



# 2017 Annual General Meeting

Corporation of Muskoka Algonquin Healthcare

Monday, June 19, 2017

# Approval of the Agenda



## *Motion*

THAT the agenda for the June 19, 2017 Annual General Meeting of Muskoka Algonquin Healthcare be approved.

# Approval of the Previous Minutes



## *Motion*

THAT the minutes of the June 20, 2016 Annual General Meeting of the Corporation of Muskoka Algonquin Healthcare be approved.



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# REPORT OF THE BOARD CHAIR



# STRATEGIC PLAN ON-A-PAGE 2015-2018

## 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.

# Defining Quality at MAHC



Quality at MAHC results in **shared decision-making** between the patient/family and health care team to achieve a patient identified desired health outcome. MAHC will deliver safe, **effective, patient-centered services, efficiently, and in a timely fashion**, resulting in optimal health status for our patients.



# Stakeholder Engagement





# Funding





# MAHST

Muskoka & Area Health System Transformation

*Charting the course... Integrating healthcare*

# Meet the 2016/17 Board



## *Elected Directors*

- Evelyn Brown
- Philip Matthews
- Cameron Renwick
- Brenda Gefucia
- Christine Featherstone
- Ross Maund
- Dave Wilkin
- Frank Arnone
- Moreen Miller
- Michael Walters
- Beth Goodhew

## *Ex-Officio Directors*

- Natalie Bubela
- Dr. Jan Goossens
- Dr. Paulette Burns
- Dr. Dave McLinden
- Karen Fleming

BOARD OF  
DIRECTORS





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# RECEIPT OF THE ANNUAL REPORTS



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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, 2017 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.**



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Christine Featherstone, 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 Members of the Corporation ratify the following appointments to the Muskoka Algonquin Healthcare Board of Directors:

- Moreen Miller for a three-year term ending June 2019;
- Michael Walters for a one-year term ending June 2017;
- Rhonda Lawson for a one-year term ending June 2017;
- Brenda Gefucia for a three-year term ending June 2020;
- Michael Walters for a three-year term ending June 2020;
- Beth Goodhew for a three-year term ending June 2020;
- Donald Eastwood for a three-year term ending June 2020.



**Patient  
Ombudsman**

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# Bridging the Healthcare Gaps:

