

## **ANNUAL MEETING**

OCTOBER 30, 2008

SWAN VALLEY REGIONAL SECONDARY SCHOOL - MULTI PURPOSE ROOM

SWAN RIVER, MB

1900 HOURS

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### Recognized Dignitaries:

The Hon. Rosann Wowchuk – Deputy Premier and Minister of Agriculture, Food & Rural Initiatives

Board Members Present: Lynda Mann (Chairperson), Sharon Basaraba, Barry Chalmers, Bev Clearsky, Patricia Delaurier, Paul Freed, Robert Hanson, Mary Hudyma, Anne Lacquette, Paul Overgaard, Rowena Powell, Gerald Shewchuk, Doreen Stammen, John Tichon

### **1. PRHA Chairperson's Report:**

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

Ms. Mann extended thanks to three Board Members whose terms ended during the past fiscal year - Dot Connolly (Sifton), Heather Morden (McCreary), and John Zaplitny (Gilbert Plains).

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 Board worked diligently to address the issues and concerns surrounding health and health care delivery in the Region noting that Board members acknowledge that our health system continues to face many hurdles including financial and human resource challenges.

In closing, Lynda Mann thanked staff, physicians, management and volunteers for the commitment they bring to their work and noted that she and the rest of our Board, look forward to working with all of them, and our partners and stakeholders, over the coming year.

### **2. Presentation of the PRHA Volunteer Service Awards – Lynda Mann:**

Lynda Mann stated that she was pleased to be presenting the Fifth Annual PRHA Board Volunteer Service Awards noting that the Awards honour the efforts and dedication of outstanding volunteers and volunteer organizations. They recognize and encourage the valuable services that are performed for the health of our communities, and our Region on an ongoing basis.

Ms. Mann noted that the PRHA Board had reviewed the nominations of a number of worthy recipients and had selected this year's winners. She stated that as a small token of recognition, each nominee had received a certificate to acknowledge his or her contributions. She thanked each of them for their '*spirit of volunteerism*' within the Parkland Health Region and for their continued support and good work.

Lynda Mann then presented the following Volunteer Awards:

#### **West District -Sharon Zilkey (Formerly of Grandview, but now living in Morden)**

Gail Coords - Activity Coordinator at Grandview Personal Care Home, nominated Sharon. Sharon was acknowledged as a kind, caring person who has brought years of teaching and music to the entire community of Grandview. She taught Kindergarten for many years at Grandview School and was the head of music classes. She spent countless hours helping to prepare for Christmas concerts, Drama productions and Dinner Theatres.

Sharon was instrumental in beginning the Drop-In Seniors Choir. They perform at many community functions and entertain Care Home residents. Residents will not forget the many times she would bring classes of school children across the road to entertain for awhile.

Ms. Zilkey received a plaque and a donation of \$100 to a charity of her Choice - The new **Western Manitoba Cancer Care Facility at Brandon Regional Health Centre.**

#### **East District - Jean Roos of Ste. Rose.**

Wayne Beyette and Marlene Bouchard nominated her and described Jean as a vibrant, friendly person who has definitely made a difference in Ste. Rose. Jean was acknowledged for her service as the past president of the Ste. Rose Health Auxiliary and for participating in various fundraising activities to raise funds for items to be donated to the hospital and personal care home.

Jean has been involved in several other volunteer groups and activities which include the Ste. Rose & District Handi-Van Board, Fifty and Over Jolly Club, and Ste. Rose Community Resource Council to name a few.

Jean was also acknowledged for her contributions to support children and youth functions at her church by baking, serving and lending a hand including volunteering for a few days as summer cook at the young people's camp.

Jean received a plaque and a \$100 donation in her name, to a charity of her choice - the **Ste. Rose Health Care Auxiliary.**

#### **Central District -Dr. Jim Compton of Dauphin**

Sabina Thompson of the Dauphin Regional Health Centre nominated Jim for his numerous accomplishments.

Jim was elected to the Dauphin General Hospital Foundation Board in 1990. He served as Chair from 1990-until 2007. His medical background was an asset to the volunteer board, which has the mandate to "support and enhance services and programs for the patient population of Dauphin Regional Health Centre."

Dr. Compton was a member of the Parkland Regional Health Authority Board for six years. Again, his medical background provided the Board with great insight, wisdom and guidance over his term from 1999-2005.

