



**Report from Nadine Doucette
Chair, Board of Directors
April 6, 2016**

The 2015/2016 fiscal year came to a close at the end of March. We are a year into the implementation of our 2020 Strategic Plan, with the patient and families at the centre of everything we do. We have focused our efforts on five strategic directions: Patient Experience, Comprehensive Clinical Care, Indigenous Health, Seniors' Health and Acute Mental Health.

Over the past year, our leadership has focused on building on past successes to strengthen and improve the excellent care we provide to our community and region. I am especially proud of the level of collaboration applied to planning and implementing activities to advance our commitment to Patient and Family Centred Care. It is how we are Healthy Together.

We are also committed to improving the quality of care we provide. Throughout the year many care and system teams, physicians, privileged staff and volunteers improve quality patient care and services. They are guided by our Quality Improvement Plan (QIP), a tool that drives change by continuous quality improvement processes, often in collaboration with our community partners. The plan is required by the Ministry of Health and Long Term Care and it includes specific targets to achieve outcomes in all areas.

The QIP is one of many important measures we take to ensure we provided safe, quality care. The main QIP priorities for 2016/17 are:

- % of eligible patients for whom medication reconciliation was performed on admission and discharge;
- % positive responses on "Overall, how would you rate the care and services you received at the hospital- Inpatient and ED;
- Length of stay, excluding Alternate Level of Care (ALC) (days)
- 90th percentile length of stay (hours) for admitted patients;
- Risk adjusted 30 day Readmission for Patients with Congestive Heart Failure (CHF)/Chronic Obstructive Pulmonary Disease (COPD);
- Equitable care to Patients of Northwestern Ontario.

This year Health Quality Ontario asked that all organizations engage Patients in the development of the QIP. As usual, we partnered with our Patient and Family Advisors (PFAs) every step of the way. Our PFAs sit on every committee in the organization, they helped to develop the QIP, will help implement the action items and will be a part of the evaluation of our progress.

I am extremely proud of our commitment that ensures Patient Family Advisors are an integral part of identifying and selecting priorities. Our Health Sciences Centre belongs to the community it serves, and our community members ensure the care we provide meets their needs and expectations.