

ANNUAL MEETING

NOVEMBER 22, 2006

DAUPHIN JOINT REC COMPLEX – BANQUET ROOM

1900 HOURS

Recognized Dignitaries:

The Hon. Kerri Irvin Ross – Minister of Healthy Living, The Hon. Rosann Wowchuk, Minister of Agriculture, and Deputy Premier, and the Hon. Stan Struthers, Minister of Conservation

Board Members Present: Lynda Mann, Myrtle Bilow, Monica Black, Barry Chalmers, Anne Lacquette, Heather Morden, Paul Overgaard, Rowena Powell, Doreen Stammen, Gerald Shewchuk, and John Zaplitny.

1. Opening Remarks:

Lynda Mann, Chair of the PRHA Board welcomed the audience to the Parkland Regional Health Authority's Ninth Annual General meeting. Ms. Mann acknowledged the dignitaries, Board members, Advisory Council members, staff and volunteers in attendance.

Ms. Mann also acknowledged the contributions of former Board Chair, Merv Toderian of Dauphin, and former Board members Anna Stewart of Roblin and Gordon Bishop of Ste. Rose whose terms on the PRHA Board expired during the past year.

2. Reading of the PRHA Vision & Chairman's Remarks – Lynda Mann:

Lynda Mann began her presentation with the reading of the PRHA's Vision and Mission.

The PRHA Vision is "Individuals, Families and Communities, Achieving the Best Possible Health and Wellness."

In pursuit of its Vision, the Authority exists so that there will be

- *Optimal Quality of Life*
- *Healthy Lifestyles*
- *Healthy Environments*
- *Quality Treatment of the Ill and Injured*

Ms. Mann stated that the PRHA Board believes strongly in this Vision, and added that everyone has a part to play when it comes to improving our health status within the Region.

1. Presentation of the PRHA Volunteer Service Awards – Lynda Mann

Lynda Mann stated that she was pleased to present the Third Annual PRHA Board Volunteer Service Awards stating that the PRHA Board initiated the Awards to honour the efforts and dedication of outstanding volunteers and volunteer organizations, and to recognize and encourage the valuable services that are performed for the health of our communities, and our Region.

Before beginning with the Regional Awards, Ms. Mann acknowledged a Parkland volunteer, and former health care worker, José Randell, who was recently recognized with the prestigious provincial Judge J.M. George Memorial Award for her long-standing personal commitment as a volunteer concerned with health and health services.

Ms. Mann called upon Manitoba's Minister of Healthy Living, the Honourable Kerri Irvin Ross to assist in the presentation of the Regional Volunteer Awards.

The award for the **East District** was presented to **Ms. Mary Schulz of McCreary**. Mary was nominated by the McCreary Health Care Auxiliary for her active involvement with McCreary Health Auxiliary fundraisers, the Services to Seniors Program and as a canvasser for many health organizations like Cancer Care and Heart and Stroke. The PRHA is making a \$100 donation in her name to a charity of her choice, the **McCreary Health Auxiliary**.

The award for the **North District** was presented to **Mr. Gordon Jeffrey of Swan River**. Gordon was nominated by Laura Terhorst and Joanne Chernyk of Kenville for volunteering his musical talents for over 30 years at Swan River personal care homes as a violin player and choir singer ensuring that residents enjoy great afternoons of old time

music. The PRHA is making a donation of \$100 in his name to a charity of his choice, the **Canadian Diabetes Association-Parkland Chapter**

The award for the **West District** was presented to **Ms. Mabel Brade** of **Roblin**. Mabel was nominated by Lorene Ward of the Roblin Hospital Auxiliary for outstanding volunteerism as an active member of the Roblin Hospital Auxiliary. Mabel opens her home weekly for members to come and do crafts and quilts that are given to residents of the Personal Care Home. With Mabel's guidance, over 100 quilts have been cut, stitched, and sewed for personal care home residents. In addition, Mabel also helps residents with bingo, drives a friend to receive dialysis treatments and has sat on several planning committees for various health-related events. The PRHA is making a \$100 donation in her name to a charity of her choice, the **Roblin and District Health Auxiliary**.

