

**SOUTHLAKE REGIONAL HEALTH CENTRE
2012-13 ANNUAL GENERAL MEETING
CHAIRMAN OF THE BOARD REPORT**

JUNE 27, 2013

On behalf of the Board of Directors of Southlake Regional Health Centre, it is my pleasure to welcome our special guests, Board members, and members of the Southlake team to the 2012-2013 Annual General Meeting.

This past year at Southlake has been a busy year for the Hospital and the Board of Directors, with the development and unveiling of a new strategic plan, a renewed focus on high quality, cost-effective care, and a number of awards highlighting the great work happening inside the walls of Southlake everyday.

From the Board's perspective, this past year has been about truly evolving within our responsibilities of governance. As the Board, we have a responsibility to ensure that consistent management and cohesive processes and policies are in place to support the everyday work that our teams do. We used this past year as an opportunity to further engage with teams through our Board Committees so we may better understand the complexities of a healthcare environment, and to offer leadership that promotes the tenants of safety, quality and financial responsibility. I feel confident that through the commitment of the teams and the work of the Board members that we've made some impressive strides within this role. While there is always room for improvement, we're excited about the outcomes we've seen come out of these contributions and look forward to further strengthening these relationships in the months and years ahead.

Anyone who is familiar with Southlake knows that as an organization we take great pride in the work that we do and the successes that we've achieved to date. I would be remiss if I didn't take this opportunity to congratulate the entire Southlake team on the some of the successes achieved this past year, including a number of prestigious awards and accolades.

Last summer, Southlake received the highest possible designation – Accredited with Exemplary Standing – from Accreditation Canada, an organization that champions patient safety and quality through a defined accreditation process. Impressively, Southlake met 98% of the 2000 criteria and all 33 practices in large part thanks to a number of patient safety initiatives implemented at the Hospital. This prestigious level of recognition speaks to the work of the teams who are passionate about delivering better patient outcomes, while providing objective, concrete evidence of Southlake's dedication to our patients and communities, and our commitment to becoming a high-reliability organization.

Building on this success, this past fall Southlake received provincial recognition through a gold-level Quality Healthcare Workplace Award. Designed by the Ontario Healthcare Association, the Minister of Health and Long-Term Care, and HealthForceOntario, this award recognizes employer and staff efforts to enhance organization performance and to promote effective practices that have an impact on the quality of healthcare workplaces.

Just a few short weeks later, Southlake was also acknowledged with a national level Innovation in the Adoption of Health Informatics Award from COACH: Canada's Health Informatics

Association, in recognition of the McKesson Performance Visibility Project, an innovative initiative introduced in the Spring of 2012 to improve patient flow, quality of care and transparency across the organization. This initiative has achieved tremendous outcomes for patients, including a reduction in the time it takes to admit a patient who has come into the Emergency Department, the elimination of almost 1000 minutes of daily phone time related to patient assignments, and a reduction in patient falls.

Finally, for the fifth consecutive year, Southlake was named one of Greater Toronto's Top Employers for 2013. Southlake was one of only four acute care hospitals, and the only hospital outside of a city center, to receive this recognition. This designation highlights Southlake's unique culture, and the work of the team to create and sustain a work environment where people feel comfortable, respected and valued.

I think it goes without saying that these awards and accolades are impressive. On behalf of the Board, I offer congratulations to every team member, whose commitment and dedication has contributed to these successes. To the leadership team, I offer a gracious thank you for your unweaving vision, tireless energy and your ability to find innovative solutions from otherwise impossible challenges. Your passion for Southlake and to ensure we consistently deliver safe, quality care for our patients has been instrumental in Southlake receiving these recognitions and has served to impress the Board.

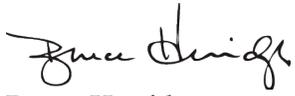
I would also like to acknowledge the impressive contributions of the Southlake Regional Health Centre Foundation, whose tenacity and passion for this organization continues to inspire thousands of people to give generously to the Hospital year after year. Under the leadership of Susan Chant, Chair, and Neila Poscente, President, the Foundation has evolved into a major fundraising body that continues to surpass everyone's expectations. On behalf of Southlake, I wish to thank the Foundation Board, management team, front-line staff, and volunteers for their hard work.

And finally, I wish to thank the hundreds of staff, physicians, students and volunteers who give tirelessly each day in support of this great organization. During my tenure as Board Chair, I have witnessed with awe your compassion, your ingenuity and your commitment to truly making Southlake a leader in healthcare. Thank you for all that you do on behalf of Southlake and our patients.

As many of you may know, this is my last annual meeting as Board Chair. Congratulations to Jonathan Harris who will assume the role of Chair. Jonathan has a long history of serving this Hospital and our community, and I wish him every success as he takes on his new role and responsibilities. I have complete faith that his contributions to this Hospital will be well received and valued for years to come.

With a new strategic plan under your wings, and the exceptional guidance and leadership of the entire Senior Team to lead the way, I feel confident that Southlake will continue on its path of greatness; to creating a healthcare experience unlike no other and to delivering the absolute top value in all that we do. I am excited to see what potential still remains unleashed here at Southlake and anxiously await the next chapter in Southlake's never-ending success story unfold.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Bruce Herridge". The signature is fluid and cursive, with the first name "Bruce" being more prominent than the last name "Herridge".

Bruce Herridge
Chair, Board of Directors