

President & Chief Executive Officer

St. Joseph's continued this past year to pursue its' strategic directions first established in 2007 and 2008.

Patient Centeredness and Access: *"To serve the patients St. Joseph's will strive to provide the right care by the right provider in the right place and at the right time".*

Innovation, process and restructuring have been initiated this past year in several departments, all with the intent of creating better and more efficient access for patients. I am confident that these changes will ultimately serve the patient best. They are all, however, monitored and adjusted as required. Change is constantly with us, and with changing technology, processes, resources and the age group of the clientele that we serve, we need to be ever mindful of the need to be flexible enough to adapt.



Integration: *"The principles of integrated care will be pursued to create a seamless continuum of care."*

This past year saw considerable back office infrastructure work accomplished in systematic integration with the Vancouver Island Health Authority communication systems, and preparation for computing systems to come in the new year.

Continuous redefinition of our links with the Vancouver Island Health Authority will benefit both organizations. Our service level agreement has been a model for VIHA to consider with their other facilities and to be able to track our performance. With the consolidation of island crisis lines into one location we no longer have a relationship with the Comox Valley crisis line. We appreciated the opportunity to serve them in the system. Our relationships however, with the Comox Valley Recovery Centre, Glacier View Lodge and Cumberland Regional Laundry continue to be very active.

An agreement with the Vancouver Island Health Authority, BCNU and St. Joseph's on the labor front, opens new opportunities for our staff over an extended period during the transition within our Changing Needs program.

Quality and Safety: Each year St. Joseph's undergoes a myriad of audits by external associations and agencies, as we seek to comply with the 60+ pieces of legislation by which we are governed. These range from food to diagnostics to pharmaceuticals to boiler inspections, etc. In addition, we have self imposed internal audits all in the name of quality improvement. Our staff has shown a considerable professionalism in analyzing all the review content, and improving service delivery at the various levels.

St. Joseph's continues to maintain high standards and excellent patient outcome. It is also acknowledged that at times our facility is stretched to it's maximum. Increased support from the community to maintain flow is essential. Our relationships with them are good but more a formal commitment from them, as to their ability will be pursued

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this year. In times like this, all steps in the flow of patients are reviewed for efficacy and efficiency. This results in some interesting observations which we follow up and which often lead to unexpected results.

Finally, *“we will be a Learning Organization.”* As a learning organization this past year we spent time assessing the community needs, the appropriate resources required from the medical manpower side and staffing side. The needs and sentiments of our staff were sought through survey. A Professional Day for managers in respect of the principle of “servant leadership” was provided, and our Education department has been extremely active.

We have much more work that we wish to do, and with the addition of Gillian Henderson and Steven Hill replacing Don Tait and Gordon Carter, this work will begin anew this year.

We have spent considerable time reviewing our strategies in respect of safety and absenteeism utilizing the theme “Safety Begins With Me.” We are working with, and identifying how, staff can always consider the safest way for an activity to protect themselves and best serve the patient.

This year the administrative executive lost Don Tait and, Gordon Carter to retirement and in addition, the hospital will lose Sandra Stokmo to retirement. All three have been with the organization for a considerable period of time, provided exemplary work, great commitment and have been models in their particular spheres. Don, having come from Victoria spent 20 plus years guiding the hospital through very complex labor matters. Gordon, truly embodied the pastoral care spirit in the facility, and to not only our patients but their families, and staff. Gordon also reached out to form strong links with the faith community in the Comox Valley. Sandra Stokmo, our Accountant, served not only St. Joseph’s but Glacier View Lodge and the Foundation with an upbeat, talented and constructive approach, and has provided great service to all three organizations in addition to being a delight to work with. We will miss them all.

I would like to thank the Foundation who with our Auxiliary and Volunteers, are an essential part of St. Joseph’s services. All three organizations continue to grow and link us tightly with the community.

I would like to express my appreciation for the retiring staff and doctors this past year, in particular Drs. Beristain, Ptak, Carvalho and Musgrave. Thank you for your service to your profession, the community and the hospital. Also, I would like to welcome the many new doctors we have as general practitioners and specialists and the great new staff we have engaged.

I would like to express my appreciation for our Administrative Executive team. Hospitals are diverse and complex organizations and require a myriad of talent, not only to complete the individual profession, but to link across the organization so that there is synergy between all the elements. With Eric Macdonald, Sandy Dreger and Dr. Don Fockler present for some time, we have had a talented team joined this year by Nancy Jütte, Gillian Henderson and Steve Hill the team has continued its significant vigor and will be a great resource to the hospital for years to come.

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My thanks to Kaylene, and our administrative assistants, Corrie, Tami, Janice and Marion for the high quality of their work. Their work speaks volumes to all who deal with our organization, and many compliments are received about their professionalism.

My thanks to each and every Board member and the Chairs of all the committees. Your commitment, sincerity and candor, and support are a great example of the role a Board can play in administering an essential service such as a hospital. My special thanks to Ron Philip who as Chair put in many, many hours and has been a great personal support to the work done by the administrative team, and always with the greatest of diplomacy.

I extend my thanks as well to the Vancouver Island Health Authority staff whom we deal with regularly, Mr. Waldner, Mrs. Mackay, Mr. Boomer, Dr. Crowe and Mr. Sweeney. As an affiliate, we have a special role and opportunity to contribute to the enhancement of services in a unique way. The recognition of what that can mean for both their organization and our community is greatly appreciated.

Without a solid foundation and touchstone, our organization would blow in the wind of the day, and so we are pleased to have the Catholic Healthcare Ministry as our resource, exemplified through our owner, Bishop Gagnon and the Catholic Mission, Values and Traditions. Thank you again Bishop Gagnon for your ever continued support, guidance and commitment to the healing ministry as exemplified by our hospital.

It has been a privilege to be the President and CEO of St. Joseph's

Respectfully submitted,



Michael Pontus