



Annual General Meeting 2007

Remarks for
Janet M. Davidson, O.C.
President and CEO
Trillium Health Centre

June 14, 2007
Trillium Health Centre

It's been a pleasure getting to know you over the last months. While I look forward to working with incoming chair Scott Campbell, it's impossible to welcome the future without acknowledging the past.

Great things have happened at Trillium Health Centre over the last two years. It's not coincidental that you have been our Chair during that time.

It's been obvious to me, even in these few months, that you have brought passion, compassion, a generous spirit and grace to a difficult role in challenging times.

We all owe you a debt of gratitude.

I believe that one of the most important indicators of the achievements of those years will be delivered in just a few short weeks when we receive the Canadian Council on Health Services Accreditation Team report.

The Council's survey team recently spent a week at Trillium, looking at our processes, talking to our staff, our patients and our community partners.

The team described Trillium as an innovative, quality organization.

They praised our enthusiastic, energetic Emergency Services team, applauding our innovative solutions and processes to enable patient access.... solutions that don't exist in any other hospital.

For these strides, we must thank Susan Bisailon, director of our Neuro-MSK Health System and the dedicated patient access team. That team represented every hospital system. They took a continuum-wide, systems-based approach. They focused on the problem of Emergency backlogs by tackling the cause acute patients admitted without a bed. And they made progress. Even now, however, this work continues as we work to continually improve patient access.

The Accreditation Survey Team also praised Cardiac Services for its patient-centred approach and for its focus on the interventions that work best. Our designation as this region's centre for cardiac services is both earned and well-deserved.

We were praised, as well, for what was called our “top notch” Medication Reconciliation campaign. We have created, here at Trillium, an approach to medication safety through close monitoring both in hospital and after patients return to the community.

This work is critical.

We know that 23 per cent of patients have an adverse event within 30 days of discharge from a hospital. Seventy-two per cent of these adverse events can be attributed to medication medication errors are one of the leading causes of injury to hospital patients. Half of those occur at the interfaces of care, when patients move from community to the Emergency Room, from ER to acute care, from hospital to home or hospital to alternative care.

Trillium’s new approach makes that much less likely to happen. Our “MedRec” leaders Cynthia Young and Bruce Tugwood worked with every unit to put in place new patient-safety protocols for medications. Now, they are reaching out to the community to work with family doctors and

pharmacists to ensure a continuum of medication
safety.

That is probably one of the reasons we heard that
a great strength of Trillium is that it's leaning
forward, into the community.

In all, there were scores of positive comments from
the Accreditation Team, but, what stands out is
one phrase, repeated again and again: patient-
centredness. It was singled out as a core Trillium
value, uniformly supported and acted upon across
the organization.

In fact, the Accreditation Team heard directly from
our patients that they believe the hospital belongs
to them and that the people at Trillium really care
about them.

That alone proves that we ... you! ... have made
great strides toward our mission. We are, indeed,
transforming the health care experience.

We take these compliments with pride but, equally,
we look forward to recommendations for change or
improvement. They can ...and will... lead us even

further along the journey whose milestones are patient-centredness, integrated care, holistic health and patient safety.

In all that we do past and future the strength of Trillium lies in its people. We are pledged to continue our focus on creating an environment where they can do their best work. We intend to remain an “Employer of Choice”.

When we talk about the people of Trillium, it's worth noting that those people include you, our Board.

It is one of my core beliefs that leading organizations are those where governance and management are strong, collaborative and synergistic. I look forward to working with you. Truth told, we're all going to need your knowledge and your advice.

We are not in a position to rest on our considerable laurels, because everything is changing. The achievements that addressed yesterday's and today's challenges will simply not suffice tomorrow.

First, we are changing.

Just a week ago, we came together to celebrate the beginning of our redevelopment. Now that we've toasted the future, we have to live with the considerable challenges of continuing to deliver world-class care in a construction zone. From the frustrations of limited parking to the difficulties of way-finding, we are going to rely more than ever on the goodwill and patience of our staff and the people we serve.

Second, our community is constantly changing. As a region, we are growing in numbers but, more, in cultural, ethnic and linguistic diversity. The importance of culture and diversity cannot be understated or underestimated.

Understanding of....respect forand service to the individuals who comprise our diverse communities is what patient-centredness really means.

Third, and finally, health care itself is changing.

The very first day of this fiscal year was the first day the Mississauga-Halton Local Health Integration Network... known as a LHIN began officially to work with Trillium and other local health providers and community members to plan, coordinate, integrate and fund health care services in our region.

This is a sea change in the way health care works in this province.

It will be ... I can tell you from experience a time of unparalleled challenge and opportunity. I can also tell you that we are up to the challenges and well-positioned to take advantage of the opportunity to provide even better health care to our community.

You know, I came to Trillium with high expectations.

When I was in Vancouver, the medical staff was talking about the spine and cardiac programs at Trillium with – can I say it? – admiration.

And the Vancouver Coastal Health Authority surgical team came to Trillium to see the

ambulatory surgical program as an example of how
to do things right.

I'm pleased to report that my expectations have
been exceeded.

I continue to wonder at my luck in landing in this
wonderful organization.... at the opportunity to
work with all of you as well as those on the front
lines.

Now, with your help, it's left to me to rise to the
expectations that have been created by my much-
admired predecessor, Ken White, and the
collective achievements of 2006.2007.

I look forward to the challenge. Thank you.

- 30 -