



MUSKOKA ALGONQUIN
HEALTHCARE

2019 Annual General Meeting

Corporation of Muskoka Algonquin Healthcare

Monday, June 24, 2019



Motions



**That the minutes of the June 25, 2018
Annual General Meeting of the
Corporation of Muskoka Algonquin
Healthcare be approved.**



REPORT OF THE AUDITOR & AUDITED FINANCIAL STATEMENTS

Audited Financial Statements & Report of the Corporate Auditor



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

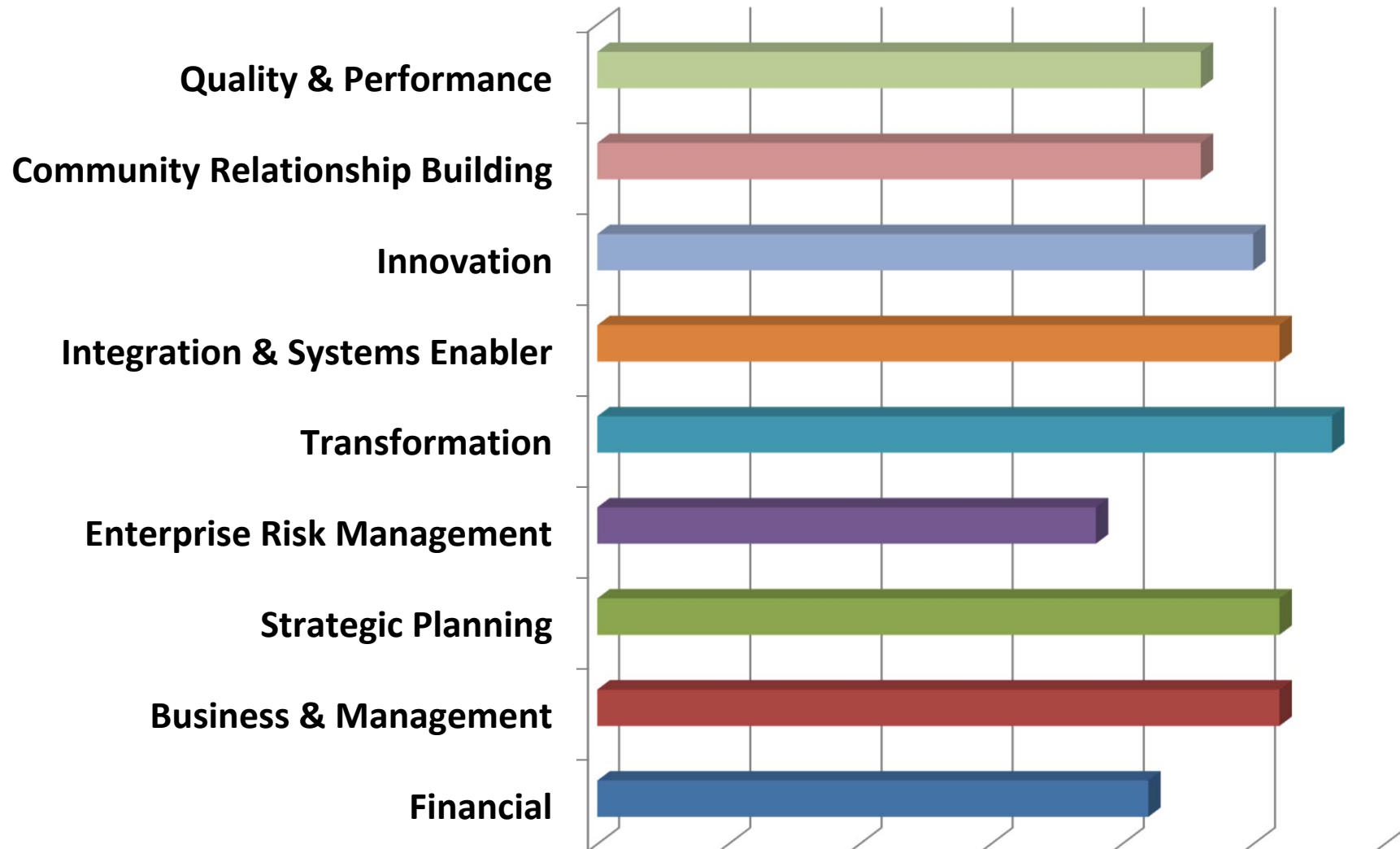




Kathy Newby, Chair – Nominations Committee

ELECTION OF DIRECTORS

Candidate Assessments



Motion



That the Members of the Corporation ratify the following appointments to the Muskoka Algonquin Healthcare Board of Directors:

- **Phil Matthews for a one-year term ending June 2020;**
- **Moreen Miller for a three-year term ending June 2022;**
- **David Sprague for a three-year term ending June 2022;**
- **Roy Stewart for a three-year term ending June 2022;**
- **Dave Uffelmann for a one-year term ending June 2020**



Dr. Biagio Iannantuono

REPORT OF THE CHIEF OF STAFF

Welcome to MAHC



- **Dr. Devin Brisson, Family Medicine**
- **Dr. Derek Smith, Anesthesiology**
- **Dr. Lisa Tsugios, Family Medicine**
- **Dr. Nelson Matyasovszky, Family/Emergency Medicine**
- **Dr. Khaled Salem, Internal Medicine**



Thank You Professional 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 & Dr. Kristen Jones, Family Practice

Dr. Sheena Branigan, Obstetrics

Dr. David Johnstone, Pharmacy & Therapeutics