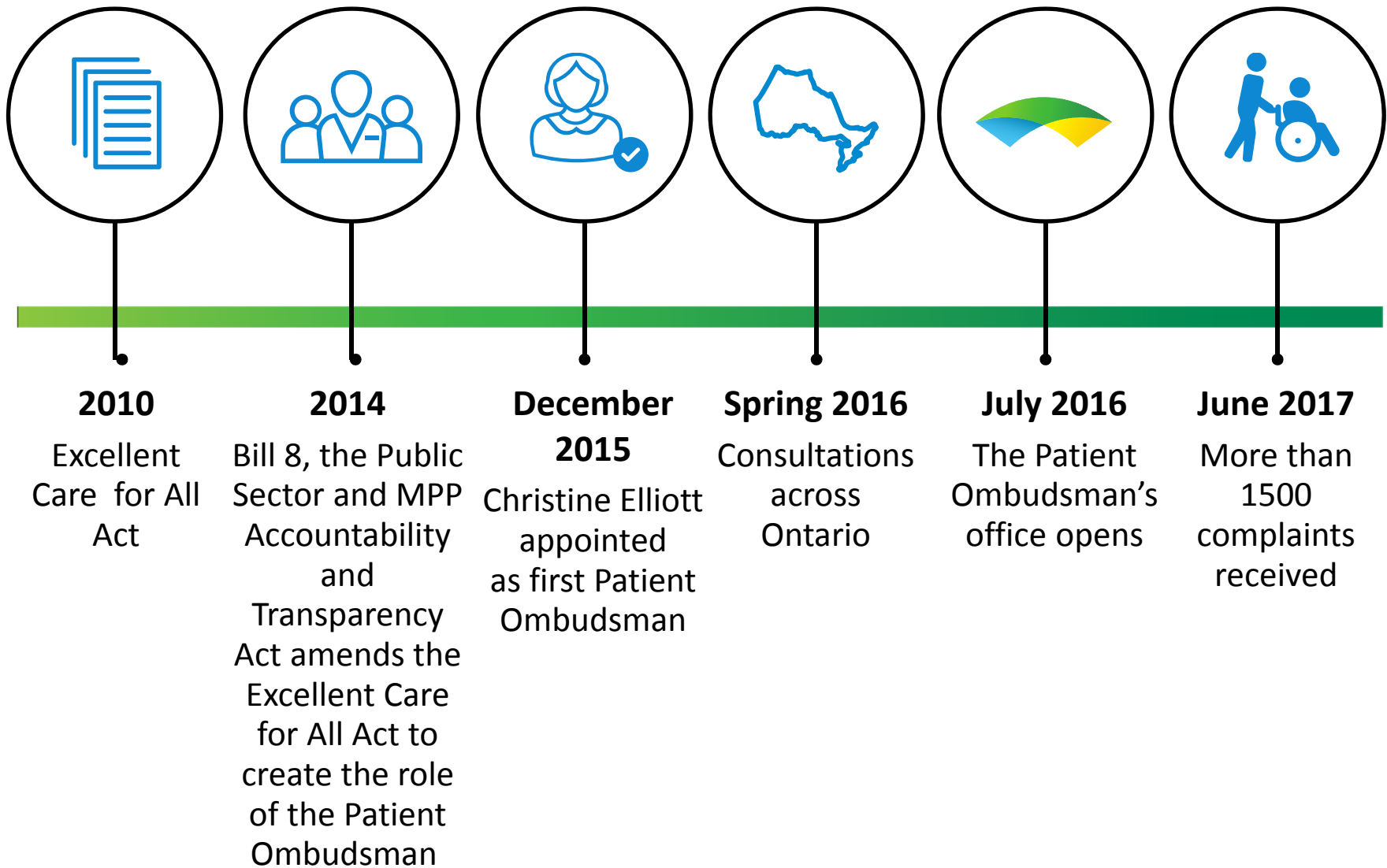
**Our Journey So Far**

June 2017



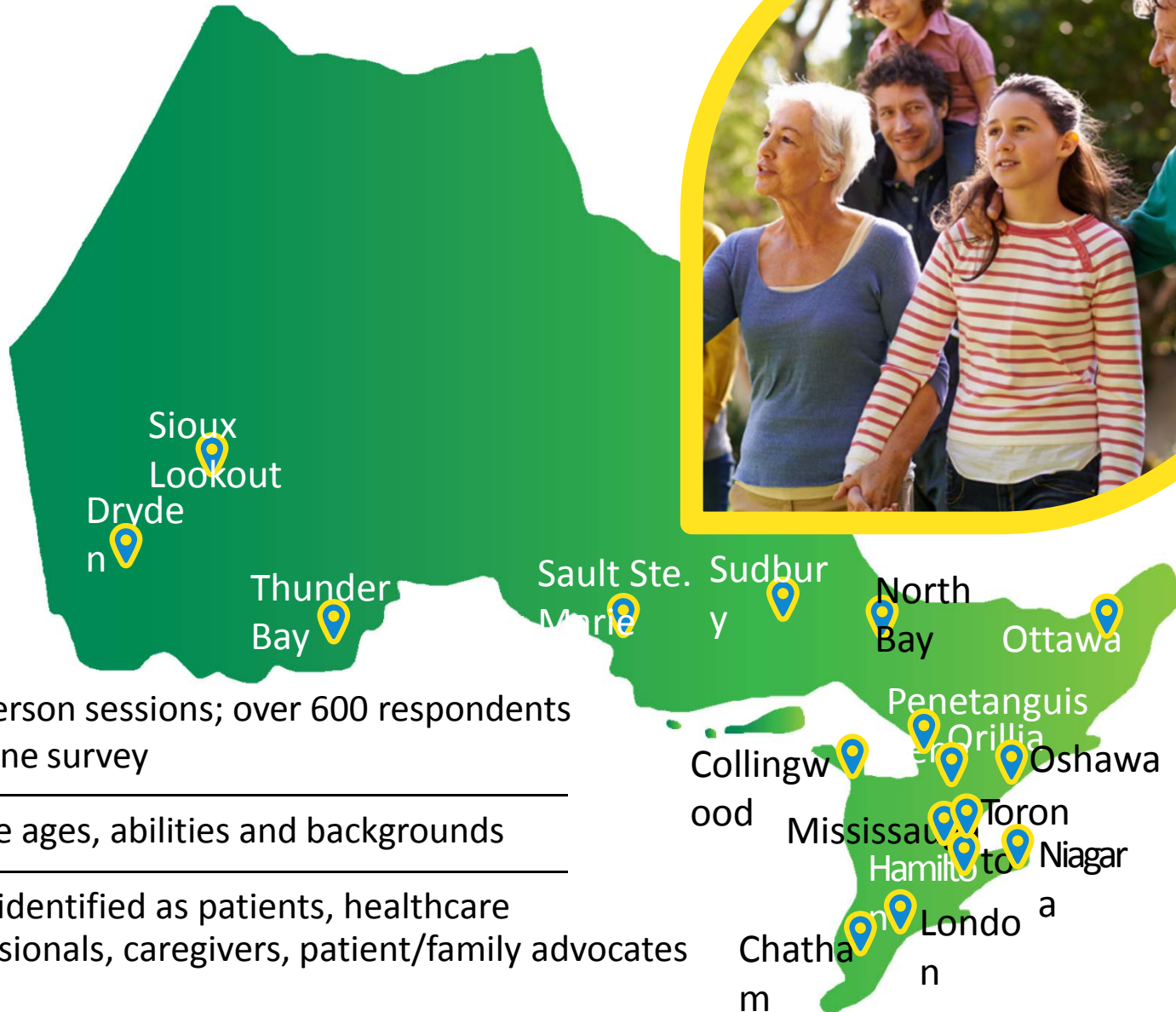
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## History of the Patient Ombudsman



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## Listening to Ontarians' needs



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4 in-person sessions; over 600 respondents to online survey