The award for the **Central District** was presented to **Mr. Bob Curle** of **Dauphin**. Bob was nominated by Marvin Fried of the Swan Valley Branch of the Canadian Mental Health Association for his tireless work on the low income/ disadvantaged Housing Initiative for the Parkland Region as a volunteer member of the Canadian Mental Health Association Board. The project, which Bob has seen through from start to finish, will see a new 20-suite complex which will help many low income or disadvantaged individuals secure housing. Bob is also a current volunteer member of the PRHA's Mental Health Advisory Council. The PRHA is making a \$100 donation in his name to the charity of his choice, the **Parkland Chapter** of the **Canadian Mental Health Association**.

The award for **Volunteer Service Group** was presented to the **Roblin Parent Child Centre**. The Group was nominated by Ava Gaber of Roblin. The Centre is committed to fostering the development of confident, caring, and literate citizens. Supporting and encouraging young families is crucial to achieving that goal. The Roblin Parent Child Centre has joined forces with many partners to run a Summer Parks Program, and arts and crafts evenings throughout the year. They play a role in such things as the Growing Healthy Families Program, the Manitoba Adult Literacy Program, Safe Kids Fair and many other initiatives. The PRHA is making a \$100 donation to the **Roblin Parent Child Centre** as their charity of choice.

In closing, a special award was presented to **Mrs. Nadia Brossart who accepted the award on behalf of the family of the late John Brossart**, who passed away earlier this year. Lynda Mann called on Charlene Fleming, a staff member of the Winnipegosis and District Health Centre to read a tribute to John written on behalf of the Winnipegosis and District Health Centre Board acknowledging a few of the many contributions of John's life to improving the lives of the Winnipegosis area residents. John's involvement in community projects included renovations and improvements to the Winnipegosis Curling Rink and the local hospital as well as the many years he served as Board Chair of the Hospital. The PRHA is making a \$100 donation to the **Winnipegosis Personal Care Home patio fund** as the family's charity of choice.

Lynda Mann thanked each of the volunteers for their 'spirit of volunteerism' within the Parkland Health Region.

4. Chief Executive Officer's Report – Mr. André Rémillard

André Rémillard began the Chief Executive Officer's Report for 2005-2006 by reflecting back over the nine years since the PRHA was formed back in 1997 noting that each year has seen its unique share of opportunities, highlights and challenges.

Mr. Rémillard stated that since its inception, the PRHA has been working towards more efficient and more effective ways of delivering services that meet the health needs of communities within the Region. In order to maintain health and prevent illness, the PRHA continues to shift emphasis from costly institutional programs to programs and services that:

- Support people in their homes
- Promote health and wellness
- Prevent illness and injury
- Encourage individuals to take personal responsibility for their health and well-being and
- Enhance community capacity to support the health of the Residents of the Region.

Mr. Rémillard summarized some of the accomplishments and challenges of 2005-2006 and provided some illustrations of Parkland Region's continued work towards achieving these five goals.

A summary version of the 2005/2006 Annual Report was also made available for the audience as well it was noted that anyone interested in obtaining a full Report can do so at the Regional Health Authority Website or by requesting a copy at the PRHA's Corporate Office.

OPTIMAL QUALITY OF LIFE:

The Region has focused its primary attention on Seniors.

Quality of Life Accomplishments:

- **Community Resource Councils**, which help coordinate things like transportation services, shopping and friendly visiting, are located in: Alonsa, Dauphin, Gilbert Plains, Grandview, McCreary, Roblin, Rorketon, Ste. Rose and Swan River.
- **Community Meal Programs** for the elderly are offered in more locations than ever before.
- **Respite Services** are available in personal care homes throughout the Region. These services provide short-term support for frail elderly and their families.

HEALTHY LIFESTYLES:

Emphasis on activity related to disease screening, healthy growth and development, and the promotion of healthy lifestyle choices are the main goals of achieving a healthy lifestyle.

One aspect of care and prevention, that speaks to all of those goals identified under Healthy Lifestyles, deals with the Region's commitment to a **primary health care framework**. This framework has been adopted by the PRHA as one which will guide the PRHA for delivery of all community health services in the Region.

