

# PROGRAMS AND SERVICES HIGHLIGHTS

## Health Human Resource Planning

- ❖ More than a dozen significant reports have been produced on most aspects of human resource planning, from the prevalence of injuries resulting in lost time, to recruitment and retention in the health system
- ❖ A close working relationship has been established with Health Boards, Government, Unions, Professional Associations, and other stakeholders
- ❖ Key recommendations for a sustainable workforce have been proposed
- ❖ Findings have been disseminated to stakeholders in nine workshops held throughout the province

## Group Purchasing

In February 2002, the innovative online electronic tendering system, GPOTS (Group Purchasing Online Tendering System) was launched with national recognition in two magazines, *Progressive Purchasing* and *b2b*, offering:

- ❖ tenders accessible on a 24-hour basis without restrictions of geography or time zone
- ❖ a global collection of networks, sharing information through a common set of protocols to a wide range of potential suppliers
- ❖ the move to electronic tendering has enabled us to reach a wider range of potential suppliers, improving the chances of innovative responses and good pricing for our members.

## Pastoral Care

- ❖ A keynote presentation on innovative pastoral/spiritual care in this province was given by the Provincial Coordinator at the Atlantic Conference of the Canadian Association of Pastoral Practice and Education in Halifax
- ❖ Education is essential for developing future human resources in this area and the Clinical Pastoral Education program graduated six female chaplain interns from the three month program, held this year at the Health Care Corporation of St. John's
- ❖ The PCAHG (Pastoral Care Allied Health Group) made history this year with its 21st annual conference, held for the first time in Stephenville

## Labour Relations

- ❖ A two-year collective agreement was reached in July 2002 with Professional Association of Internes and Residents, effective July 1, 2001—salary increases of 2.5%, 2.5% and 10% respectively
- ❖ Training and support was offered for “Early and Safe Return to Work”
- ❖ Negotiations continue to form a new Health Professionals bargaining unit
- ❖ The 2001 sick leave report reveals that costs continue to rise but the number of sick leave hours taken have declined
- ❖ Employer interests continue to be represented at arbitration and labour relations board hearings

## Physician Recruitment

- ❖ Relocation to the Medical School brings closer liaisons, awareness of routine functions and involvement in day to day operations
- ❖ The hospitality approach to students extends beyond the medical school into our health boards and communities to build strong relationships with our medical students and residents
- ❖ Promotions target MUN students, residents and alumni while internet networking targets international recruitment, Canadian medical schools, J1 visa recipients, visiting locums and even Newfoundlanders studying abroad
- ❖ These recruitment initiatives are being embraced by all partners and offer the potential for long term success

# ANNUAL REPORT 2001-2002



NEWFOUNDLAND  
AND LABRADOR  
**HEALTH  
BOARDS  
ASSOCIATION**

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## MESSAGE FROM THE PRESIDENT AND THE EXECUTIVE DIRECTOR

The year 2002, the 40<sup>th</sup> year of continuous operation for the Association, has been a busy and productive year, bringing both triumphs and challenges to the Association. In January, 2002, the Board approved a new Workplan with actions and objectives for 2002 – 2003 for the five priority Strategic Directions: Advocacy, Communications, Director/Trustee Development, Accountability and Programs and Services. The Workplan was based on the results of a Strategic Planning Day held in July, 2001, for Directors, CEOs and Senior Staff. The Board supported and approved



Des Dillon—Chairman of the Board of Directors, NLHBA

the move of the Association in January, 2002 to a new, more central location on Kenmount Road, offering a spacious Boardroom (no more moving around the city for Board meetings!) and wheelchair accessibility, both seen as essential for the collaborative work of the Association in the health system. This was a major undertaking, involving coordination, time and effort from our entire NLHBA team. Since then many meetings for many purposes in the health system have been held on the NLHBA premises, advancing the Advocacy agenda for the Association and keeping our profile high.

The Board was also excited to see the culmination of many years of lobbying Government in the launch of the Strategic Health Plan for the province as a partnership between the NLHBA and Government. This will be an invaluable and consistent strategic framework for partnerships among Health Boards, between the NLHBA and Government and between Health

Boards and Government to advance the health and well-being of the province.

Our **Advocacy** this year, in addition to the Strategic Health Plan for the province, has produced major position papers and briefs to the provincial and federal governments on key issues, timely letters, meetings, committee and planning participation, development of polling questions, consultation with Health Boards and the public, and a strategy under development on knowledge transfer. We lobbied for appropriate remuneration for Health Boards CEOs and senior staff. We have launched an appeal to Revenue Canada of the tax/insurance status of physician locums. We advocated on behalf of Health Boards and patients during three sets of negotiations, most recently the physicians' strike.