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Diverse ages, abilities and backgrounds

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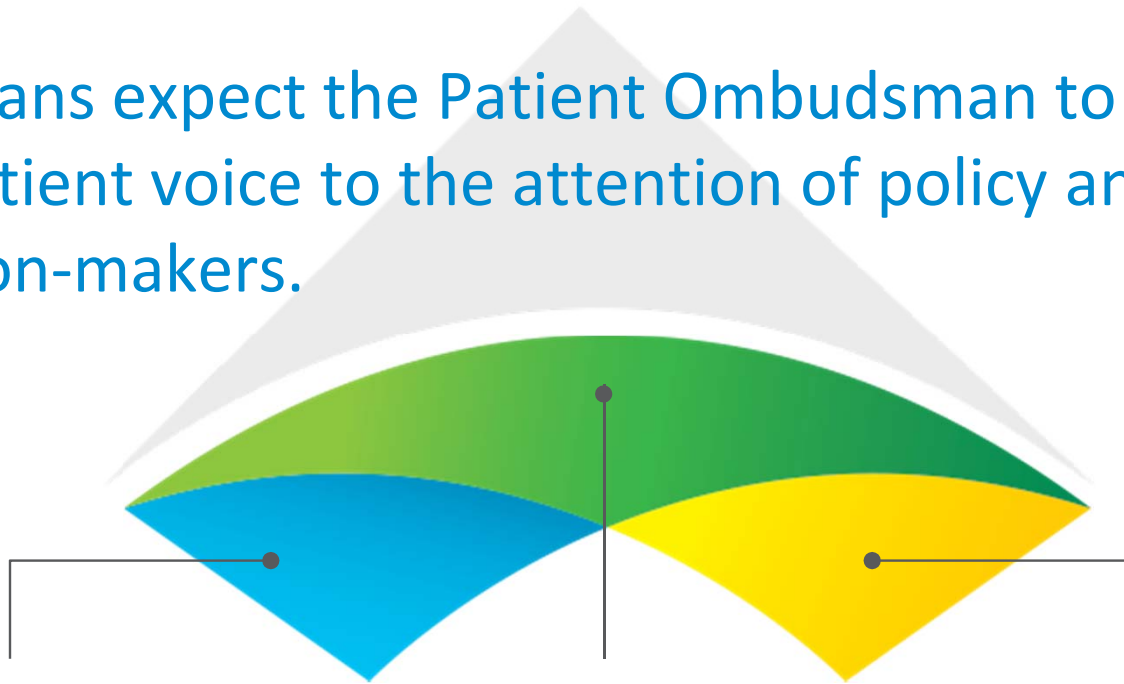
Many identified as patients, healthcare professionals, caregivers, patient/family advocates



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# A Conduit for the Patient Voice

Ontarians expect the Patient Ombudsman to bring the patient voice to the attention of policy and decision-makers.



## Health sector organizations

- Traditional health care colour
- Credible
- Trustworthy

## Aspirational Role of Patient Ombudsman

- Vibrant
- Action-Oriented
- Fresh – a new perspective

## Patient Voice

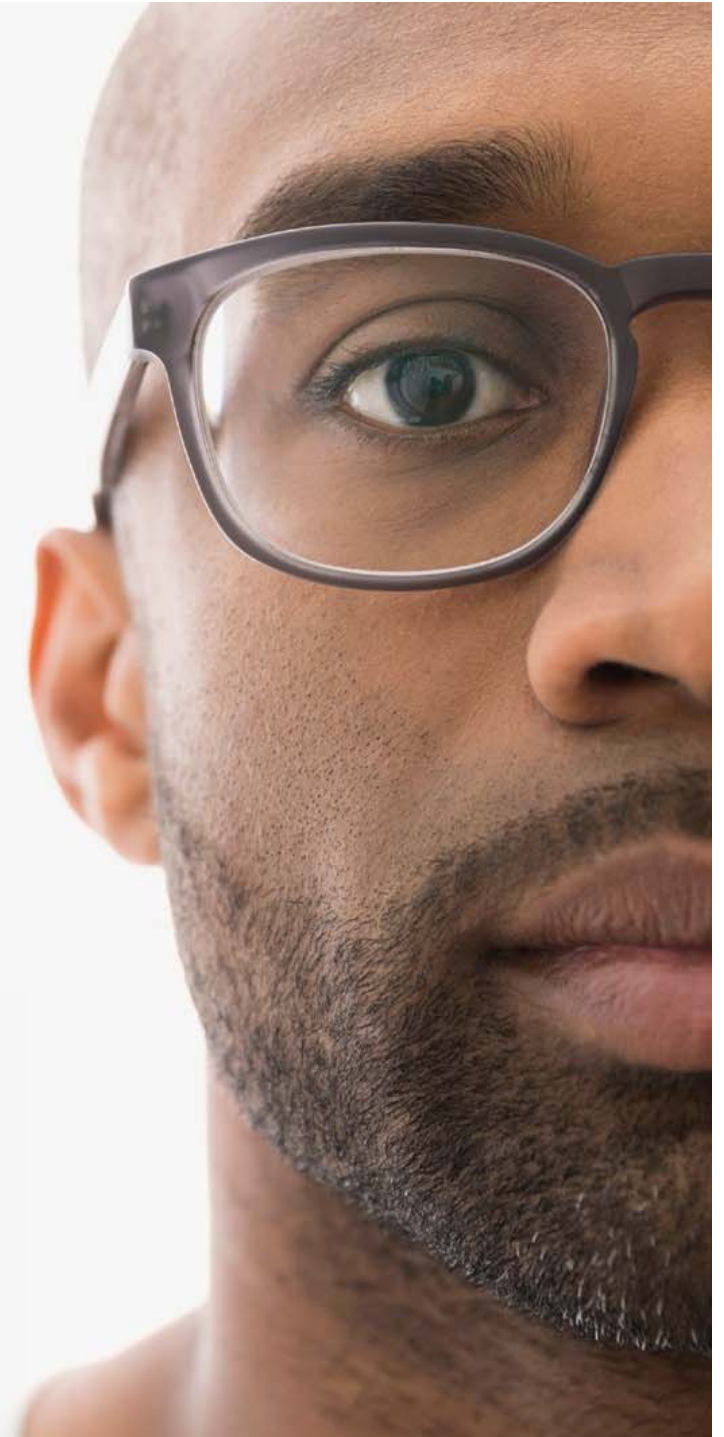
- Cautiously optimistic
- Spotlight on the issues
- Full of hope for positive change