Healthy Lifestyle Accomplishments:

- In 2005/2006 Primary Health Care Centres were established in Waterhen and Camperville.
- The Manitoba Cervical Cancer Screening Program provided funding for a pilot to cover expenses related to nursing education for nurse run clinics and the purchase of equipment and supplies. Clinics took place throughout the year in Benito, Camperville, Duck Bay, Pine River and Ethelbert, all communities that had been identified as having low cervical screening rates.
- The mobile mammography program held screening clinics in 8 Parkland communities in 2005-2006. Parkland led the province in breast screening participation rate in 2005.
- In 2005-2006, Influenza/Pneumococcal immunizations were provided by Public Health Nurses and Immunization Nurses in 23 communities, with immunizations provided to 6,229 individuals.
- The "Families First" Program" accepts identified prenatal families and parenting families with children up to age 4.
- The Region continued its chronic disease prevention strategy with the formation of Committees in 6 community clusters with 25 communities participating. These community committees develop and implement action plans related to physical activity, healthy eating and tobacco reduction.
- Regional Injury Prevention Working Groups were developed in collaboration with partners which include representatives from the Departments of Education and Agriculture, the Manitoba Safety Council, Manitoba Public Insurance, the RCMP, Mental Health support groups, seniors organizations and Tribal Councils. These working groups are now developing action plans on four key areas within the prevention strategy- fall prevention, suicide prevention, motor vehicle accidents and farm injuries.

HEALTHY ENVIRONMENTS:

Specific emphasis was made in the areas of Disaster Preparedness, prevention of environmentally-related illness, and patient safety/quality improvement.

Environmental Accomplishments:

- There were no human cases of WNV reported in the Region in 2005.
- Asthma sessions were held in the Region to help provide information and tools to assist families in developing a plan to manage their asthma.
- A Province Wide Safety Engineered Needle Initiative began in the Region with the introduction of safety engineered IV's in hospitals in the Region.
- The PRHA developed a Major Incident Response Vehicle (MIRV) which serves as a command post in the event of major incidents within the Region.

- In 2005/2006, the PRHA hosted two regional meetings with stakeholders (Dauphin and Swan River) in relation to pandemic influenza planning. These sessions were undertaken in collaboration with the Office of Disaster Management with Manitoba Health and the Provincial Emergency Measures Organization.

TREATMENT OF THE ILL AND INJURED:

Specific emphasis was on timely access, ambulance response times, and appropriate care in the right setting.

Treatment Accomplishments:

- 75% of Parkland residents obtained their hospital services within the Region.
- A Clinical Service Manager, Regional Infection Control position was established in 2005/2006.
- New arrangements were developed during the year to provide enhanced, on-site CT, X-Ray, and ultrasound services within the Region.
- Stress Testing was introduced in Swan River and Rehab Bed capacity was increased from 12 – 16 beds in Swan River.
- Itinerant urologist services were established at Dauphin Regional Health Centre.
- The CT scanner at Dauphin Regional Health Centre was upgraded in early 2006. The PRHA, through Manitoba Health, replaced the ‘single slice’ CT Scanner with a state of the art - 16 slice unit.
- The PRHA, in collaboration with the Addictions Foundation of Manitoba, continue to identify and meet the needs of persons with co-occurring addictions and mental health problems.
- HERO Clubs in Parkland (Dauphin, Roblin and Swan River) provide support through organized fellowship that may include a vocational focus.
- A psychologist was hired during the year, in collaboration with the Department of Clinical Health Psychology- University of Manitoba.
- The PRHA provides staffing and resource support to the Parkland Mental Health Promotion Committee that plans community awareness and educational events around Mental Health Week in May and Mental Illness Awareness Week in October.
- The PRHA expanded the MB Telehealth Program to Ste. Rose in 2005/2006, it’s third site in the Region which was due in large part due to the financial contribution from the Prevost Foundation in Ste. Rose. The Dauphin General Hospital Foundation also purchased additional Telehealth Equipment in 2005/2006, to enhance the program within Dauphin Regional Health Centre.
- The PRHA Mafeking Emergency Medical Services Station commenced operations in May 2005. This new service helped increase response time in the northern part of the Region.
- In 2005-06, we also officially opened the new EMS Station in Swan River.

In addition to the accomplishments specific to Board ENDS or goals, André Rémillard shared some accomplishments in other areas including Human Resources, Quality Improvement and Capital Projects and Infrastructure.