Dr. John Penswick, Pathology

Dr. David Johnstone, Patient Order Sets

Medical Staff Elected Officers

Dr. Anthony Shearing, President

Dr. Pierre Mikhail, Vice President

Dr. Kristen Jones, Secretary/Treasurer



Natalie Bubela

REPORT OF THE CHIEF EXECUTIVE OFFICER

Quality Care & Safety



- Successful Accreditation – Exemplary Status
- Quality Improvement Plan – 4 areas of focus
- Secure Rooms in each ED – completed in May
- Document Management System Implementation

Partnerships & Collaboration



- Signatory to Ontario Health Team Self Assessment and Submission
- Muskoka Seniors Home Assistance – back office
- After Hours Order Entry by Orillia Soldiers' Memorial Hospital
- Specialized Geriatric Services

Sustainable Future



- New Strategic Plan
- Stage 1 – Capital Planning underway
- Balanced Budget 2018-2019
- Capital Planning (3 year window)

Education and Innovation



- Staff Education Hours = 16,712
- Allied Health Learning Hours = 9,889 hours (51 students)
- Medical Education Hours:
 - Undergraduate Learners = 1,757 days (13,177 hours)
 - Post Graduate (Residents) = 2,396 days (17,970 hours)
 - Physician Assistant Learners = 112 days (840 hours)
- Voice Dictation / Transcription System (Nuance)
- Integrated Bedside Terminals
- OTN Usage = 2,059 hours
- iPads in ICU to garner family satisfaction

People



- Hired 91 new staff
- Recruitment and Retention Plan
- Chief of Staff recruitment
- Bargained the renewal of three Collective Agreements
- Launched 2019 Employee Engagement Survey

