

## Quality & Safety

I am pleased and proud to report that we have completed a highly successful Accreditation. The Surveyors were on site May 4-6<sup>th</sup> on a very compressed timeline and the hospital staff, physicians and volunteers performed with distinction. As you are aware, the standards are extremely comprehensive, encompassing everything from the way the hospital is Governed to the processes used to sterilize equipment.

This was truly an all-hands-on-deck activity for us over the past year and a half, and PSFDH met more than 98% of the prescribed standards. While it may not be articulated in the report, several of the surveyors commented on the significant achievements gained since the last survey and complimented us on our ability to deliver on safety and quality given our available resources. It's hard to single-out individuals on such a strong team effort, but I would be remiss if I did not recognize Hodayra Mostamandi and Brian Smith for their exemplary leadership throughout the process, as well as the incredible work and support of Chelsea Rustan.

## People and Partnerships

I am very pleased to be attending the official launch of the LIFT program, offered through Lanark County Mental Health. Thanks to the funding from the Federal Government the team has been providing outstanding services to a hard to reach and marginalized segment of our community. Since December 15<sup>th</sup> the team has seen over 470 clients serving to prevent harm, reduce dependency on Emergency Rooms, and provide front line primary care to where it is needed most.

## Finance and infrastructure

The procurement for the planners required to develop our Master Plan/Program is complete. The Resource Planning Group (RPG), are well known to the hospital having supported the development of our pre-capital submission. RPG was also the firm that supported the Smiths Falls expansion, that was completed in 2010.

The first phase of the planning exercise is to work with information on our services such as clinic volumes, case types, surgical services and project the expected activity into the future, in view of the growth and aging expected within our communities. This will allow the development of a future service profile that can drive design and service concepts. These, in turn, can be validated and tested with internal and external stakeholders - a process that will likely be planned for the fall.



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MC/cr