Human Resources Accomplishments:

- A Human Resource Strategy was developed for the Region
- A Human Resource Recruitment Manager position was created.
- The PRHA honoured the contributions made by 24 people who retired from the RHA.
- A Regional Staff Education Plan was developed. The PRHA increased the number of In-Region Educational Opportunities and Events.
 - In collaboration with Red River College and West Region Tribal Council, the PRHA participated in a Licensed Practical Nurse to Diploma Registered Nurse Education pilot project in the Region which allowed eight Parkland LPNs to access nurse education and participate close to home for a majority of the program. Red River College in Winnipeg delivered the program using streaming video technology. Seven of eight graduated class members are working within the PRHA or one of its affiliates.
 - Parkland was selected as one of two rural sites to host a 15-month Licensed Practical Nursing Program. The Program began in January 2006 and offered enrollment to 25 Parkland-area students.
 - The PRHA partnered with ACC to host a Comprehensive Health Care Aide Program in Roblin in the Fall of 2005.

- As well, the PRHA HR Department developed a cooperative training relationship with ACC to develop a Health Care Aide Program. Employees were hired with the expectation of obtaining their ACC Health Care Aide Certificate within nine months of employment.
- The PRHA also introduced a Disability Manager position in order to support a timely return of injured employees, back into the workplace.

Quality Improvement Accomplishments:

- A report was completed addressing all requirements identified by Canadian Council of Health Services Accreditation (CCHSA) in the last accreditation survey.
- The PRHA is currently addressing standards for review in preparation for its next accreditation survey which will take place in October 2007.

Capital Projects and Infrastructure Accomplishments:

- Work continues to ensure that physical facilities and equipment are adequate to meet the needs of the Region's Programs.
- Construction of the new \$33-million dollar Swan Valley Health Centre was completed in the Summer of 2005. The new facility brings all services- public health, mental health, laboratory and diagnostic imaging, and of course hospital services- under one roof.
- In 2005/2006, the Region and Manitoba Health continued to work on architectural drawings and construction budgets for a new Community Health Services Building in Dauphin which will house public health, mental health and home care services under one roof, and will adjoin to the Dauphin Regional Health Centre. Completion of the building is forecasted sometime during the Spring of 2008.

In closing, André Rémillard stated that he wanted to take the opportunity to thank first, RHA staff and management for their significant efforts and contributions throughout the year noting that their commitment to the people of the Parkland is indeed remarkable and inspiring. He added that we are indeed blessed with many amazing people who bring many diverse gifts, attributes and qualities to their work in the Region noting that little could be achieved or accomplished without their commitment.

André Rémillard also expressed appreciation for the commitment, direction and support provided by the Board, and stated that the Region should experience another challenging and successful year ahead.

2. Audited Financial Statements:

Gerald Hackenschmidt, the RHA's VP of Corporate Services began his presentation on the Financial position for the year ending March 31, 2006 by reviewing the responsibilities of the Auditor, Management, Finance Committee of the Board and the PRHA Board.

He noted that Management's responsibility for consolidated financial statements included establishment of internal controls and accurate and timely financial reporting with the Auditors' responsibilities being to audit in accordance with generally accepted auditing standards and to offer the Auditors' opinion on the amounts and disclosures in Statements.

Mr. Hackenschmidt stated that the Finance Committee's responsibilities are to communicate with the Auditor, focus on areas of significant risk, oversee internal controls and provide advice to the Board regarding Financial Reports, Statements, risks, and Disclosures. The Board is responsible for acting in the best interests of the Region and to exercise the care and diligence in accordance with Act.

Mr. Hackenschmidt reported revenues of \$102,928,099 million - an increase of 4.43% overall and expenditures of \$107,780,659 million - an overall increase of 7.82%. This difference resulted in a deficit of \$4,852,560 or 4.71 % of the total budget. Mr. Hackenschmidt summarized that for every \$100.00 in revenue we expensed \$104.71.

Acute Care service expenditures were 39% of the total budget with Long Term Care service expenditures following with 29%. Community Health contributed 10% and Home Care with 9% of expenditures.

Medical Remuneration expenditures of 3% includes only the medical remuneration costs for which the RHA is responsible. Almost all of the Region's physicians bill Manitoba Health directly on a fee for service basis. The

amount included in the RHA Financial Statement includes: Emergency Room coverage; on call stipends for surgery, psychiatry, obstetrics, special care; salaries for 3 Physicians on contract; and some stipends for medical/administrative duties.