SECURE ROOMS RENOVATION



Dr. John Simpson, Emergency Department Medical Director

Melissa Imrie, Manager, Emergency Department and ICU

Secure Rooms Project History



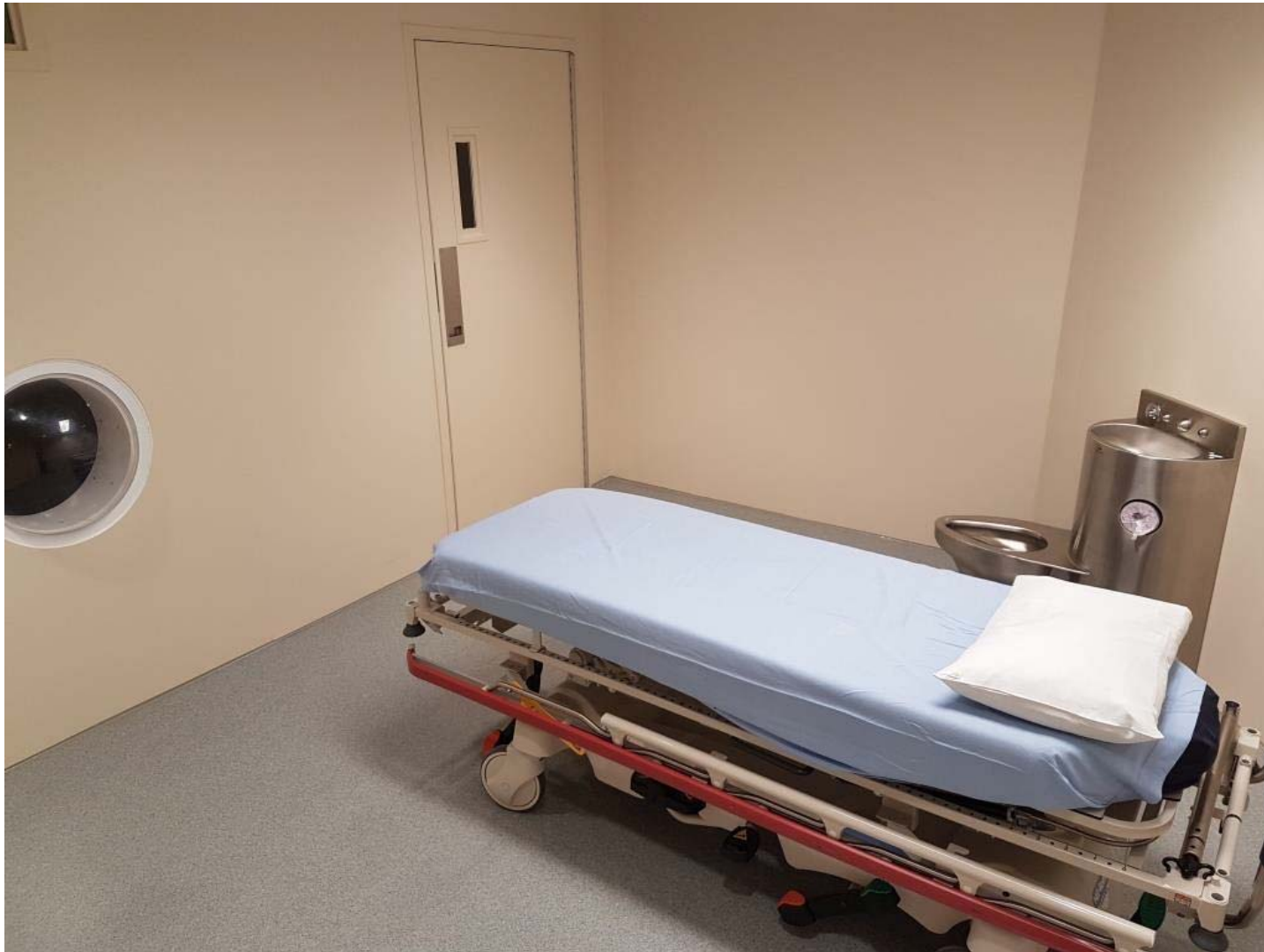
- Project began two years ago from Mental Health Working Group recommendations
- Increased number of patients in crisis needing to be seen in the Emergency Department (ED)
- Surge across the province; increase in violent incidents at MAHC – 27 last year
- Patients spending >72 hours in ED awaiting transfer to next destination

Secure Rooms Project Planning



- Tours and site visits of other hospital rooms
- Committee formed Sept. 2018 to oversee construction
- Renovations within clinical space challenging
- Clinical planning to mitigation impacts of reduced capacity, flow, space
- \$1.2 million funded through Foundations

