



Annual General Meeting 2008

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

June 12, 2008
Trillium Health Centre

Good afternoon everyone.

Last June I stood before you, three months into this role, and shared my initial thoughts and reactions. The people, the role, and the two locations were all still quite new to me.

What a difference a year makes! Equally, Trillium has experienced tremendous change and faced considerable challenges within this same brief period.

I have learned many things about this organization and our community in the past year and one thing stands out for me – and that is, how much quality means to all of us; for our patients and their families; for our doctors, our nurses, our staff, our volunteers, and our community. Quality is what it's all about.

Quality is everywhere in our organization - in our people, in our processes and in our outcomes. It summons us to innovate and improve, and it drives us to excellence each and every day. I encourage you to read this year's Annual Report. Stories like Rod Thomas' heart attack recovery and Soo Jones'

Sweet Success in managing her diabetes tell us a lot about quality of care.

At Trillium, quality can be found, first and foremost, in our people. It takes a team of quality people to deliver quality care and sustain it – day after day. In this year of our 10th anniversary, and on behalf of the Trillium leadership, I wish to thank each and every member of “Team Trillium” for their hard work this year in delivering high-quality care and support to our patients.

Janice spoke earlier of our efficiency work. I echo her remarks and add my heartfelt congratulations to our senior team, our directors and managers and physician chiefs, for demonstrating strong leadership in balancing the need for prudent fiscal management with our commitment to provide safe, high-quality care to our patients and families.

Many of our people have been recognized both within and beyond Trillium for their excellence – including nursing awards both provincially and nationally, as well as awards for our physicians and headlines for their tremendous contributions. There were a record number of nominations this past year to Applause – our internal recognition program –

giving staff an opportunity to recognize their peers
for “going above and beyond.”

Across Trillium, our people are continuously
assessing the work we do, looking for innovative,
creative ways to advance our systems and
processes to improve upon the quality of care we
provide our patients.

Here is a partial list of new initiatives that showcase
the efforts made by our teams to address the
challenges we face, including:

- New protocols to improve patient flow, like
bed alerts, and to reinforce infection control
practices.
- New programs or approaches like the *C.
Difficile* action plan, reorganizing our
surgical systems, and changing our models
and processes of care.
- LHIN initiatives like the Restore and Wait at
Home Programs.
- Electronic integration between Trillium and
the Summerville Family Health Team and
the new online bed desk tool.
 - Our historic capital expansion and
redevelopment projects at both locations.

Finally, a focus on quality and excellence is measured by the **outcomes** we achieve. Every day, lives are saved at Trillium - this is the most important outcome we can achieve.

But it is one thing to 'know' we save lives, it is another thing to have independent organizations measure and assess the outcomes of quality. We get objective third party feedback in several ways, and it's been pretty good news this year. For example:

- Trillium received a positive three-year accreditation from the Canadian Council of Health Services Accreditation.
- Last year, we achieved the National Quality Institute's Silver Leaf Canada Award for Excellence. This year, we're going for gold.
 - We were one of two Canadian hospitals selected to participate in the "Quality by Design" project – an Ontario Health Performance Initiative that includes international hospital leaders from around the world. They wanted Canada's highest quality systems - and they picked us!
 - We got encouraging results in the Hospital Report Cards, the standardized

mortality ratios, and cardiac surgery
outcomes.

And honouring our commitment to transparency and
accountability, this week - for the first time - we
have posted on our public website information on
four key indicators of quality care: patient
satisfaction results, wait time statistics, infection
rates and hospital standardized mortality ratios. This
is just a first step in our efforts to tell you how we
are doing.

Again, my thanks to each of you – the members of
Team Trillium - for the great work you do here
everyday, and to you, our board of directors,
Foundation and Volunteers of Trillium, for your
tireless dedication, commitment and support this
past year.

Finally, I wish to thank the community for its strong
support over the years – we count on that support
every day. I am confident Trillium's second decade
of health care will be as exciting and as successful
as its first. We have a vital role to play in the lives of
the people in this community and beyond - and we
are determined to succeed and to lead.

The annual report theme says it all: Quality Care,
Quality Life, Quality Support. We have it here at
Trillium.

Thank you.

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