We are

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# Respectful Trustworthy Empathetic Fair

Our Vision, Mission and Values statements were informed by insights from Ontarians who let us know what they expect from us.



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## Who we oversee



**146**

public  
hospitals



**630**

long-term  
care  
homes



**14**

community  
care access  
centres

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## Resolving complaints, fairly



# Communication

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How to be inclusive and achieve meaningful dialogue with patients?





# Coordination

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How can we work together to bridge gaps in health care?



# Access to Care

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Where are the gateways?







# Patient Ombudsman

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Every  
experience  
matters







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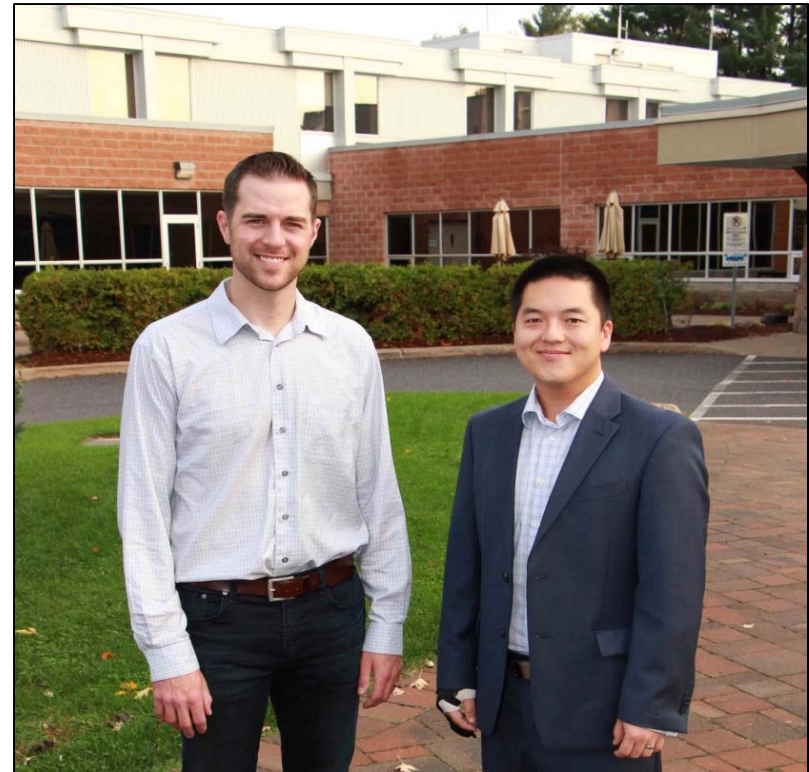
Dr. Biagio Iannantuono

# REPORT OF THE CHIEF OF STAFF

# Welcome to MAHC



- **Dr. Jonathan Rhee**
  - Urology
- **Dr. Michael Mason**
  - Family/Emergency Medicine
- **Dawn Dawson**
  - Midwifery



# 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 & Dr. Marty O'Shaughnessy, Family Practice

Dr. Dr. Sheena Branigan, Obstetrics

Dr. David Johnstone, Pharmacy & Therapeutics

Dr. John Penswick, Pathology

Dr. David Johnstone, Patient Order Sets

## *Medical Staff Elected Officers*

Dr. Paulette Burns, President

Dr. Dave McLinden, Vice President

Dr. Tony Shearing, Secretary/Treasurer



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Natalie Bubela

# REPORT OF THE CHIEF EXECUTIVE OFFICER

# 14,741 Training Hours





# 17,000+ Hours of Student Mentoring



# Thank You Foundations, Auxiliaries & Donors





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# **PATIENT & FAMILY ADVISORY COMMITTEE**

PRESENTED BY:

Donna Denny and Karen Fleming, Co-Chairs



# What is a PFAC?



- Represents voice of patient and family
- Direct link to relationship-based care through shared expertise
- Partnership that enhances quality of care, improves patient experience, and increases work satisfaction for nurses and physicians



# Voice of Patient and Family



Provision of care is not the same as the experience of the illness – both perspectives are needed.

