



Quality Awards of Excellence 2009

Awards Ceremony

Remarks for

Janet M. Davidson, O.C., BScN, MHSA, LLD (Hon)

President and CEO

Trillium Health Centre

October 29, 2009

Hi everyone.

I'm pleased to be here tonight as we present
the Quality Awards of Excellence.

These awards give us the opportunity to
acknowledge the exceptional efforts of our staff,
physicians and volunteers.

This recognition also serves as a reminder that
each of us defines quality at Trillium in the work
we do every day. We all contribute to the
quality of care we provide to our patients and
their families.

This year, the awards align with our five
strategic themes:

- Quality by Design
- Operational Excellence
- Integration and Partnerships
- Learning and Innovation, and
- Outstanding People.

The Quality Awards of Excellence highlight the
importance of the theme - Quality by Design.
This year, the storyboard submission in the new
improvements category that best demonstrates

quality will receive the President's Award for
Quality by Design.

An award will also be presented in the new
improvement category for the submission that
best demonstrates Integration and
Partnerships.

And we will recognize the new improvement
submission that best reflects Trillium's long
history of innovation and breakthrough
improvements in patient care with The Learning
and Innovation Ken W. White Award.

The Operational Excellence Award will
recognize the submission that best
demonstrates our commitment to sustainability.

And finally, the Applause Award recognizes
our Outstanding People.

By truly embracing and implementing our five
strategic themes, together we can establish a
continuous cycle of improvement in the quality
of care we provide.

Tonight, we recognize those among us who
have successfully applied these strategic
themes in their daily work.

At Trillium, you have a chance to openly share
your ideas and, where possible, translate them
into action.

It is you who knows best how to improve a
process, system or model of care. It is you who
will establish Trillium as an inspired health care
provider.

Quality is a promise of excellence. It's not what
we do but how we do it that will define us as a
quality organization.

When we lead in the development and timely
adoption of best practices, we deliver quality
care.

When we enhance our services to obtain
optimal levels of efficiency, effectiveness and
overall performance, we deliver quality care.

When we are responsive to the needs and
preferences of patients and are respectful of

patients' families, their personal values and beliefs, we deliver quality care.

We know that our ability to positively impact the lives of our patients remains solely in the hands of the people who work and volunteer here. You are our most valued and trusted resource in the delivery of patient-focused, quality care.

Tonight, we're here to celebrate your successes. I want to extend my sincere thanks to everyone who has worked diligently to find ways to elevate patient care outcomes to new levels.

I invite you to join me in celebrating these victories as they will positively impact the lives of our patients and their families.

Thank you.