

## **Report from the Chief Executive Officer**

### **Annual Report 2018-2019**

This annual report emphasizes a year of activities and actions, challenges and change, and improvements made to the delivery of safe, quality care to patients and clients in Chapleau and the surrounding communities while ensuring the sustainability of the operations, and the existing services and programs.

Applying a strong financial discipline in each department, management was able to prioritize projects while being accountable and fiscally responsible for the budget. SSCHS was not only able to present a balanced budget for 2018-2019 but also generate a small surplus. As a result, SSCHS was able to continue to provide and deliver the full spectrum of the existing services and programs, in both English and French. Since SSCHS received accreditation with an outstanding result of 99.4%, the only Required Organizational Practice (ROP) that needed to be met is now completed and evidences submitted to Accreditation Canada. SSCHS staff continues to work hard to improve the quality of care and patient safety provided to our community and they do not hesitate to innovate and implement new processes. SSCHS provides staff with learning opportunities through training, educational conferences, continuous education programs/courses with the goal of putting patient and family-centred care experiences, priorities and trust first. “Nothing about me without me”.

This past year, numerous projects were completed; the replacement of the hospital steam boiler, the LTC painting project and the residents’ door panel project. A special thanks to the Family Resident’s Council committee as well our employees who chose paint colors as well the residents’ room door panels. A new door was installed between Turning Point department and the Emergency department for staff safety and security purposes. Our Emergency Preparedness Plan (EPP) is operational and functional, ten safety/security codes implemented and training provided.

This coming year will see a number of other capital projects on route; one of those is the change in the reception/registration area involving staff members in the process, upgrades to the Cedar Grove building, the implementation of a new food services model, the replacement of the steam boiler electric panel, the gradual floor replacement in the Bignucolo Residence. A new challenge knocking on our door is the Ontario Health Care system transformation.

SSCHS would like to thank the Chapleau General Hospital Foundation and its’ Directors for being an essential partner, and to the generous donors whose contributions have made several of our capital projects materialize or soon bring to fruition. For example, we will be able to

continue finish furnishing all the 25 rooms within the Bignucolo Residence and purchase a new hydraulic stretcher for the non-urgent transportation van.

We continue to focus on our strategic plan and goals, with community and stakeholder engagement, working in partnership with patients and residents, their families and the community. We measure experience by requesting feedback from patients, family, staff members and community through a satisfaction survey tool. We keep an open and strong channel of communication with a clear message about what we want to achieve, action needed to help us meet the needs and expectations of our staff members, patients, and their family. Every suggestion and feedback received represents an opportunity for improvement; as we know the best suggestions received comes from staff members and patients. Some suggestions can be implemented, some need to be explored and other cannot be implemented; however in such a case explanation is provided. We also inform our staff about SSCHS activities through our staff quarterly newsletter.

As CEO, I have the opportunity and the privilege to work with a very special and great group of people, dedicated, accountable and with a great heart. Staff who are motivated and come to work every day to do their best to help people, engage in the goal to make the patient visit at our hospital a positive experience with the best possible outcomes while treating the patients with respect and dignity. I saw in every level, in every department, staff members putting the shoulder at the wheel doing their share as one, as a team.

In conclusion, 2018-2019 was a year full of opportunities, accomplishments, and challenges. I would like to sincerely express my appreciation and acknowledge the Board of Directors, Chief of Staff, management staff, clinical and support staff, physicians, community stakeholders and members for their support, encouragement, help, and engagement. Working in partnership to build a healthy community. Special thank you of course to the Senior Management team as well our Executive Assistant for their exceptional and indispensable contribution throughout the year.

Respectfully submitted,

Jean-Marc Desmeules  
Chief Executive Director/Directeur Général  
Services de santé de Chapleau Health Services