

## *President of the Medical Staff*

Thank you for the opportunity to serve.

I stand here today as a culmination of a process beginning as “Secretary” three years ago. Wherein the “real” secretary, Tami, untiringly co-ordinates meetings and snacks, takes minutes and generally makes us look good. She is indispensable. Tami is our liaison with management, with the Vancouver Island Health Authority and the glue for the Associates.

Before I was Secretary I was naïve, inexperienced and three years younger.

I did not come with skills in conflict management nor diplomacy, didn't know Robert's Rules or the mandate of our Board, felt uncomfortable with public speaking and went to bed at 9:00 pm. Not much has changed!

I stand before you today, much rewarded by the conflicts and resolutions, pleased in having become better acquainted with individuals and the processes and three years older.

I wish I had: more time, more education to be a better leader, knew more of our history and more sense of what is important for each individual, for the members as a whole, for the hospital and for the community. It is impossible to fully empathize professionally; so, being your advocate was a challenge. This became apparent as I tried to understand new acronyms.

In meetings we had to hesitate while acronyms for people, for what that designated, for body parts, what you would like to do with them, and how they could and should respond were patiently explained. Knowing the lingo would have helped!

I have learnt that “going south” does not mean travelling and that “POETS” day is the best day of the week!

I would like to thank each one of you for tolerance, for patience, for your time and your advice. I have learnt that we need to communicate. I would suggest we ask Tami to send the minutes for the last meeting (along with notice of the next meeting) for each Department to each Committee member about one week prior to the meeting. I would advise that each Medical Associate be on at least one Committee.



I would also advise that the Vice President of Patient Services attend Medical Staff meetings and that concerns be given in writing at least one week prior, so that she has time to address the issues.

We should consider having other Department Chiefs; for example Pharmacy, Tissue & Audit and Manpower, attend meetings and/or submit written reports.

Each Department Chief should submit a written report to Tami prior to the Medical Staff meeting. A member from that Department should attend and present the report, being able to address issues the Medical Associates have.

We need to share information, embrace progress, promote collegiality becoming one solid, united group able to support and provide care to a Regional Hospital.

As to future, I plan to stay on as Dental Department Chair and to coordinate the Dentists On Call Program. It has been a pleasure to serve you.

Thank you again for the opportunity.

I confidently pass the torch to Dr. Schovanek and Dr. Conway.

Respectfully submitted,

Dr. Jill Toews