Finished Product - SMMH



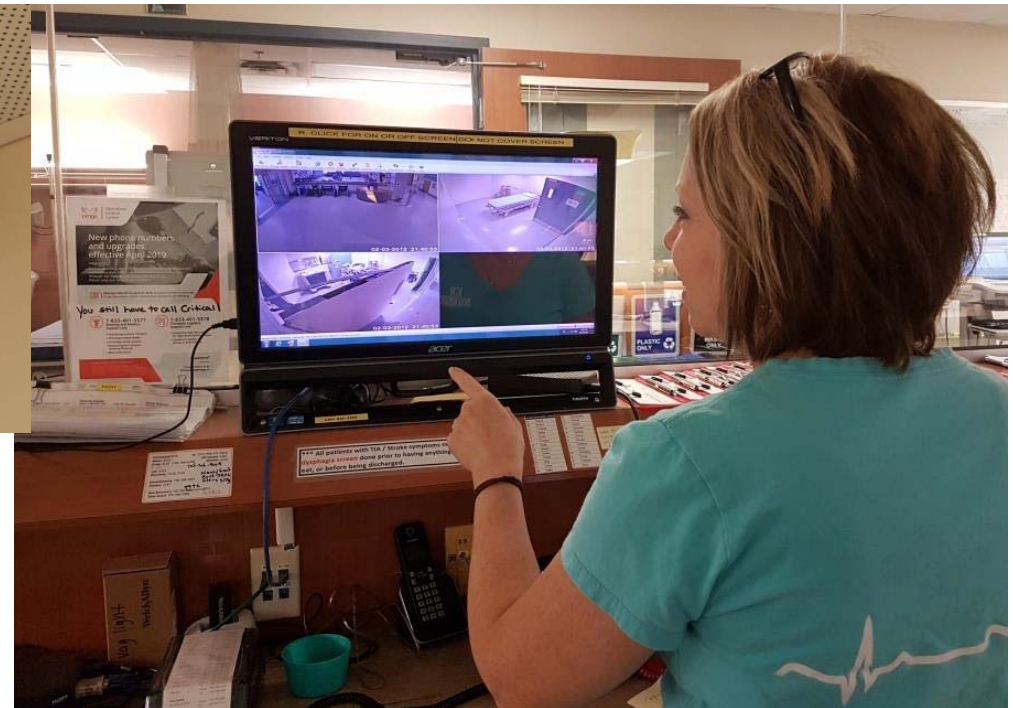
Finished Product - HDMH



Observation of Patients

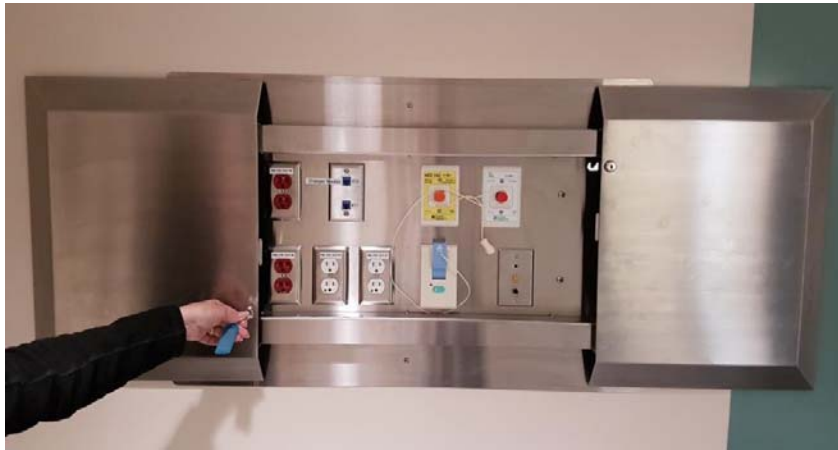


- Camera inside each room providing video feed to nursing station



- Observation area between secure rooms

Key Room Features



Word is Spreading...



