

**Central East Local Health Integration Network
Chair's Report to the Board
May 25, 2011**

As six years of service to the Central East LHIN approaches, in my final Report, let me reflect a little on our progress and what has made a difference. It starts with the recognition and thank you for the understanding and contribution of many.

I think of the members of our Board, past and present. Central East has enjoyed the direction and support of Directors who brought great passion and diligence to fulfilling their work as governors. We have benefited from the skills and knowledge of health professionals, accountants, lawyers, and others, but mostly we grew by virtue of a commitment to sustaining and improving a health system for our communities. As your Chair during our early years, I am deeply grateful for this dedication and for your support in helping me along.

And then, of course, the staff – where would one start? What has been breathtaking is the devotion and loyalty, not to mention the apparent capacity for hard work and long hours, of everyone, as they accept and drive forward, the planning and performance challenges that managing complex systems entail. Thanks, Debby, for setting the tone and modelling the behaviours that open doors and opportunity for our organization and its staff.

I would also like to recognize the broader field, by which I mean more specifically, the leadership, governing Boards and senior staff, in our region. I especially appreciate that you have embraced the spirit of the LHIN and what we must achieve together as a Network. Everyone appears to see clearly that we must work and lead collaboratively in the interest of making the best possible use of resources and enhancing patient care. The commitment of Director volunteers in all sectors is marvellous and sets the bar, of course, for the executive office. Together we have made progress on the quality front and in terms of balanced budgets. And, we continue to plumb the course of integration opportunity and how we can make the health care path easier for the patient to access and navigate.

Many others have offered their assistance and insight. Municipal and regional councillors come to mind, so do physicians, primary care and specialists alike, who have gradually warmed to the LHIN as they see a vehicle that could help improve their own and their patients lives. All professionals have brought their enthusiasm and understanding to the table...from palliative care to geriatrics to the emergency room and beyond. Not forgotten are the committed citizens, often touched by first-hand experience of our health care delivery and as care providers themselves, who have engaged us as advocates from their sincere wish to contribute to the blue-printing and planning process. To all, a profound appreciation.

Quo Vadis?

I make the assumption that the LHIN model remains viable and important to the realization of system transformation. It will continue to require the active engagement of the Board in an authoritative role that is differentiated and separate from that of the Ministry, and it will require dynamic participation with other governing Boards and communities on a strategic basis. The Board will grow in its

development of an accountability culture and in its oversight of results. It will be respected for its participative and facilitative mindset. Systems thinking will prevail. Quality will be the benchmark of our progress.

At the same time we need to anticipate a scale of even larger system changes. This will involve the evolution of community expectations and heretofore delivery norms. The cultural shift required by the successful implementation of Home First comes to mind. The introduction of new primary care models and the changing roles of practitioners, say a Nurse Practitioner or a Pharmacist, are also useful examples. How will the retirement home setting add to the system and how will long-term care homes evolve? Community settings will drive service delivery, and, rural models aside, the hospital will return to its core programs and strengths.

The job is far from done. It will be relentless. But we have made a good start. Basic systems within the organization are in place. And we have a much firmer understanding of our role and how to fulfill it. We also have built an experienced and skilled staff. And, I believe we have established credibility with the health service providers in our region. In short, there is a strong base now upon which to build.

With very best wishes for future success and thanks to all,

Respectfully submitted,



Foster Loucks,
Chair
Central East LHIN
Board of Directors