Emergency Response and Transport expenditures make up another 3% of the budget. Mr. Hackenschmidt noted that Manitoba Health provides funding for 42% of this expense with the balance of 58% coming from user fees and third party insurers.

Interest and Amortization, other Employee Benefits, and Corporate and Board expenses make up the balance of the expense allocation for 2005/06.

It was noted that the majority of the deficit amount was attributed to higher activity in the Region's hospitals and the associated staffing costs related to the increased activity, as well as the one time commissioning costs for the new Swan Valley Health Centre. These factors contributed to the deficit in the amount of \$2.7 million or 55% of the total deficit.

In addition, a one-time adjustment to our pre retirement liability was also required in 2005/06 (essentially, a difference in the way pre retirement dollars are expensed) resulting in the amount of \$831,063 being added to the deficit figure.

Mr. Hackenschmidt stated that the balance of the deficit can largely be attributed to staff shortages resulting in additional staffing costs for overtime and associated benefits.

6. 2005/2006 Health Plan:

André Rémillard provided an overview of the newly released PRHA publication outlining the Region's Strategic Direction for 2006-2011. Copies were also on hand for members of the audience.

Mr. Rémillard stated that the planning cycle is an ongoing process. The Board develops its Ends Statements (Goals) based upon information gathered about the Region and its residents which includes information gathered during the Community Health Assessment. The Ends statements form the basis for the Region's Strategic Plan.

The main priorities identified for the next five years and some of the key initiative plans include:

- **Healthy Living**
 - Formalize Board & Staff linkages with organizations, groups, government departments, and healthy community committees in the Region.
 - Develop a framework for the engagement of communities.
 - Implement Chronic Disease Prevention Initiative.
 - Support Implementation of "In Motion Campaign".
 - Create formal linkages with recreation, sport, fitness & relevant not for profit organizations.
 - Develop & implement an integrated approach to breastfeeding.
 - Implement integrated Children's Therapy Initiative.
 - Develop a Pandemic Preparedness Plan.
 - Develop Regional Travel Health Plan.
 - Develop Regional Suicide Prevention Plan.
 - Develop a Regional Falls Management Plan for PCH's and Home Care
 - Work with Regional Partners to deliver "Safe Kids" initiatives.

- **Aboriginal Health**
 - Enhance services to Aboriginal & Northern Affairs communities.
 - Develop a regional process to address on-Reserve service requests.
 - Develop and begin implementation of an education plan for staff regarding Aboriginal cultural competence.

- **Seniors Health**
 - Promote and distribute the Seniors Abuse Guide.
 - Enhance community based supports to seniors.
 - Pilot Seniors Wellness Clinics.

▪ **Creating an Integrated and Sustainable Health System**

National reports suggest our current system of health care is not sustainable. Primary Health Care is recognized as the hub of an integrated system. As health care needs change our system is challenged to keep pace. The PRHA will utilize a number of initiatives to assist the region in meeting the changing health care needs.

▪ **Human Resources**

- The Region is seeing the effects of national and provincial shortages of health professionals including nurses, pharmacists, therapists, and diagnostic staff. Initiatives will focus on meeting these shortages through the development of regional staff profiling to assist us in identifying the number and kind of staff in place in each program and service and their anticipated/projected retirement dates as well as the development of recruitment strategies and medical manpower planning.
- The Region will focus on supporting healthy workplace initiatives to reduce vacancies and absenteeism because of illness or injury which impact our ability to provide consistent service.

In closing, Mr. Rémillard stated Team and Committee work will be guided by these six Strategic Directions as we move towards the *Vision of Individuals, Families and communities achieving the best possible health and wellness*.

An opportunity was provided for questions from the floor:

- “Is a renovation to the Dauphin Dialysis Unit in the plans? While care is good, the Unit is very crowded and not as accessible as it would be on the main floor of the hospital.”
 - André Rémillard responded that a renovation to the Unit is not currently being considered. He noted that a few short years ago the Unit was moved to the second floor due to space constraints on the main floor of the hospital.
- “How does our deficit compare to that of other RHA’s?”
 - André Rémillard responded that while there are other RHA’s in a deficit position, ours tends to be on the high side, with only one other RHA having a greater deficit than Parkland.
- “If the Dauphin Dialysis Unit is overcrowded, why not open the Swan River Unit?”
 - André Rémillard responded that Dialysis in Swan River is scheduled to begin operation on November 27/06, noting that the equipment and trained staff will be in place at that time.

