



President's Circle Event 2009

Remarks for

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

President and CEO

Trillium Health Centre

October 14, 2009

Trillium Health Centre

Good evening.

It is my sincere pleasure to be here with you tonight. On behalf of the Board, I join Steve and Jennifer in extending a very warm welcome to you all.

I particularly want to welcome our new inductees.

The President's Circle is vital to the fulfillment of Trillium's mission – an important determinant of the health of our communities – as are the doctors who are your table hosts tonight, our municipal leaders or the politicians who make Ontario health care policy. We are all partners in the good health of the people of our community and beyond.

That's why I am so happy to have this opportunity – for the third year – to be with you and I am honoured to be able to say a few words about Trillium.

Every one of the seven-hundred and fifty thousand children, women and men who come to Trillium each year inspires us....driving our quest to achieve

the best possible results motivating us to explore
new and better ways of doing things ... compelling
us to maximize every available resource.

In just ten years, Trillium Health Centre has evolved
from its roots as a community hospital to become
one of Canada's largest tertiary care hospitals
offering exceptional regional programs in
advanced cardiac, neuroscience, vascular,
orthopaedics and sexual assault and domestic
violence.

Our continued success relies on our ability to meet
the needs of our patients today and to readily adapt
to the needs of our community tomorrow.

That's why, behind every action we take, every
dollar we spend and every patient we treat is a
sound strategic plan. A plan that is powered by a
compelling Vision...

Your Health. Our Passion – for Life

Those words are more than an expression of our
future – they're our promise to Trillium patients
today.

We have five strategic themes, and the one I want to talk about tonight, is Quality by Design.

What does quality mean in the context of a health centre like Trillium?

It means that we deliver exceptional clinical outcomes and exemplary patient and family experiences using evidence-based practices.

But there's more – it's Quality By Design.

That means we set leading standards for safe, high-quality care and service delivery. Quality doesn't happen by chance or just when the right people are in the room or only some of the time. It is consistent and ubiquitous.

It means that while we are achieving superior outcomes for our patients, we are, at the same time, continually seeking improvements in care.

And it means we are known and recommended for the best care experience. In other words, we don't just do it – we are seen and understood to be doing it.

You know, environmentalists are changing the world
by repeating the mantra of the three Rs.... Reduce,
Reuse, Recycle.

Well, at Trillium, we are changing the health care
world with our own mantra – Reduce, Improve,
Redesign.

To really put legs on Quality by Design, there is an
organization-wide imperative to reduce waste, and
to drive process improvements and redesign.

We are developing and sustaining centres of
excellence.

We are creating a culture of humanity and
compassion.

We are developing and implementing an integrated
information management system that includes
electronic patient records.

I don't believe our promise of quality distinguishes
us as an organization. It is delivering on that
promise that does.

It's not just what we do, but how we do it that
defines us.

In a moment, I'm going to share some good news
with you but, before I do, I want to backtrack.

I said earlier that behind every dollar we spend is
our strategic plan.

That brings us to the economic environment and the
ever-thorny matter of the resources we need to
deliver quality health care to our communities.

The first thing I want to say is that we're proud and
grateful that – thanks in part to your generosity – to
have been able to move ahead with improvements
that will have a remarkable impact the health of our
communities. Let me say it again... Thank you.

The second thing I want to share is that by now, you
must know that, at heart, I am an optimist...

I believe the economic downturn has provided us
with an opportunity to learn. We can look at it as a
kind of forge in which we are tried and tempered.

How are we going to manage given the financial
and other pressures we're facing? An aging

population...an increasingly diverse
population...changing local and provincial health
care priorities?

We will manage the way we have always managed.

We will make the most effective and efficient use of
the human and financial resources.

We will constantly push ourselves to think about
how we could be doing things differently.

We will explore new avenues for funding and
innovation through partnerships.

By carefully minding the store – and with the
continued support of our community – I believe we
can sustain and improve on the quality and level of
the services we provide.

I have said quite a lot about quality at Trillium. I am
pleased to say, so have others.

Last October, we received the National Quality
Institute's prestigious Progress Excellence Program
Level 4 Award and NQI Gold Award for
organizational excellence, quality performance and
for providing a healthy workplace.

We have recently received word from the Board of Governors of the Canada Awards for Excellence that, next week, Trillium will be inducted into the Canadian Hall of Excellence.

In May, we receive the National 3M Quality Health Care Team Award for the Trillium Spine Institute and the Canadian College of Health Services Executives Health Care Safety Award for a project related to safe patient hand-offs between shifts.

Earlier this year, in a television interview comparing the U.S. and Canadian health systems, in the same breath that he referenced the Mayo Clinic, renowned health expert Michael Rachlis cited Trillium Health Centre as an example of a Canadian hospital that is 'noted around the world to be a centre of true excellence.'

These awards and accolades are both a testament to our unwavering commitment to quality patient care and to the calibre of people who contribute to our work here at Trillium. I hope some of you gathered here this evening will lend your expertise in this important capacity.

In fact, “Outstanding People” is another of our strategic priorities.

We give voice to that priority every day of the year but, in October – quality month – we hold a special celebration during which we honour staff for outstanding performance.

From our Applause program to the Ken W. White Innovation Award, Trillium steadfastly recognizes its physicians, staff and volunteers for excellence.

We know that great people generate great results.

And that – finally – brings me to the good news I promised, an important initiative here at Trillium.

We are gathering together community leaders representing a wide variety of constituencies so that we can draw on them for their experience, for their knowledge and for their connection to their communities.

I am pleased to announce our new President’s Advisory Council.

This Council will provide me with a forum - an opportunity to engage people from industry, government, health care and the community-at-large in the work that we do, the direction we're going and the support that we need.

They will be my advisors but, more importantly, they will be Trillium's ambassadors.

They will bring the community to us and take us out into the community.

They will add immeasurably to our already considerable stock of Outstanding People.

At Trillium, whether we are doctors or administrators, volunteers or donors, we are privileged to have the opportunity to positively impact thousands of people's lives.

Each of us contributes to a greater good that will elevate health care to new levels and chart a course that will serve generations to come.

I'm proud to be a part of that and grateful to the staff, the doctors, our Board of Directors, our

wonderful Foundation and, not least, to each of you,
for making it possible.

I look forward to our continued partnership.

Thank you.

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