



**Report from Nadine Doucette
Chair, Board of Directors
May 4, 2016**

With a continuous focus on patients and families, our Health Sciences Centre's performance is improving.

Patients are getting the care they need – the right care, in the right place, by the right provider – more effectively than ever. As a result, we are moving in the right direction in terms of meeting targets for “Average Length of Stay” – the amount of time patients spend in the hospital. Many different strategies and partners are making a difference, and patients are spending less time in the hospital when they don't have to. This helps to meet growing demands. It supported us to provide care to 667 more admitted patients this year than last year. I congratulate the physicians, staff and leadership for improving the quality and efficiency of care.

We are fortunate to have so many champions of patient care on our team. It is always special when one receives formal recognition. Most recently, Holly Freill, a Renal Dietitian, was honoured for her exceptional commitment to patient care. She is the winner of a Human Touch Award, awarded by Cancer Care Ontario and the Ontario Renal Network, to dedicated and compassionate health care professionals. Congratulations! I am always proud of the high caliber of staff that contributes to the level of quality care patients and families receive.

Quality of medical practice is a key focus of the Chief of Staff. I am happy to report that interviews for that position were held recently. I look forward to announcing the successful candidate soon. I thank Dr. Andrew Turner, who has been an outstanding support in the Acting Chief of Staff role over the past months.

In addition to the staff and physicians who care for patients and families, there are over 500 people who volunteer to support them. I am inspired and humbled by those who choose to apply their passion and dedication to serve so selflessly at our Health Sciences Centre. An annual dinner is hosted in April by our Volunteer Services and Foundation to recognize their contributions, and I was honoured to be part of it.

Volunteers logged thousands of hours last year in all areas. Volunteers also work hard to raise funds for essential medical equipment and health research. Their impact is felt everywhere. I also celebrate my own colleagues – the volunteer members of the Board of Directors who contribute their time and talents. Thank you all for making an important difference in the lives of others. This is what it means to be Healthy Together.

It also means planning with and for the people we serve. With that in mind, I invite all members of our community to provide input into our new five-year accessibility plan. Please consider attending an Open House on June 2, between 4:00 and 7:00 pm at the Italian Cultural Centre to contribute your ideas for an Accessible Environment for patients and families, visitors, volunteers and staff. Other feedback options will be available for those unable to attend, so please visit our website at www.tbrhsc.net for details.