He has also served on the Board of the Heart and Stroke Foundation of Manitoba, and he remains active in his local community with the Lion's Club and Ochre River Community Foundation Board.

He received a plaque, and a donation of \$100, in his name, to a charity of his choice - the **Dauphin General Hospital Foundation.**

#### **North District**

##### **Jessie Jacobson – Swan River**

The Swan Valley Health Centre nominated Jessie. This incredible lady has been a volunteer for the Swan River Valley Hospital Auxiliary for about 30 years.

Jessie volunteers at the hospital concession and helps with fundraising efforts like bake sales, concerts, pancake breakfasts and brunches and the list goes on.

She has been actively involved in delivering meals on wheels. She assists people in the Lodge and Personal Care Home by transporting people to events in their wheelchairs and donating crafts of all kinds.

She also makes an effort to phone those that are sick and offer encouragement by sending cards or doing that little bit extra to show there are people that care.

Jessie has canvassed for the Red Cross, Heart and Stroke and has fundraised for the Diabetes Association.

The PRHA is also making a \$100 donation to a charity of Jessie's choice. She has chosen the **Swan River Valley Hospital Auxiliary.**

## **Youth Award**

### **Jason Lounsbury -Dauphin**

Lynda Mann called on Sally Verhaeghe, Activity Director of the Dauphin Personal Care Home, to read her nomination for this year's award.

Sally acknowledged 22 year Jason Lounsbury, who volunteers faithfully at least 2-3 times a week at the Dauphin PCH. He was noted as a great asset to their program and to the residents. He helps out with bingo, bowling, church services, parties, gardening, decorating for the seasons and spends time with the residents playing games, cards or just visiting. The residents look forward to his visits and he brings a smile to their faces when he arrives.

Jason received a plaque and a \$100 donation in his name, to a charity of his choice - the **Lion's Club Journey for Sight campaign**.

## **Group Award**

### **Lorne Robak Band - Gilbert Plains area.**

Elmer Zalischuck - (Fiddle, guitar, vocals)

Paul Deyholos - (Rhythm guitar)

Alvin Pentlichuk - (Violin, rhythm guitar)

John Tomaschewsky- (Dalcemar)

Sam Hucal - (Rhythm guitar)

Lorne Robak - (Accordion)

Valerie Ogryzlo, Activity Director at the Gilbert Plains Personal Care Home and Health Centre nominated the band. In her nomination form, Valerie mentioned that music gives residents an opportunity to socialize and interact with each other and the outside community. The entertainment is very beneficial, as residents love to listen to the live music and dance as well. The Band has played music at the Gilbert Plains Personal Care Home on a regular scheduled basis and they continue to bring happiness to residents of Gilbert Plains.

The Band received a plaque, and a donation of \$100 will be going back to the **Manitoba Heart and Stroke Foundation**.

Lynda Mann offered congratulations to all of the recipients and thanks to those who took the time to nominate someone for an award this year. She reminded all in attendance to consider nominating someone for an award next year.

## **3. Chief Executive Officer's Report – Mr. Allan Bradley**

Allan Bradley began the Chief Executive Officer's Report for 2007-2008 by reflecting that this is the 11<sup>th</sup> Annual General Meeting since the PRHA was formed back in 1997 and the first time in several years since the meeting was held in Swan River.

Mr. Bradley identified 6 strategic directions to help move the RHA closer to achieving its ENDS. These strategic directions make up the major areas of emphasis over the next five years.

The Strategic Directions are:

- Human Resources
- System Performance Improvement
- Integrated, Sustainable Health System
- Seniors Health
- Aboriginal Health
- Healthy Living

He noted that the PRHA is in the process of conducting the Region's third Community Health Assessment which provides a good description of our region, its people and their health issues and challenges. This information is used to develop the Strategic Plan.

Mr. Bradley highlighted some of the accomplishments and future directions in each of the strategic areas over the past year.