Patients and families are part of their care and caregivers are part of their experience.

Taken from Calgary Health Region Presentation – IHI 2007

# Join our team!



MUSKOKA ALGONQUIN  
HEALTHCARE



## WANTED! Patient/Family Advisors

Have you had a recent experience as a patient or a family member of a patient at either of our sites?

Do you want to partner with MAHC in positively shaping the patient experience?

**Then we want to hear from you!**

MAHC is seeking applications for **two positions** on MAHC's Patient & Family Advisory Committee



**Click to apply today!**





“The Green Hospital Scorecard has helped Muskoka Algonquin Healthcare provide a focused approach to greening health care in Muskoka. We are proud to continue to do our part in reducing energy consumption and diverting unnecessary waste to our landfill and celebrating our achievements through this program.” *Natalie Bubela, CEO*



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## GREEN HOSPITAL SCORECARD

PRESENTED BY:

Doug Rankin, Lead Hand & Tim Miller, Manager – Plant & Facilities

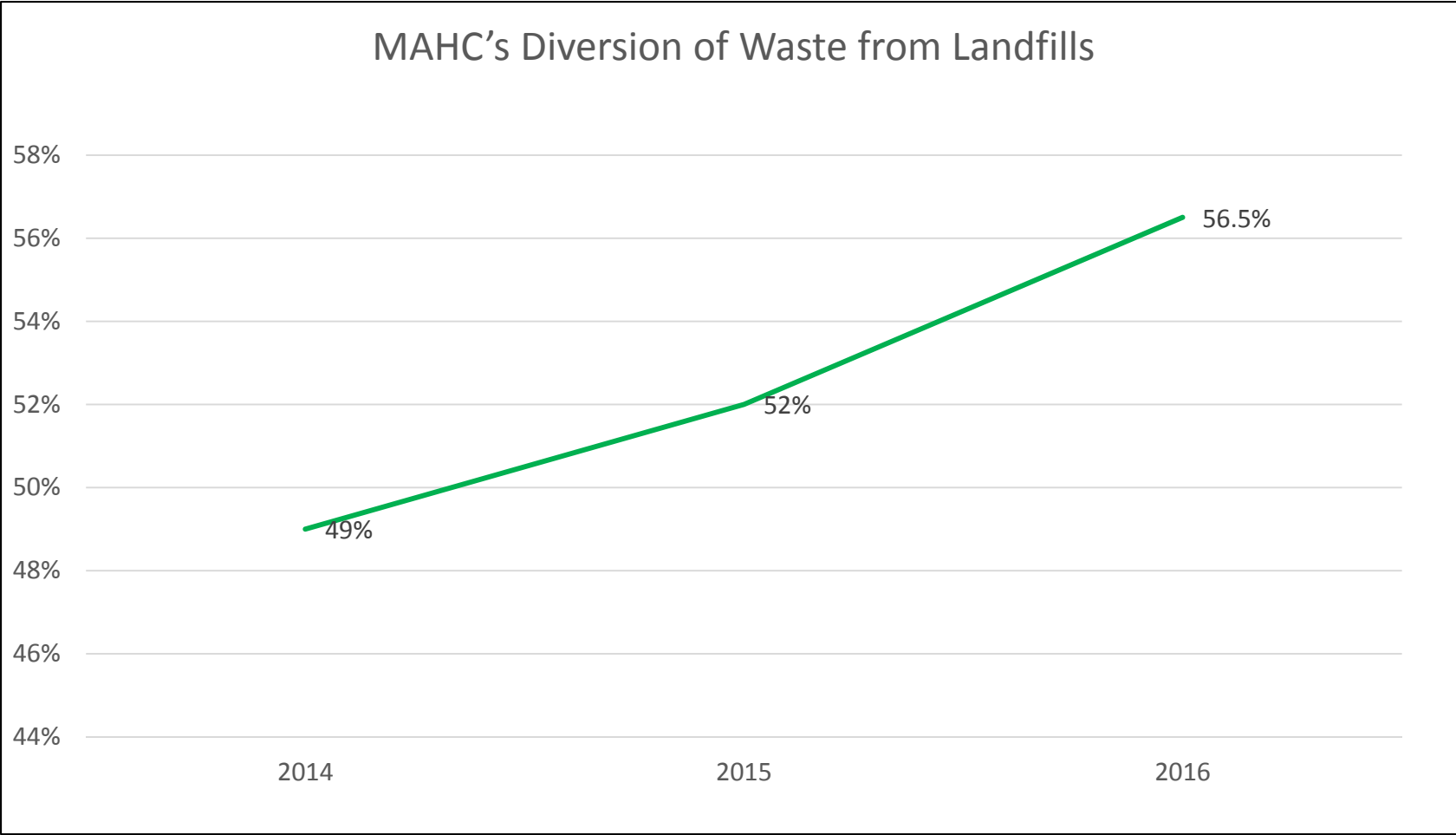
# Improvement is a journey, not a destination



