



MUSKOKA ALGONQUIN
HEALTHCARE

2016 Annual General Meeting

Corporation of Muskoka Algonquin Healthcare

Monday, June 20, 2016



Standing Rules

CALL TO ORDER

Approval of the Agenda



Motion

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

Approval of the Previous Minutes



Motion

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



REPORT OF THE BOARD CHAIR

Meet the 2015/16 Board



Elected Directors

- Charles Forret
- Evelyn Brown
- Philip Matthews
- Cameron Renwick
- Brenda Gefucia
- Gregg Evans
- Donna Denny
- Christine Featherstone
- Ross Maund
- Dave Wilkin
- Frank Arnone
- John Kropp

Ex-Officio Directors

- Natalie Bubela
- Dr. Jan Goossens
- Dr. Jennifer Macmillan
- Dr. Paulette Burns
- Karen Fleming

BOARD OF
DIRECTORS



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.

PATIENT DECLARATION OF VALUES

Muskoka Algonquin Healthcare puts patients and families first by ensuring quality care in a respectful and compassionate environment.

In keeping with the Excellent Care For All Act, these values were developed through an open and transparent community consultative process.

Patients and Families are responsible for:

- Respecting the confidentiality and privacy of other patients
- Treating others with dignity and respect
- Providing accurate information
- Participating in care and asking questions to ensure understanding

QUALITY OF CARE

- I will receive care of the highest quality that meets safety standards.
- I will receive care in an environment that is safe and clean.
- My access to care and services will be planned with my health care team and be as timely as possible.

PARTNERSHIP

- My family and I will be informed about my care.
- My family and I will be involved in my care plans.
- My care team will work together to help me achieve my goals.

RESPECT

- My family and I are treated with dignity.
- I will receive care that respects my unique needs and preferences.
- After being informed, I may accept or refuse any procedure or medical treatment.



COMPASSION

- My family and I are always treated with courtesy and kindness.
- Staff and physicians listen to my concerns and provide answers to my questions.

PRIVACY & CONFIDENTIALITY

- I will determine who the health care team can share my information with.
- My care team protects my personal and health information.



MUSKOKA ALGONQUIN
HEALTHCARE

Hospital Care for Our Future Generations

Preferred Model - Decision of the Board of Directors







Natalie Bubela

REPORT OF THE CHIEF EXECUTIVE OFFICER



Muskoka & Area Health System Transformation

Charting the course... Integrating healthcare

Transformation Council Recruitment

June 2016

FACE is it drooping?

ARMS can you raise both?

SPEECH is it slurred or jumbled?

TIME to call 9-1-1 right away.

Act **F A S T** because the quicker you act, the more of the person you save



STROKE CARE IN MUSKOKA

PRESENTED BY:

Donna Crump, Stroke Nurse Clinician and Magdalena Stapinski, Interim Director, Inpatient Services and District Stroke Centre

Discussion Points



- Community Education
- Acute Stroke Care at MAHC
- Next Steps



Community Education



- June is Stroke Awareness Month:
 - May 12, Newspaper Article (Stroke Nurse Profile)
 - May 19, Newspaper Article (Stroke Survivor Group)
 - May 27, Take Your Kid to Work Day (presentation)
 - June 2016, Update MAHC Bulletin Boards
 - June 2016, MAHC Matters Article
 - June 10, CEO Blog by Chief of Staff
 - June 20, MAHC AGM Presentation
 - June 28, Information Booth/Blood Pressure Monitoring at Bigwin Island Golf Tournament
- Partnership with March of Dimes initiated June 2015
 - Monthly Stroke Survivor and Caregiver Support Group
- Education provided using a patient and family centered care approach
- Transient Ischemic Attack (TIA) packages in both Emergency Departments
- Stroke Nurse Clinician provides stroke education as a part of annual Corporate Education
- Ongoing Focused Staff education throughout Muskoka Algonquin Healthcare



