

Annual General Meeting
Mr. Frank Ryan
September 27, 2016, 10:00 a.m.
Pleasant View Towers
West Residence Entrance, Multipurpose Room (1W026)
65 Newfoundland Drive, St. John's, NL

Introductions:

- Good morning everyone. My name is Frank Ryan and I am the Vice-Chair of Eastern Health's Board of Trustees.
- Welcome to Eastern Health's Annual General Meeting as we present highlights of our performance for the fiscal year 2015-2016.
- As interim Chair for Eastern Health's Board of Trustees, I will be your Emcee for today. Mr. Michael O'Keefe has retired from his seven-year term on September 10, 2016 as Chair – an exceptional leader with a commitment to quality health care delivery. On behalf of the Board and all of Eastern

Health, I want to thank Mike for the significant contributions he has made to this organization during his time as Chair.

- Without further delay, I would like to introduce you to our head table. On my far right is Mr. John Abbott, Deputy Minister of the Department of Health and Community Services; next to him is Ms. Sharon Forsey, Interim Chair of the Board Finance Committee; and Mr. David Diamond, President and CEO of Eastern Health.
- I would also like to recognize my colleagues from our Board of Trustees - I'll ask you to please stand and be acknowledged.

Board Members stand

- To all members of Eastern Health's Board of Trustees - thank you for your dedication in your governance role in

ensuring quality health and community services for the people of the eastern region and for the province overall, as many of Eastern Health's services extend to people throughout Newfoundland and Labrador.

- I also warmly welcome representatives of our health foundations and the members of our auxiliaries. You are valuable partners in supporting Eastern Health. Thank you for your tireless dedication and the time you invest in funding for equipment and countless other supports to enhance health-care delivery, programs and services.
- I welcome members of the public and community partners who have joined us here today. I would also like to recognize some members of the media here with us. Thank you all for making the time to be here with us today.

- I'd also like to acknowledge the members of Eastern Health's Executive Team for their role in ensuring the provision of quality health care services.
- And last, but certainly far from least, I welcome Eastern Health's employees, physicians and volunteers who were able to join us this morning.
- This performance report reflects your work in delivering quality care and services over the past year. I commend you all for your dedication and work toward safe and quality care – including those who are back in their offices and those who are currently attending to our patients, clients and residents throughout the region.
- Without any further delay, I now invite Mr. John Abbott to the podium to speak on behalf of the Department of Health and Community Services and the Provincial Government.

Mr. John Abbott speaks

Background about Eastern Health:

- Thank you, Mr. Abbott. Before I continue with our formal proceedings, part of my role as emcee is to provide some background information about Eastern Health.
- Eastern Health is the largest health authority in the province, offering the full range of health care services from pre-natal to end-of-life care. Our catchment area extends from the most easterly point of our province to the community of Port Blandford. Our region includes the entire Avalon, Bonavista and Burin Peninsulas for a total of 21,000 square kilometres.
- We have a budget of approximately \$1.4 billion, serving a population of just over 300,000. Eastern Health also

operates seven acute care facilities, six community health centres, 12 long-term care facilities and has community-based offices in 30 communities.

- We have approximately 13,000 employees, and 2,234 volunteers who in this year alone, who provided over 62,500 hours of volunteer work!
- Our patients, clients, residents and staff benefit from the dedication of these volunteers, whether acting alone by doing some friendly visiting; working in large groups for activities such as concerts and other entertainment; or partnering with four-legged friend programs like pet therapy!
- Our volunteers log countless hours in a wide range of activities throughout our region, and this level of commitment is to be commended. I am confident in saying that this level of volunteer commitment rivals any in the country!

- I could go on about how Eastern Health, overall, is a leader in health care – and I will provide some more interesting facts as we proceed – but first, I will now seek approval for the minutes from last year’s meeting, held on September 29, 2015, at this same site.

- **Motion moved by:**
- **Seconded by:**

- Thank you. Next, I invite Ms. Sharon Forsey, Interim Chair of the Board Finance Committee, to give her report on behalf of the Finance Committee of the Board.

Ms. Sharon Forsey speaks

- 4.1 Appointment of Auditors
- 4.2 Approval of Audited Financial Statements

- Thank you, Sharon.
- I would like to point out that Eastern Health is responsible not only for regional health and community services in the areas of acute care, community services and long-term care, but also tertiary-level, or specialty care, as well as numerous provincial programs.
- For example, we are responsible for the Provincial Air Ambulance, the Provincial Perinatal Program, Cancer Care, Cardiac and Critical Care, and the Provincial Organ Procurement Program, to name just a few.
- I also want to emphasize Eastern Health's core values: *respect, integrity, fairness, connectedness, and excellence.* These values provide meaning and direction for everything we set out to accomplish, and there are many examples of

how our employees, physicians and volunteers are “living the values” that will be mentioned here today.

- I would now like to call upon Mr. David Diamond, our President and CEO, to provide an overview of Eastern Health’s performance over the last fiscal year April 1, 2015 to March 31, 2016.

CEO speaks

Following video presentation, Emcee returns to stage

- Thank you.
- To conclude our Annual General Meeting, I would like to once again thank everyone for attending today. We greatly value your interest.

- I invite you to take this opportunity to network and to discuss more of the great organization that is Eastern Health. Have a great afternoon!