- Embedded Environmental responsibility into Strategic Plan 2012
- Conducted an audit in partner with an external contractor to determine what the greatest opportunity for waste diversion from landfills would be
- Cultivated frontline “Green Champions” to provide one on one education and coaching about waste diversion
- When faced with a plateau 2 years following initial efforts; increased visible commitment of Leadership to the project
- Incorporated a clause in the RFP process stating that contractors are responsible for waste generated and encouragement of landfill diversion.
- Initially focused on Surgical Services, the highest user of single-use products; many items are now recycled.
- Influenced the organizational culture by addressing the barriers to people recycling; visual cues with convenient recycling stations
- Highest Score in Waste Category of the Green Hospital Scorecard Program for 2016.

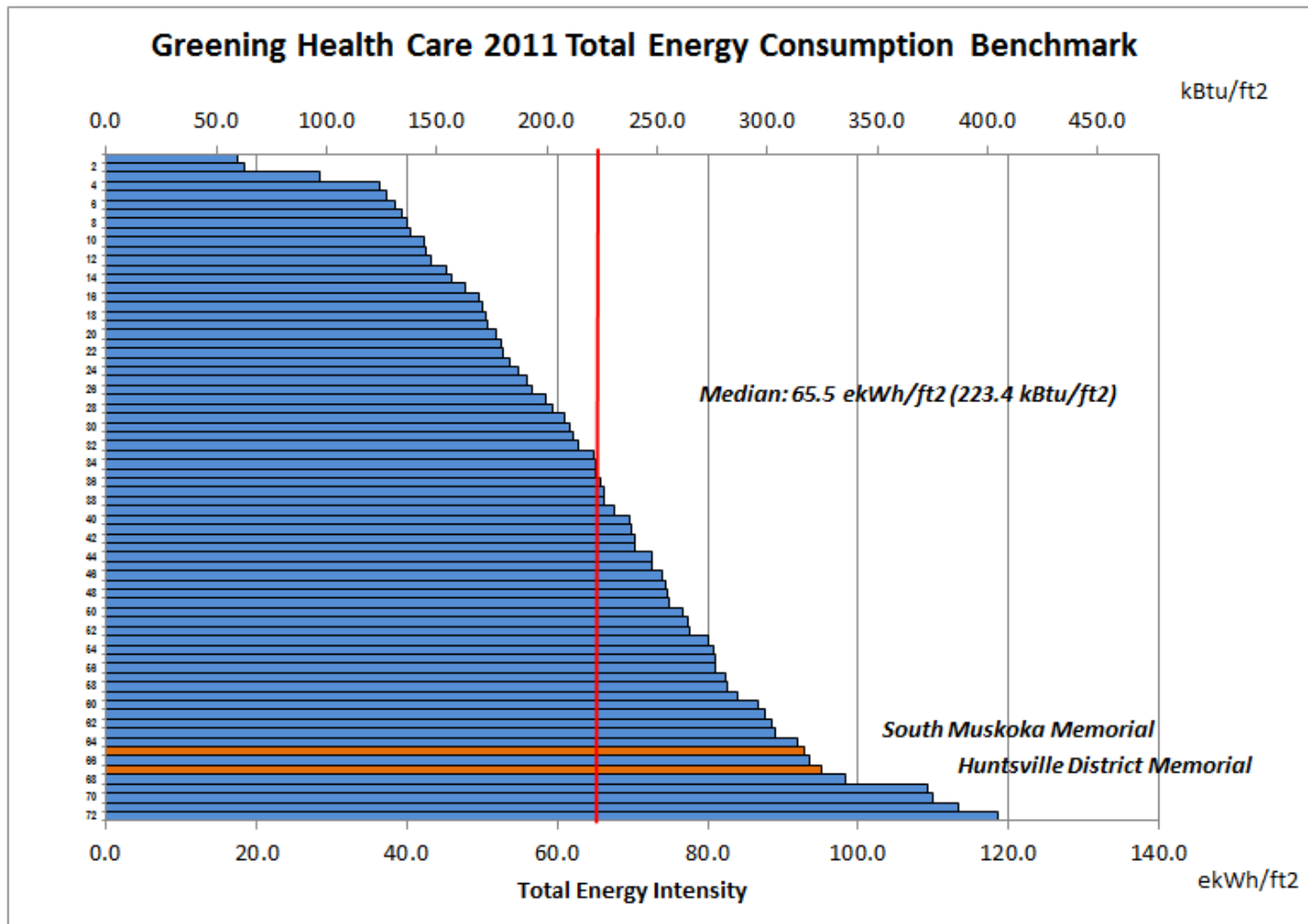


# Waste Diversion





# Energy Consumption - 2011



# Energy Savings



## Lighting Measures

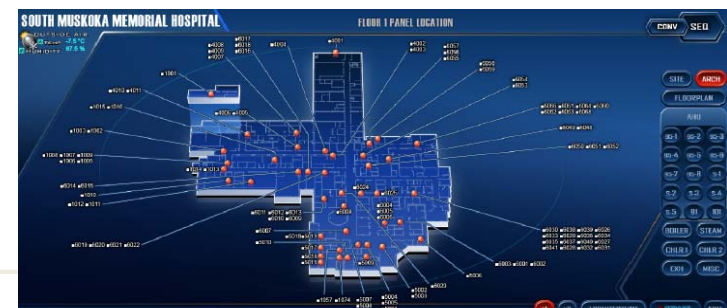
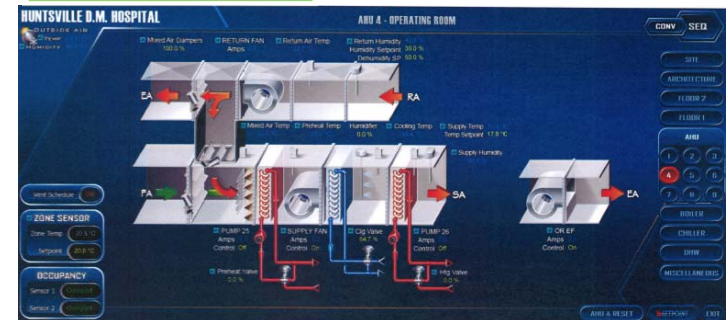
- T12-T8 bulb replacement (HDMH)
- New reflectors and lenses -> 50% reduction of bulbs in
- LED over-bed lights and exterior streetlights
- Room occupancy sensors throughout the buildings
- Corporate education

## Building Automation System

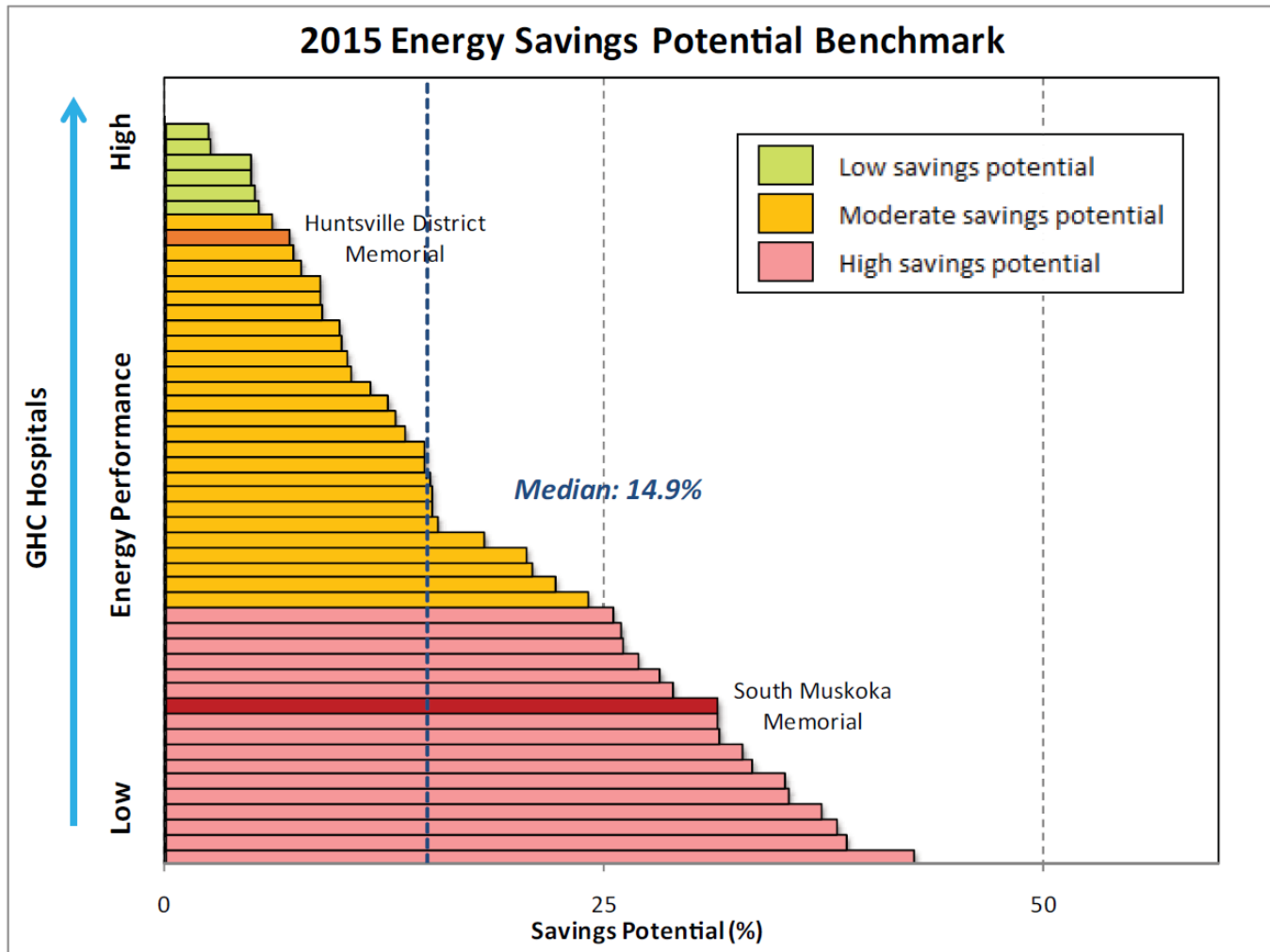
- Replacement of binary pneumatic actuators with variable electric actuators on major systems
- New variable speed fan motors
- Various sensors throughout the buildings
- Free cooling or heating depending on exterior temperature
- Allows for a much more precise control