Acute Stroke Care Quality Improvement at MAHC

- Door to Needle Time (DTN) was around 75 minutes (April 1, 2015 - March 30, 2016):
 - Chart audits,
 - Presentation and review of MAHC data and best practices with all department managers and physicians
 - Quality improvement success with this initiative since April 2016 DTN times 48 and 50 min (*Goal: < 59 min as per best practice*)
- Co-Location of Stroke Patients at our Huntsville site
 - Pilot Project initiated on April 4th, 2016
 - Co-Location of Stroke Patients provides opportunities for patients and families to socialize with each other and allows interprofessional staff to focus assessments and treatments
- Staff education regarding timing, eligibility, and application to rehab (especially active rehab) resulting in daily bullet rounds interprofessional rehab potential discussions
 - Provide patient the maximal opportunity to achieve optimal functional level

Next Steps



- **Stroke Education Clinic**

- Weekly half day clinic alternating at both our Muskoka Algonquin Healthcare sites
- Led by Stroke Nurse Clinician
- Education will be focused on:
 - Recognizing signs and symptoms of stroke/TIA and why it is important to call 911 immediately
 - Individual risk factors
 - Review tests and follow-up appointments scheduled and/or have occurred
 - Assist in creating a list to take to medical appointments
 - Discuss questions and concerns
 - Discuss available community resources



SUSTAINABLE FUTURE

“To be a top performing hospital that invests in our facilities, continuous efficiencies , and makes environmentally responsible choices ”



REDUCE, RECYCLE AND DIVERT WASTE EXPERIENCES

PRESENTED BY:

Deb Stone, Manager, Support Services

“Just Do It” Projects



- Recycling stations in three primary areas
 - quickly expanded to many departments as they de-cluttered
- Switched out the size of waste containers from waste haulers
- Reduced number of trips for general waste pick up to bi-weekly
- Eliminated chemical waste in Diagnostic Imaging all together!
- Streamlined chemical waste room to make it safer



The Data

Blue Box, Cardboard and Plastics

- Data continues to climb each year, due in part with increased opportunities for more items accepted

Shredding

- De-cluttering process resulted in filing cabinets, and off site storage units that were no longer needed.
 - Contents were placed in the proper waste stream, creating yet another opportunity.
 - What to do with the excess scrap metal filing cabinets or could they be re-used by someone? The venture began.

Biomedical Waste



- Current biomedical waste = double the provincial average.
- A review completed in November 2010 did not highlight any specific area to zero in on
- But through diligence and in-depth monitoring volume reduced by 10mT in 1 year
- Future goal = further reduce by 10% next year

Next steps



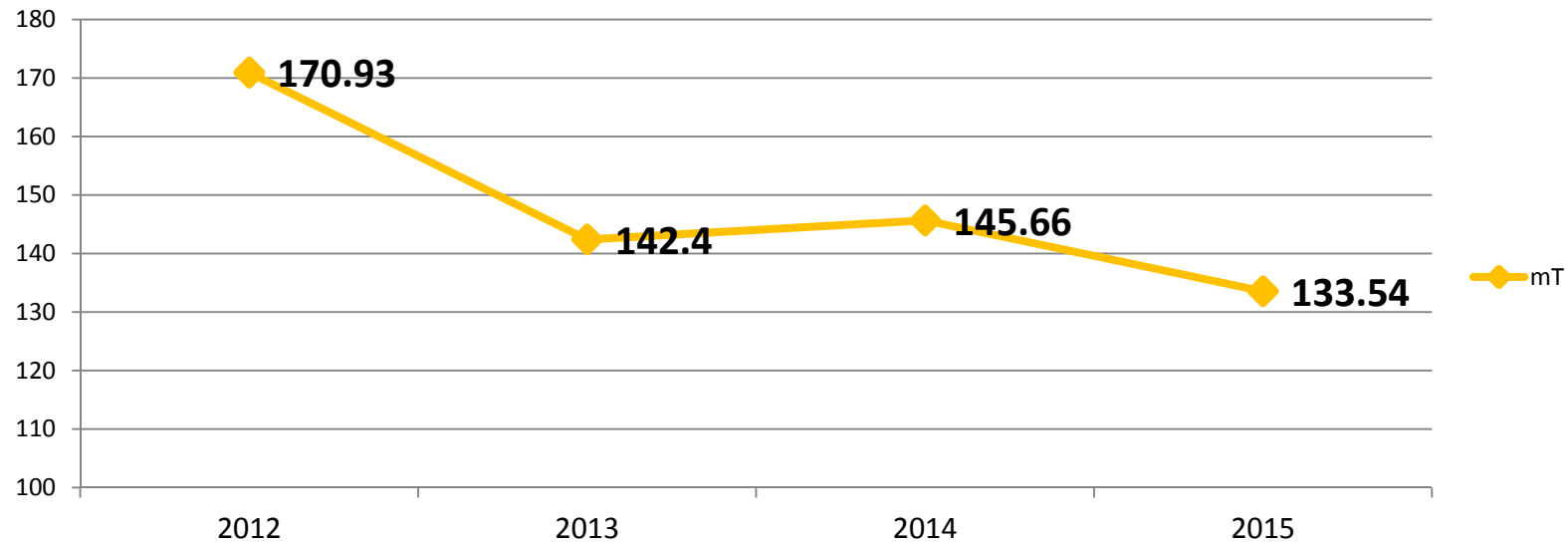
- E-waste
- Construction waste
- Scrap metal waste
- Organic waste