- CBC Radio Ontario Morning live interview by Dr. John Simpson
- YourTV (Cogeco) clip with Natalie Bubela
- Moose FM radio commercials
- CTV News Barrie coverage
- Social media
- Contacted by other facilities for information and tools



MUSKOKA ALGONQUIN
HEALTHCARE

COMMUNITY LIVING
Huntsville



Inspiring Possibilities



Murray Reid & Ryan O'Connor

FOOD & NUTRITION SERVICES AND COMMUNITY LIVING PARTNERSHIP

Summer Gardens for Patients



Every spring since 2016

Huntsville Hospital Food Services & Activation staff
have teamed up with Community Living volunteers
to serve fresh vegetables to our patients
from local summer gardens
at Huntsville Fairgrounds & the hospital



Work that goes into the Gardens



- Planning the Crops
- Getting Supplies
- Planting
- Watering
- Weeding
- Harvesting
- Composting





Preparing Meals at the Hospital



When Ryan and Margot arrive with fresh vegetables from the garden – we plan meals around the vegetables so that we can serve them as fresh as possible to our patients
-cabbage, kale, beets, zucchini...



Patient Feedback



“The quality of food ingredients (vegetables grown locally), the level of prep, and even the presentation became the highlight of my day during my stay here”

“Finding out about your garden! Wow! Keep up your great work and many thanks for a job well done”

Comments from Ryan



To Celebrate the Garden and say Thanks to our Gardening Team





Phil Matthews

REPORT OF THE BOARD CHAIR



Exemplary

Accreditation



Serving as a
desirable model;
representing the
best of its kind;
deserving of
imitation



STRATEGIC PLAN

Our Mission

Working together to provide outstanding integrated health care to our communities, delivering best patient outcomes with exemplary standards and compassion.

Our Vision

As a trusted partner, we strive to improve the delivery of health care to our communities and to be known as an outstanding place to work, learn, live and be cared for.

Our Values and Behaviours

Accountability

- Taking personal responsibility
- Being honest and transparent in actions and communication
- Doing the right thing the right way with integrity

Respect

- Showing compassion for patients, families, and our colleagues
- Treating others as they want to be treated
- Thoughtfully making difficult choices
- Expressing kindness and empathy

Optimism

- Understanding that together, almost anything is possible
- Seeking to achieve outcomes that will be positive and desirable
- Seeking opportunities and a better path forward

Leadership

- Acting with integrity and building trust
- Communicating effectively while guiding and providing support
- Being a role model and motivating colleagues to be their best
- Encouraging innovation and championing change

Engagement

- Collaborating with our colleagues and partners
- Taking a systems approach
- Including stakeholders in planning and decision making

Our Strategic Themes

Quality Care and Safety

Partnerships and Collaboration

Sustainable Future

People

Innovation and Technology



12th Annual



MUSKOKA ALGONQUIN
HEALTHCARE

**BOARD AWARD
OF EXCELLENCE
2019**

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** resulting in significant benefits to MAHC;
- ✓ An extraordinary commitment in regards to **patient safety**.



Congratulations to ALL Nominees



Cindy Chilton RN, ICU	Jo-Anne Chandler Administration
Courtney Rasenberg RPN, Med Surg	Julie Jones RN, Dialysis
Diane George Administration	Kathy McDonald RPN, Med Surg
Diane Haber RN, Med Surg	Katie Zammit RN, Med Surg
Dr. Caroline Correia Physician	Lisa Boyes RN, ED
Dr. Jan Goossens Physician	Liz Parrott Administration
Dr. Tina Kappos Physician	Sara Tumber RN, ED
Dr. Vicki Dechert Physician	Tammy Brown-Gall RPN, Resource
Harold Featherston Administration	Tracy MacKenzie RN, Surgical Services



Diane
George





Dr Caroline Correia



**Lisa
Boyce**





Jo-Anne



Chandler



Thank you for joining us!



See you
in 2020!

Next Annual General Meeting
June 22, 2020