Foster an environment that embraces and supports technological innovation.

## PEOPLE

To retain, attract and develop quality people who will assist us in delivering high-quality and compassionate care, we will:

- Implement a Strategic Human Resources Plan.
- Facilitate a shared leadership focus with physician and staff collaboration.

## PARTNERSHIPS & COLLABORATION

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

- Actively strive to be a partner of choice and encourage a “campus” approach, virtual or otherwise, to care delivery with the goal to improve patient care.

## SUSTAINABLE FUTURE

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

- Develop a Master Program and Master Plan that provides a future vision for the facilities, along with an understanding of the clinical services appropriate for the facilities.
- Meet all Hospital Services Accountability Agreement obligations and ensure financial and operational stability through a combination of process improvement, re-design, revenue generation and utilization management.



# Patient & Family Centred Care & Service Excellence





# Electronic Health Record



*MAHC Today*



*MAHC May 2015*





## Hospital Care for Our Future Generations





Natalie Bubela

# **REPORT OF THE CHIEF EXECUTIVE OFFICER**

# Patient Experience and Flow Navigation



- Fulfil two important tenets of safe quality patient care:
  - i. Four Pillars of Patient & Family Centred Care
  - ii. Promote effective and efficient patient flow
- Patient Ambassadors
  - Initial contact, remove anxiety & fear and coordinate
- Patient & Family Partnership
  - Work proactively from admission to discharge

# Early Successes



- Patients and families are satisfied and appreciate the follow through
- Patients appreciate the chance to let us know their perspective/satisfaction regarding their stay
- Increased weekend discharges
- Admissions avoided and good plans of care made in the community
- Improved bed occupancy and flow out of the ED to inpatient areas
- Quicker placement of post-operative patients and faster response to our patients requiring repatriation from tertiary care centres

# MORE<sup>OB</sup> Program



*Managing Obstetrical Risk Efficiently*



# Heat on Demand



- New system replaces 25 year old equipment that no longer meets optimal performance standards.
- New meal delivery carts are ergonomically correct, lighter and easier to maneuver around corners by Food and Nutrition Services staff.



# Heat on Demand Continued



***Special thank you to the  
HDMH Auxiliary and the SMMH Foundation  
for funding the capital equipment purchases!***







Dr. Jan Goossens

# REPORT OF THE CHIEF OF STAFF

# Welcome to MAHC



- **Dr. Carl Seaton**
  - Family/Emergency Medicine
- **Dr. Carolyn Correia**
  - Family Medicine/Obstetrics
- **Dr. Dan Purcell**
  - Emergency Medicine
- **Dr. Rebecca Kent**
  - Family Medicine
- **Dr. Bharti Mittal**
  - Family Medicine



# Thank you Medical Staff Leadership

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

Emergency - Dr. Anthony Shearing

General Internal Medicine - Dr. Malcolm Wilson

Surgical Services - Dr. Anthony Drohomyrecky

Family Practice - Dr. Tina Kappos / Dr. Melanie Marr

Obstetrics - Dr. Tina Kappos

Pharmacy & Therapeutics - Dr. David Johnstone

Pathology - Dr. John Penswick

MRP Collaborative Patient Order Sets – Dr. David Johnstone

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

President - Dr. Steve Herr

Vice President - Dr. Kersti Kents

Secretary/Treasurer - Dr. Jen MacMillan



7th Annual



MUSKOKA ALGONQUIN  
HEALTHCARE

**BOARD AWARD**  
**OF EXCELLENCE**  
**2014**

# Award Criteria



- ✓ Significant achievement in patient care or client service;
- ✓ 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



Carolann Woods, Environmental Services Aide	Lynn Feaver, Laboratory Charge Technologist
Cathy Keetch, RN - ICU	Michelle Moseley, Human Resources Business Partner
Dan Gaughan, RN - Emergency	Monique Charlton, Business Analyst
Dan Moloney, Manager - Information Technology	Rick Bremner, Lead Hand – Electrician
Dr. Deb Harrold, Family Physician	Sharon Mann, RN Patient Experience & Flow Navigator
Dr. Hector Roldan, General Surgeon	Sue Featherston, NOSM Site Administrative Coordinator





# **RICHARD BREMNER**

**Lead Hand – Electrician**





# DAN GAUGHAN

Registered Nurse, Emergency Department







**DR. HECTOR**

**ROLDAN**

**General Surgeon**





# MONIQUE CHARLTON

**Business Analyst**





# 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



# **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, 2014 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.



Larry Saunders, 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.

# Introduction of Candidates



*Incumbents:*

**Gregg Evans**

**Charles Forret**

**Donna Denny**

*New Candidates:*

**Brenda Gefucia**

**Nicholas Popovich**

# Motion



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

- Gregg Evans for a three-year term ending June 2017;
- Charles Forret for a three-year term ending June 2017
- Donna Denny for a three-year term ending June 2017;
- Brenda Gefucia for a three-year term ending June 2017
- Nicholas Popovich for a one-year term ending June 2015

Thank you for joining us!



See you in 2015!

Next AGM June 22, 2015