## Mechanical Improvements

- Improvements to SMMH boiler controls I
- Installed air-curtains at major entrances
- Replaced all steam condensate returns -> now 100% reclaimed (previously down the drain)



# 2015 Energy Snap Shot



- \$350,000/year in energy costs (cost avoidance)
- Eliminated over 2,150 metric tonnes of CO<sub>2</sub> - equivalent to 450 cars off the road!

# Continuing to Green



- Community Living Garden Partnership at MAHC's Huntsville District Memorial Hospital site
- Plans for cultivation of similar community garden partnership at the SMMH site
- Earth Day Grounds Clean Up at Both Sites
- Further development of frontline "Green Champions" and further waste diversion education and coaching



- HDMH site – heat exchanger to convert excess capacity on new steam plant to provide heat to system and potentially shutdown boilers over the summer months
- Potential LED projects at both sites
- Additional utilization of BAS system
- Working with Utility providers to find efficiencies and savings



10<sup>th</sup> Annual



MUSKOKA ALGONQUIN  
HEALTHCARE

**BOARD AWARD**  
**OF EXCELLENCE**  
**2017**

# 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



<b>Alanna Major</b> RN, ICU	<b>Julie Jones</b> RN, Dialysis
<b>Alison Fraser-Robson</b> OTA/PTA	<b>Kim Gibbard</b> Environmental Services Aide
<b>Ann Swan</b> Lab Transcriptionist	<b>Lesley-Anne Earl</b> RN, Med/Surg
<b>Anne Murdy</b> Dietary Aide	<b>Linda Scott</b> Senior Imaging Technologist/Clinical Instructor
<b>Brenda Liddle</b> Speech-Language Pathologist	<b>Mark Janke</b> Maintenance
<b>Catherine Keeling</b> Dietary Aide	<b>Marla McKenzie</b> Charge Imaging Technologist
<b>Debbie Payne</b> RN, Patient Flow Navigator	<b>Pamela Leeder</b> Activation Co-Ordinator
<b>Dr. Jack McCann</b> Radiologist	<b>Seniors Assessment and Support Outreach Team (SASOT)</b>
<b>Harold Featherston</b> Chief Executive, Diagnostics, Ambulatory & Planning	<b>Sheree Stewart</b> Patient Registration Clerk
<b>Irene Tamas Murray</b> Manager Ambulatory Services	<b>Sheri Keates</b> RN, Resource



# Linda Scott

Senior Imaging Technologist/Clinical Instructor





# Lesley-Anne Earl

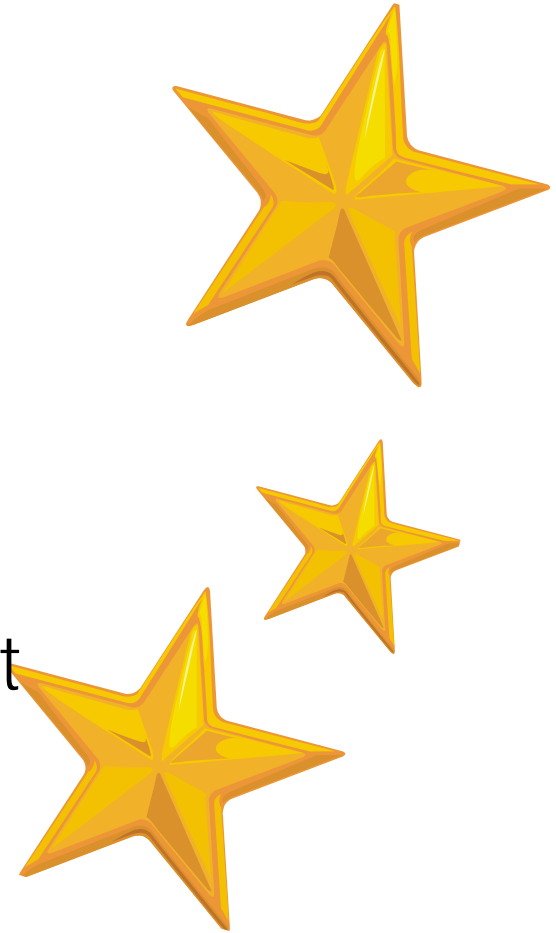
RN, Med/Surg





# Ann Swan

Lab Transcriptionist





**Irene Tamas**

**Murray**

Manager, Ambulatory Services

Thank you for joining us!



See you  
in 2018!

Next Annual General Meeting  
June 25, 2018