Community Partnerships



The Results



Just by adding in the cardboard and small amount of plastics, we achieved significant waste diversion!



Dr. John Simpson

REPORT OF THE CHIEF OF STAFF

Welcome to MAHC



- **Dr. Evan Head**
 - Emergency Medicine
- **Dr. Kirsten Jewell**
 - Emergency Medicine
- **Dr. Tyler Johnston**
 - Emergency Medicine
- **Dr. Kelly MacDonald**
 - Emergency Medicine
- **Dr. Adam McClure**
 - 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 Marr, Family Practice

Dr. Tina Kappos, Obstetrics

Dr. David Johnstone, Pharmacy & Therapeutics

Dr. John Penswick, Pathology

Dr. David Johnstone, Patient Order Sets

Medical Staff Elected Officers

Dr. Jennifer Macmillan, President

Dr. Paulette Burns, Vice President

Dr. David McLinden, Secretary/Treasurer



9th Annual



MUSKOKA ALGONQUIN
HEALTHCARE

**BOARD AWARD
OF EXCELLENCE
2016**



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



Alanna Major RN, ICU	Kim Rose Manager Human Resources
Ann Swan Medical Transcriptionist	Kristen Bell RN, OBS
Carolann Woods Environmental Services Aide	Laura Derbyshire RN, Clinical Lead
Dan Moloney IT Manager	Michelle Moseley HR Business Partner
Dr. David Mathies Physician	Natalie Bubela Chief Executive Officer
Dorothy Green Dietary Aide	Noreen Chan Manager DI & Cardio Respiratory
Elizabeth Robins RN, Clinical Lead	Patti Connick Nurse Educator
Erika Strok McLellan Project Coordinator	Dr. Paulette Burns Physician
Heidi Huggins Physiotherapy Assistant	Sandy Daughen Occupational Therapist
Irene Murray Manager Ambulatory Services	Shari Leblanc RN, ICU



Alana

Major

RN, ICU





Carolann

Woods

Environmental Services Aide





Dan Moloney

IT Manager





Laura

Derbyshire

RN, Clinical Lead





Natalie

Bubela

Chief Executive Officer





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, 2016 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.



Cameron Renwick, 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:

- Frank Arnone for a one-year term ending June 2016;
- John Kropp for a one-year term ending June 2016;
- Philip Matthews for a three-year term ending June 2019;
- Frank Arnone for a three-year term ending June 2019;
- Christine Featherstone for a three-year term ending June 2019;
- Beth Goodhew for a one-year term ending June 2017.

Thank you for joining us!



See you
in 2017!

Next Annual General Meeting
June 19, 2017