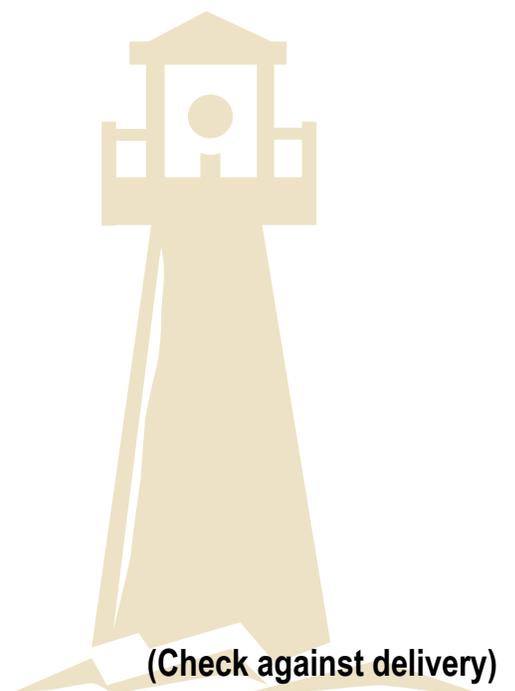




SPEAKING NOTES

**Mr. Leslie O'Reilly
Chair, Board of Trustees
Eastern Health**

**Eastern Health Annual General Meeting
September 27, 2017 at 11 a.m.
Carbonear Long-term Care Facility
Main Entrance Centre Block, Multi-Purpose Room (1C036A)
3-6 Earles Lane, Carbonear**



Annual General Meeting
Mr. Leslie O'Reilly, Chair of the Board of Trustees
September 27, 2017, 11:00 a.m.
Carbonear Long-term Care Facility
Main Entrance Centre Block, Multi-Purpose Room (1C036A)
3-6 Earles Lane, Carbonear

Introduction:

- Good morning everyone. My name is Leslie O'Reilly and I am the Chair of Eastern Health's Board of Trustees. It is my pleasure to be your Emcee for today.
- Welcome to Eastern Health's Annual General Meeting (AGM) as we present highlights of our performance for the fiscal year 2016-17.
- I am particularly happy to welcome you to our new long-term care facility here in Carbonear. This facility is celebrating its one-year anniversary this year - we are glad to have the opportunity to hold our AGM where we can showcase this lovely facility and top-notch care provided by the employees on site.
- If you haven't already visited this facility before, I encourage you to take a guided tour with us following today's event.

Special welcomes:

- To start off, I would like to introduce you to our head table. On my far right is Carol Anne Haley, Parliamentary Secretary to the Minister of Health and Community Services; Mr. Robert Andrews, Board Trustee on behalf 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, some of whom have recently joined as new members of the board. I welcome you and ask each trustee to please stand and be acknowledged.

Board Members stand. Board Chair states the name of each board member as they are acknowledged.

- Eastern Health's Board of Trustees consists of a group of volunteers from communities throughout the eastern region, who are committed to ensuring high quality health care to our patients, clients and residents.
- Thank you for your dedication in your governance role for the people of the eastern region and also for those right

across the province as many of Eastern Health's services extend to people throughout Newfoundland and Labrador.

- On behalf of the Board of Trustees, I want to take this opportunity to acknowledge Eastern Health's *Quality and Safety Improvement Committee* for your continued work with our Board of Trustees. This committee, via a comprehensive quality and safety plan, assists all members of the Board to fulfill our responsibilities to Eastern Health in ensuring:
 - the delivery of quality care;
 - patient and staff safety; and
 - quality improvements throughout the organization.

- Next, I warmly welcome representatives of our health foundations and auxiliaries. You are valuable partners in supporting Eastern Health. Thank you for your tireless dedication and the time you invest in fundraising for equipment and countless other supports to enhance programs and services.

- I welcome members of the public, community partners and members of the media who have joined us here today.

Thank you all for making the time to attend this event out of your busy schedules.

- I also want 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 could join us this morning. This year's 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 Carol Anne Haley to the podium to speak on behalf of the Department of Health and Community Services and the Provincial Government.

Carol Anne Haley speaks

Background about Eastern Health:

- Thank you, Ms. Haley. 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.
- We have a budget of approximately \$1.45 billion, serving a population of just over 300,000. We have almost 13,000 employees and this year we had over 1,000 students from a variety of backgrounds placed throughout our region as we educate the next generation of professionals.
- We also had over 2,000 volunteers who, in this year alone, provided more than 86,000 hours of their time. These volunteers provide a wide range of activities for our patients, clients, residents and staff, such as friendly visits, recreation and entertainment. Our province has a vibrant commitment to volunteerism and I am happy to say Eastern Health is a part of that.

- Next, I invite Mr. Robert Andrews, on behalf of the Board Finance Committee, to give a report on their behalf.

Mr. Robert Andrews speaks

- 4.1 Appointment of Auditors
 - 4.2 Approval of Audited Financial Statements
- Thank you, Mr. Andrews.

Eastern Health’s responsibilities and core values:

- 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 Kidney Program, Genetics, Public Health Laboratory 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”.

- One initiative that comes to mind is *Change Day* – a growing global movement that many of you may be familiar with.
- *Change Day*, which was designated on January 17, 2017, is rooted in health system improvement. It’s about health-care providers, employees, volunteers and leaders across the organization, each pledging to make a change in health care.
- At Eastern Health, nearly 2,600 pledges were submitted to bring about changes to touch people’s lives in many countless ways. To give you some examples, pledges were made by individuals across Eastern Health to:
 - live healthier lives and improve their own mental health to better serve our patients, clients, residents and families;
 - increase hand hygiene efforts; or
 - sit in busy waiting rooms to hear, feel and try to understand what patients and their families may experience while waiting for care.

- *Change Day* is a small but powerful example of our employees living Eastern Health's core values with the goal of improving health-care delivery and making our facilities safer and better.
- But in just a moment, you will hear *more* examples of how Eastern Health's values come to life – Mr. David Diamond, our President and CEO - I invite to you to the front to please give us an overview of Eastern Health's performance over the last fiscal year April 1, 2016 to March 31, 2017.
- Thank you.

CEO speaks. Following video presentation, Emcee returns to stage.

Concluding remarks:

- Thank you very much, Mr. Diamond. It is always a pleasure to hear about the progress we are making and we should all be very proud, indeed, of what can be accomplished in a year's time. Congratulations to all involved!

- And I look forward to working on our new Strategic Plan for 2017-20 – if that video is any indication of the work ahead, it will be an exciting time to be involved in bringing about positive changes in this region and this province.
- To conclude our AGM, I would like to once again thank everyone for attending today. We greatly value your interest.
- I invite you to take this opportunity to discuss more of the great organization that is Eastern Health. If you are interested in having a tour of this lovely new facility, please see Louise Roach, program manager, long-term care, at the back. Louise, if you could please stand to show us where you are located - thank you.
- Have a great afternoon, everyone!