7. Guest Speaker:

- Lynda Mann introduced guest speaker Hon. Kerri Irvin Ross- Minister of Healthy Living.

The Hon. Kerri Irvin Ross began her presentation by praising the PRHA for the progress they are making within in the Region to support Healthy Living initiatives, adding that from the other presentations made this evening it is evident that the PRHA Leadership is heading in the right direction.

Minister Irvin Ross stated that her Ministry continues to promote healthy living initiatives as started by her colleagues Jim Rondeau and Teresa Oswald. Minister Irvin Ross revealed that there were 6000 new cases of diabetes in the past year as well as the fact that 62.5% of Manitoba adults are overweight or obese.

Minister Irvin Ross stated that it is time for a change in thinking to a wellness model as opposed to treating the ill. The Minister went on to outline her Ministry’s new way of doing business which includes:

- Building and strengthening partnerships
- Engaging communities
- Listening to Manitobans
- Developing community ownership
- Addressing disabilities and
- Working with communities to create supportive environments that help make the healthy choice the easiest choice.

Minister Irvin Ross noted that her Ministry is focusing on prevention, addressing disparities of health in the Province and looking at proactive and flexible solutions to promote healthy living.

Minister Irvin Ross applauded an important project undertaken by the Healthy Living Ministry over the past few years entitled the Healthy Kids/ Healthy Futures Taskforce, adding that the taskforce released their Report – putting forth 47 recommendations regarding children’s health.

Minister Irvin Ross highlighted “The Seven Pillars of Health” as:

1. **Active Living**
2. **Chronic Disease Prevention**
3. **Healthy Living**
4. **Mental Health Promotion and Substance Abuse Reduction**
5. **Injury Prevention and Safety**
6. **Healthy Sexuality**
7. **Smoking Reduction**

Active Living initiatives focus on physical activity with programs such as “Manitoba In Motion” which encourages Manitobans to participate in any physical activity or exercise for 30 minutes per day. In addition, the Ministry is working towards a mandatory senior high school credit for physical education by 2008.

Chronic Disease Prevention initiatives include the “Get Healthy Challenge” consisting of the creation of community gardens, healthy eating, physical activity and building the support of communities to encourage people to prevent the onset of disease.

Healthy Living has been the focus of a number of initiatives aimed at youth including the distribution of the Manitoba School Nutrition Handbook in schools to provide education on proper nutrition. This shift has resulted in the removal of many in school vending machines which formerly sold unhealthy food and beverages.

Mental Health and Addiction initiatives focus on the “no wrong door policy” which strives to provide seamless care and support for those with mental illness and addictions.

Injury Prevention success stories include the promotion of the use of bike helmets by providing low cost bike helmets for children and youth as well as a loaner life jacket program. Farm safety grants were also created to promote injury prevention. The Parkland’s “Hidden Hugs” programs was also recognized for its injury prevention efforts by ensuring correct installation and usage of infant and child car safety seats.

Healthy Sexuality initiatives promote the concept of increasing discussion and communication to create awareness and provide education to avoid sexually transmitted infections, and teen pregnancies.

The **Tobacco Reduction Strategy** is an important initiative that utilizes a number of different strategies and models to help smokers quit smoking.

Minister Irvin Ross stated that we need to work cooperatively to educate each other and the public so that we can make a difference in the health of our province. She added that bringing communities together will benefit all of us. Minister Irvin Ross challenged the audience to make Manitoba the healthiest province in Canada and noted that Manitoba Health will continue to work with the RHAs to promote wellness not illness.

In closing, the Minister expressed gratitude for the opportunity to share her thoughts this evening and encouraged the Region to keep up the good work and make the healthy choice the easiest choice for people to make.

8. Adjournment/Refreshments:

Lynda Mann thanked the Hon. Minister Kerri Irvin Ross for her presentation as well André Rémillard and Gerald Hackenschmidt for their presentations. Ms. Mann invited the audience to stay for refreshments and informal discussion.