## **HUMAN RESOURCES**

### *Accomplishments*

#### The PRHA:

- Launched its foreign recruitment strategy by attending emigration shows in London, Germany and the Netherlands to identify and attract potential nursing recruits to come the Parkland Region.
- Continued hosting the Diploma Nursing Accelerated Program through Red River College.
- Partnered with Assiniboine Community College to deliver an extensive Health Care Aide Co-op Training Program
- Organized a dedicated committee to develop a Regional Workplace Wellness Plan.
- Attending numerous job fairs in and around the region, many of these in conjunction with Manitoba's Office of Rural and Northern Health.
- Partnered with Office of Rural and Northern Health to hold "Rural Week" with medical students from the University of Manitoba's Faculty of Medicine.

### *Challenges and Future Directions*

- Ongoing active recruitment and retention of health care professionals
- Continue to balance safe patient care with sufficient human resources
- Continue to take steps to provide health services in a consistent manner.

## **SYSTEM PERFORMANCE IMPROVEMENT**

### *Accomplishments*

The PRHA's commitment to seek out opportunities to make improvements to our services through evidence and best practice was demonstrated through:

- Participation in its 3<sup>rd</sup> Regional Accreditation Survey (For complete details of the survey, see the PRHA website at [www.prha@prha.mb.ca](mailto:www.prha@prha.mb.ca) )
- Continued work on projects aimed at protecting the safety of clients and residents that are in our care through organizations like the Canadian Patient Safety Institute and Manitoba Institute of Patient Safety.
- Continuing to utilize Telehealth for teaching and specialist consults. A Regional Committee has been established to coordinate the planning and delivery of Telehealth services and to identify expansion opportunities for our Region.
- Enhancing the Region's Infection Control Strategy.
- Continuing to improve on our Regional Patient Safety Framework.
- Continuing the Quality Improvement process.

### *Challenges*

- Address recommendations from the 2007 Accreditation Survey.
- Implement a Regional Patient Safety Framework.
- Participate and promote the Safer Health Care Now Program.

## **INTEGRATED, SUSTAINABLE HEALTH SYSTEM**

### *Accomplishments*

- Enhanced chronic disease management by supporting the pilot of the Provincial "Get Better Together Program" in Dauphin and McCreary. The project is a self-management program for people with any chronic health condition.
- Increased disease screening opportunities through the Regional Diabetes Program, Cervical Cancer Screening Program and the Breast Cancer Screening Program.
- Initiated an analysis of assessing acute care services and programs.
- Continued to work with Diagnostic Services Manitoba (DSM) to facilitate the transfer of lab/imaging and diagnostic staff from the PRHA to DSM. DSM is responsible for the operation of diagnostic services in Manitoba.

### *Challenges*

- Develop a comprehensive chronic disease management plan for the Region.
- Further increase opportunities for disease screening.
- Continue to clearly define the role for acute care services at the Dauphin Regional Health Centre.

## **ABORIGINAL HEALTH**

### *Future Directions*

25% of the Region's population identifies themselves as First Nation or Metis. There are several First Nation, Metis and Northern Affairs Communities, especially in the East and North districts of the Region. The PRHA recognizes that many of these communities are geographically isolated and often 1-2 hours away from medical and other services. In light of this the PRHA will:

- Develop a comprehensive Aboriginal Health Strategy
- Continue work to enhance and strengthen partnerships
- Develop a regional process to address "on reserve" requests.

## **SENIORS HEALTH**

### *Accomplishments*

The PRHA:

- Expanded the Support to Seniors in Group Living program in Swan River and Dauphin. This program provides additional support services to seniors in a congregate setting. The goal is to enable them to remain longer in their home environment.
- Seniors Health Clinics were held in select communities within the past year. (An evaluation of this initiative is now underway.)
- Piloted a Falls Management Program within two personal care homes in the Region
- Continued to provide funding to 21 congregate meal programs in 13 communities
- Continued to provide Meals on Wheels through facility and group settings.

### *Challenges*

- Continue to implement Supportive Housing Initiatives
- Integrate the Eden Alternative model into our personal care homes.

## **HEALTHY LIVING**

### *Accomplishments*

- Support continued for the Chronic Disease Prevention Initiative
- Implementation of the Children's Therapy Initiative continued this year
- A Hearing Services program was implemented in the Region.
- Continued with the development on the Pandemic Preparedness Plan
- Continued strategies to promote immunization within the Region
- A Regional Suicide Prevention Plan was developed along with partners and other community agencies
- Participated in Triple P Parenting Program (Positive Parenting Program)

### *Challenges*

- Continue to support the Chronic Disease Prevention Initiative.
- Strengthen partnerships to address teen health.
- Implement a new Community Advisory Council model.

