

Opening Remarks

The Hon. John McDermid
Vice Chair, Central West LHIN Board of Directors

Governance and Leadership Forum | Creating a Culture of High Performance

Tuesday, April 26th, 2016

Good evening everyone!

My name is John McDermid, Vice Chair of the Central West LHIN Board of Directors, and it is my pleasure to offer you a sincere welcome.

Once again, it's fantastic to see so many in attendance.

This full house provides reassurance that you continue to find these Forums relevant and meaningful. And so, on behalf of the Central West LHIN Board of Directors... many of whom are here this evening... thank you for coming... and for your ongoing commitment to the health care needs of local LHIN residents.

Perhaps I could kindly ask the LHIN's Board Members to stand so everyone knows where and who you are.

Thank you to my colleagues... much appreciated.

Having emerged as an important health care priority... provincially and in the Central West LHIN... organizations are striving to improve the patient experience.

But what does this mean in a contemporary healthcare setting?

How are improvements defined... and measured?

How can patient-centred care be delivered consistently within individual organizations, and across the broader health care system?

What is the relationship between patient experience and other priority mandates such as quality improvement, staff engagement, and financial performance?

The following excerpt, taken from the article Back to the Future... which you should have all received as part of your pre-reading material... provides an interesting premise for us to formulate a discussion on these important questions.

“Patient-centred care, patient engagement, and improving the patient experience are not new concepts.

What is new, is that we are learning how the time-tested basics of engaging... respecting... understanding... and caring for our patients can also be critical ingredients in the success and sustainability of complex, contemporary health systems.

Organizations that are improving the patient experience are also making strides in other critical areas such as quality, safety, efficiency, productivity, and financial results.”

Who better to help us further understand this premise, than co-authors and special guests Mitch Hagins and Bonnie Cochrane of The Studer Group. Mitch... Bonnie... Welcome!

The Studer Group uses an Evidence-Based Leadership Framework to help health care organizations build high-performing, sustainable cultures...

... to help them promote accountability... foster innovation... and deliver high-quality patient experiences and outcomes over time.

Understandably, the Studer Framework is an example of one model. However, as you move forward from this evening and contemplate how your organizations intend to further improve the patient experience... to further develop cultures of high performance... it is worth noting that this model has already been successfully implemented by Health Service Providers here in the Central West LHIN.

Later this evening the Central West CCAC, Headwaters Health Care Centre, and William Olser Health System will share their first-hand Studer experiences with us; how improvements in five critical areas... the five pillars as they are known... including People... Service Quality... Clinical Quality... Efficiency... and Growth, have had a positive impact on the overall patient experience... and vice versa.

I look forward to the night ahead; to understanding the Studer Framework while, at the same time, gaining further insights into the strategies and approaches your organizations are implementing that impact and improve the five pillars... and ultimately the patient experience.

I now invite Gerry Merkley... a member of the Central West LHIN Board of Directors... to introduce our guests this evening... Gerry.