

CEO Update April 2015

We've recently come to the end of another year in the life of the Hospital. From a financial perspective, we ended the year on a positive note with an operating surplus of \$112,000 making us eligible for a one-time cash infusion of \$1,029,200 to help us reduce our debt situation.

Considering where we started the year, ending the year with a surplus was quite the achievement. On behalf of the Board and the Senior Management Team, we extend our thanks to all of you. Every member of our Health Care Team has, in some way, done something to contribute to these positive financial results.

We are continuing to project positive financial results for the next 12 months. Obviously, being "in the black" is a good place to be in. However, we cannot let this recent sense of financial stability diminish our focus on continued improvement, cost efficiency and cost reduction. We look forward to your support in maintaining a balanced budget under difficult and changing circumstances.

Over the last six months, I believe that we have gone through the biggest changes the Hospital has seen since the Hospital opened in 1993. The reorganization of the clinical services on the 2nd and 3rd floors has resulted in a very different physical layout for clinical services. While we are still making minor adjustments, we are already seeing positive benefits from this change. In addition to this change, the Hospital Improvement Plan resulted in many other changes throughout the Hospital. We sincerely appreciate all the efforts by everyone for helping us through these difficult changes. Our continued success in working as a collaborative and cooperative Team positions us well to deal with the challenges that may lie ahead.

In my role as CFO & Interim CEO, I've spent some time thinking about the components of the Hospital's strategic plan. The Strategic Plan includes the Vision, Mission and Values of the Hospital along with other components. In addressing some of these issues that come across the CEO's desk, I often reflect on our Values and Success Factors to attempt to ensure that our decisions align with our Strategic Plan. One of our most important success factors is to "IMPROVE THE PATIENT EXPERIENCE". This factor alone seems to embody the essence of our entire strategic plan. If all of us can start every shift with the goal to "IMPROVE THE PATIENT EXPERIENCE", we can be sure that we are upholding the Vision, Mission, Values and Strategic Directions of the Hospital.

Yes, we talk a lot about our financial situation and spending our money wisely is important; however, our true test of success is ensuring that every patient that walks through our doors is treated with respect, dignity, compassion and understanding and leaves here with the desire to return.

In closing, I'll leave you with this quote from Maya Angelou: "They may forget your name, but they will never forget how you made them feel."

Bryan Bennetts,
CFO & Interim CEO

Quality Care with Pride!

**~ Improve the Patient Experience ~ Invest in People
~ Ensure Value ~ Build Strong Partnerships**