In addition to the information provided on the Strategic Directions, Allan Bradley provided highlights of **Capital Equipment and Infrastructure** improvements made during the past year.

- The \$7 million dollar Community Health Services Building was completed which houses Public Health, Mental Health, Home Care, Speech Language Pathology and Hearing Services, the PRHA Corporate offices and the Parkland Family Medicine Residency Unit.
- 07/08 Safety and Security Projects completed in various Parkland RHA facilities (items such as: flooring replacements, replacement of fire alarm system, elevator safety protection, door replacement/automated doors).
- Specialized Equipment Projects (equipment purchased included: colonoscopies, oxygen concentrator, ventilator, anesthesia monitor).

### *Challenges*

- Sustaining Programs and services through Recruitment and Retention Strategy.
- Addressing the deficit.
- Continuing to enhance the way we ensure high quality, safe services to the public.

#### **4. Presentation of Audited Financial Statements**

Kevin McKnight, VP Corporate Services outlined the roles of those involved in ensuring the financial integrity of the organization. He explained that the Board fulfills its responsibility by ensuring that critical governance responsibilities related to financial reporting, internal controls, management of financial risks, and compliance with legislation is carried out. They further do this by appointing a Finance Committee to focus on areas of significant risk, oversee internal controls and management of information systems, communicates with the auditor, and provide advice to the Board regarding financial reports, statements, risks and disclosures.

Mr. McKnight went on to explain that Management is responsible for establishing internal controls, providing accurate and timely financial information, and determining appropriate estimates and disclosures. He added that the external Auditor is responsible for reviewing key financial internal controls, providing an opinion on the amounts and disclosures in the statements and focus on areas of significant risk to the Board.

Kevin McKnight noted that the concluding sentence of the Auditor's Report states, " In our opinion, these consolidated financial statements present fairly, in all material respects, the financial position of the Parkland Regional Health Authority Inc. as at March 31, 2008 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles. Signed Meyers Norris Penny LLP, Chartered Accountants".

Mr. McKnight stated that greater detail regarding the financial statements is available in the 2007/08 Annual Report which is available with the handouts provided this evening as well as on the PRHA website. He then provided an overview of the PRHA's financial position for the year ending March 31, 2008.

In summary:

Revenue was \$116,594,959 (an overall increase of 4.95%) and Expenses were \$117,5415,161 (an overall increase of 4.2%). The excess of expenses over revenue was \$(946,202) or .80 % of the PRHA's total budget. In simplest terms, Mr. McKnight stated that for every \$100.00 in revenue the PRHA expensed \$100.80.

#### **5. 2008/09 Health Plan**

Allan Bradley then presented the Health Plan for 2008/09 noting that it provides a look forward to the PRHA's planned direction for the coming year.

The Community Health Assessment helps the Board establish ends and it plays a large part in developing the PRHA's five-year Strategic Plan. He noted that planning will begin early in 2008, for the next Community Health Assessment, which needs to be submitted to Manitoba Health in June 2009.

Mr. Bradley noted that in order to move towards achieving the outcomes identified in the Ends, the organization, through its strategic plan, will continue to focus on its six strategic directions for the years 2006-2011 stating that work will focus around meeting the challenges and future plans identified throughout tonight's presentation.

In conclusion, Allan Bradley stated that there are many challenges ahead in delivering health care to the people of this region, but with the PRHA's dedicated and gifted staff, the PRHA will continue to move towards the Vision of "Individuals, Families and Communities achieving the best possible health and wellness."

Mr. Bradley also expressed his appreciation for the commitment and direction provided by the Board.

#### **6. Questions/ Comments:**

Several Swan River and area residents inquired about the status of having a cataract surgery program at the Swan Valley Health Centre. Residents voiced concern that a start up donation had been pledged towards the purchase of the specialized equipment but that the service was not being offered at the centre.

