

STEVENSON MEMORIAL HOSPITAL
Report of the Hospital Board Chair to the Annual General Meeting
June 21, 2011

Stevenson Memorial Hospital (SMH) is our community Hospital providing the best quality of care and hospital services expected by the Community including: Emergency (ER), Obstetrics, Diagnostics, selected surgical procedures, clinics, outpatient programs, and other important services the community desires.

Our Mission is: *“As a progressive community hospital, we are passionate in our pursuit of safe, quality care. As a team and as individuals, we are committed to providing timely and accessible services. We strive to achieve this with compassion, respect and integrity. We work to excel at our scope of services and embrace partnerships that assist us in delivering a continuum of health care excellence”* for our community.

SMH is operated for the community by the community via the oversight of SMH Hospital Board of Directors. The Board of Directors is entirely comprised of members who: all reside in the community and are part of the community, are volunteers, are passionate about the success of the Hospital for the community, and are selected independently and qualified to serve on the Board. This Board of Directors is directly responsible to oversee the Hospital by ensuring: there is an appropriate strategic plan; responsibility for the selection and performance of the senior management that operates the Hospital on a day-to-day basis and; for ensuring there is an agreed Quality of Care Plan and Programs.

The Ontario Government is an important contributor to operation of the Hospital in that they provide approximately 90% of the funding of the day-to-day operating costs and have enacted a variety of rules and regulations to help ensure the highest level of care possible is provided by Hospitals, however, they are not responsible to operate or “run” the Hospital as they leave this in the hands of the community.

The last fiscal period for the Hospital ended March 31 2011 and has been another of positive year of advancements.

The CT Scanner has been successfully up and running for over a year now and provides local detailed “3D” imaging diagnostics right at Stevenson with one of the shortest wait times in the province. The New Tecumseth community was instrumental in raising the vast majority of the funding for this important diagnostic technology.

We are now very close to finalizing the funding for the next important diagnostic technology, a new Digital Mammography (DM) Scanner (approx. \$1.3 Million) again through the great work of the Foundation and the phenomenal support of the community. We plan to have this DM equipment fully operational by the end of calendar year 2011

We have forged a very strong relationship with the SMH Foundation in support of their tremendous efforts for fundraising within the community for the medical equipment and technologies that are so important to the successful functioning of the Hospital and the services it

provides. Almost 100% of the funding for such equipment is the responsibility of the community as the Government of Ontario funds a large share of the Hospital's operating costs but does not provide any funding for capital equipment or technologies. We greatly appreciate all of the fund raising success the Foundation is having and the community support in this regard

From a financial perspective, the Hospital has had another year where it has operated very close to a balanced budget with a small deficit (approx .5% of revenues). Our Fiscal Plan for the upcoming year is for a balanced operating budget including recovering the deficit from the prior year.

During the last twelve months, we have continued to fully align with management and the professional care providers and staff at the Hospital a relentless drive for the highest levels of patient care and quality. We finalized our Quality Improvement Plan (QIP) including benchmarks for tracking our performance (and relative to how other hospitals are performing). This program is outlined on our web site (www.smhosp.on.ca) where we will also post our results/progress quarterly. One of our most important measurements is our Patient Satisfaction achievement whereby we formally request and measure feedback from our patients re their satisfaction level with the care and services of the Hospital. In the last fiscal year, our patient satisfaction level was at 93.1% (up from 91.4% previous fiscal year) for Hospital Wide score for "Overall Quality of Care" which is well ahead of the Small Hospital average. One specific satisfaction level that is noteworthy and we are especially proud of is the 100% patient satisfaction response related specifically to our Obstetrics/Birthing program

In a positive way, some of the Government funding for the operations of the Hospital is starting to be based on the Hospital achieving specific performance levels of quality of care (such as ER wait times less than - agreed benchmarks, patient satisfaction scores - above benchmark, etc) We at the Hospital fully support these new Government funding performance methods as they further help to drive the highest levels of patient care. In fact, in the last twelve months, SMH has a very positive success curve of achieving the Government benchmarks and securing related funding

We continue to focus attention on continuing to enhance the quality and timeliness of services within our Emergency program. In this regard, we have recently redesigned and re-furnished our reception and emergency waiting area, we post the current expected Emergency wait times electronically for all to see, as well as continue to improve our triage capabilities and the timely movement of patients through the Emergency process.

As always, input from the patients and families that have had reason to utilize the services of SMH is critical to our understanding of what we are doing well and areas where we continue to need to enhance our services and programs. If you have a complaint for any reason such as with the service, level of care, personal attention provided, etc. received by you or a family member, we very much want to hear your input. It is truly valued. There are several ways you can provide input including: ~~contact the Hospital's Patient Ombudsman and/or contact~~ contact the Hospital's Patient Ombudsman and/or contact the Hospital Administration Office.

Our relationship with Southlake Regional Health Centre (SRHC) provides access to management expertise, capabilities and services that it could be difficult for Stevenson to source or provide entirely on our own. We have established a variety of on site SMH clinics providing valuable services for our community (such as the Thoracic program, Cardiology program, Hospitalist inpatient program, and Endocrinology Clinic) where the expertise and staffing are connected with SRHC but the clinical service is provided within the Stevenson facilities

One of the cornerstones of any Hospital serving its community are the many volunteers that provide their time and passion in some way to serve the Hospital and more importantly, the patients and family's that require its services. As noted previously, the Hospital Board Directors are all volunteers. In addition, the Hospital Foundation is comprised by many volunteers that help to raise the profile of the Hospital within the community and to raise the critically important funds for the necessary capital equipment. Perhaps most importantly are the several hundred volunteers that comprise the Hospital Auxiliary providing services (Gift Shop, Emergency area hospitality, Coffee Corner, Information Desk, etc.) as well as themselves raising important additional funds for the Hospital. Many of these volunteers are contributing almost full-time hours in serving the Hospital and our community. The next time you are speaking with someone who is part of the Auxiliary, please give them a "big thank you" for all that they do for your Hospital.

And of course, the Board would like to sincerely thank and compliment all of the Management, the Professional Health care providers and other staff of the Hospital who passionately and caringly provide their talents and services for the patients and families in the community who have needed the Hospital and our services. Thank you!!

The focus of your Hospital Board and the Management of SMH for the next year will continue to focus on: achieving the highest levels of quality of care; improved ER services and reduced wait times; continued success of the renewed Obstetrics and birthing programs; ensuring diagnostic services that ensure every person in need can receive core diagnostic services within their local community Hospital including Digital mammography and CT scanning as well as the local availability of clinical and ~~post-surgery~~ post-surgery follow-up services within the Hospital

In Honour~~Hour~~ of a Dedicated Volunteer

On a very sad note, our Vice Chair, Mr. John Ytsma, known to a great many in the community as the owner of the local Home Hardware Store and as a passionate advocate for the Hospital, passed away suddenly from a heart attack this past fall. John is missed deeply and had a significant involvement as a member of the Hospital Board for almost ten years who gave endless hours of time and effort to fully support the Hospitals needs within the community.

Respectfully submitted,

Scott Anderson
Hospital Board Chair