Allan Bradley acknowledged the situation of many residents who must travel to Saskatchewan or other cities in Manitoba for cataract surgery. He advised that there were many factors to consider when initiating a new program or service. Among those considerations is the ongoing operating costs, staffing, and the prioritization of health issues for the region. Mr. Bradley noted that the Federal Government Wait Time Initiative of a few years ago was implemented in Manitoba. This has brought wait times for cataract surgery for people in Manitoba, to be among the

lowest in Canada. He stated that it would be difficult to justify this new service when there are other health issues in our Region that is prioritized based on the needs of the people.

There were some inquiries regarding the costs associated with this service. Mr. Bradley agreed to provide this information to the Municipal G-7 Leaders.

Rosann Wowchuk inquired how much of the PRHA's budget was allocated to prevention initiatives like CDPI and other Community Health Services? Kevin McKnight, VP Corporate Services responded that Community and Mental Health sector accounted for 8% of spending for the PRHA.

### **7. Guest Speaker:**

Lynda Mann introduced the evening's guest speaker - Liz Ambrose. She noted that Ms. Ambrose, Senior Policy Analyst, for the Workforce Policy and Planning Branch of Manitoba Health and Healthy Living was also a Registered Nurse. Prior to starting with Manitoba Health in her current role 5 years ago, she worked in a variety of health care settings such as intensive care, emergency, an HIV/AIDS community health centre, home care, and a long-term community care program for seniors.

Liz Ambrose addressed the gathering and began by stating that her primary role as Senior Nursing Policy Analyst is to provide advice to the Minister of Health and to senior government officials on the development and implementation of provincial nursing policy and initiatives. This requires working with all relevant stakeholders such as the regional health authorities, the regulatory bodies, education programs and other areas of government in the development of provincial nursing policy and to address nursing workforce issues.

The Workforce Policy and Planning Branch functions include three major areas of focus: Physicians, Nurses and Allied Health Professionals. The branch also has the responsibility for research and support for non-medical relations. Focus is on workforce planning related to the supply of health human resources for Manitoba and overseeing the funded recruitment and retention strategies.

The Manitoba Nursing Strategy was established in March 2000 with its goal to:

- Increase the supply of nurses through:
  - Aggressive advertising.
  - Recruitment incentives and relocation grants.
  - Increasing education capacity in all nursing education programs.
- Improve access to staff development through:
  - Funding provided by the Nurses Recruitment and Retention Fund.
  - Opportunities for RHAs to provide specialty courses and programs.
- Improve utilization of nurses through:
  - The Extended Practice Regulation which came into effect in June 2005 which allows RNs on the register to independently prescribe drugs, order screening and diagnostic tests, and perform minor surgical and invasive procedures as set out in the regulation.
  - Increasing Personal Care Home Staffing Levels.
  - Establishment of the Provincial Joint Committee on Full-time/Part-time Nursing Staff ratios.
  - Increased utilization of LPNs in and dialysis units acute care settings.
- Improve working conditions for nurses through:
  - The 2004 Joint Nursing Council policy to address nurses' concerns about violence in the workplace.
  - \$700,000 allocated in 2003 to address regional safety issues.
  - The Worklife Taskforce established in 2001 with a mandate to recognize factors contributing to stress and job dissatisfaction and to address concerns identified as staffing, education, community health and valuing.
- Increase nurses' opportunities to provide input into decision-making through:
  - Amending regulations to allow involvement on Boards of RHAs and health facilities.
  - Advising on areas such as working conditions, recruitment and retention and improving patient care/health care systems through the Joint Nursing Council.

- The Manitoba Nurses Advisory Council to provide advice to the Minister on nursing matters, options to address nursing issues and to support the implementation of the Nursing Strategy.
- The Nurses Recruitment and Retention Fund. The Fund provides a number of education and relocation assistance grants to nurses.

Ms. Ambrose provided information on the number of Nurses (RNs, LPNs, RPNs) in Parkland with comparison figures for Parkland and Manitoba on age, dispersion and full time and part time work ratios.

Ms. Ambrose noted that the complete Nursing Strategy is on the web at:  
<http://www.gov.mb.ca/health/nurses/strategy.pdf>

**8. Adjournment/Refreshments:**

Lynda Mann thanked Liz Ambrose for her presentation as well Allan Bradley and the other staff for the planning and organization of tonight's meeting. Ms. Mann invited the audience to stay for refreshments and informal discussion. The meeting was adjourned at 9:35 pm.

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Lynda Mann, Board Chair

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Allan Bradley, Secretary