John Peddle—Executive Director NLHBA

In **Communications**, although the Fall Conference was cancelled for fiscal reasons, our continually updated and monitored website, new newsletter *Newsnet*, press releases, frequent media contacts and electronic communications ensure that the NLHBA maintains its public profile and its Health Boards network. **Director/Trustee Development** activities have led to numerous visits by the President and Executive Director to individual Health Boards, a new orientation process, Board evaluation and accountability strategies, a facilitated strategic planning process and Better Director program development. Under the **Accountability** strategic direction, new measures include an evaluation framework for Board meetings, the Board, individual directors and the Executive Director, regular reports to the Board by Senior Staff on their Strategic Directions activities, and a Workplan Update every six months to monitor progress on the approved actions.



Ribbon Cutting Ceremony at the new NLHBA office—66 Kenmount Road  
Des Dillon- President, John Peddle- Executive Director, Robert Thompson—Deputy Minister, Health & Community Services

We are currently reviewing our budget and operating plan to find needed savings in expenditures. In **Programs and Services**, Labour Relations has coordinated two collective agreements and is currently dealing with the rationalization of bargaining units in the Health and Community Services and Integrated Boards as well as ongoing arbitration hearings. They are also dealing with issues arising from the new *Workplace, Health and Safety Act*. Physician Recruitment is developing effective relationships with the Medical School, with offices located in the Student Services unit and a strategic approach to recruitment and retention of physicians. Feedback is very positive. The Health Human Resources Planning group has produced some excellent research papers and has made recommendations for addressing key human resource issues in the province. Group Purchasing launched its online tendering process, known as GPOTS, an innovative technological initiative that streamlines the tendering process. Pastoral/Spiritual Care celebrated its 21st anniversary, held a successful Clinical Pastoral Education program, this time in St. John's, and continues to visit Health Boards to facilitate and promote pastoral/spiritual care programs.

Looking back over the year, even though Health Boards and the NLHBA have again been challenged by fiscal restraints, we have been heartened by the affirmation of our common agenda - working towards the best health and wellness for the people of every region in the province. We want to thank our partners in this worthy and meaningful journey.

*Des Dillon*

Des Dillon  
President

*John Peddle*

John Peddle  
Executive Director

### BALANCE SHEET

ASSETS	2001-02	2000-01
Current		
Cash and cash equivalents	\$ 2,172,612	\$ 4,194,648
Receivables	385,779	74,009
Prepaid expenses	19,486	13,893
	<u>2,577,877</u>	<u>4,282,550</u>
Equipment and leasehold improvements	130,323	112,606
	<u>2,708,200</u>	<u>4,395,156</u>
<b>LIABILITIES</b>		
Current		
Payables and accruals	169,196	211,415
Year 2000 capital fund	557,980	2,797,863
Program liabilities	921,758	638,889
Recruitment bursaries payable	193,400	13,000
Reserve for labour relations non-core service	71,728	89,801
Deferred revenue	81,762	-
	<u>1,995,824</u>	<u>3,750,968</u>
Accrued severance pay	115,120	98,580
Accrued paid leave	151,756	126,937
	<u>2,262,700</u>	<u>3,976,485</u>
<b>Net Assets</b>		
Unrestricted net assets	65,177	56,065
Reserve for capital and project development	250,000	250,000
Equity invested in capital assets	130,323	112,606
	<u>445,500</u>	<u>418,671</u>
	<u>\$ 2,708,200</u>	<u>\$ 4,395,156</u>

### STATEMENT OF REVENUE AND EXPENDITURES

REVENUE	2001-02	2000-01
Membership core fees	\$ 1,005,500	\$ 1,031,800
Interest	78,058	101,785
Government Grant	40,000	40,000
Miscellaneous	268,358	55,025
Projects Revenue	-	44,696
	<u>1,391,916</u>	<u>1,273,306</u>
Labour relations, non-core	134,573	112,012
Physician recruitment, non core	107,913	111,250
	<u>242,486</u>	<u>223,262</u>
	<u>1,634,402</u>	<u>1,496,568</u>
<b>EXPENDITURES</b>		
Administration	116,754	137,650
Advocacy & Information	487,011	637,220
Labour Relations / Core Service	449,867	475,681
Group Purchasing	199,367	187,807
Pastoral Care	112,088	91,380
Labour Relations / Non-Core	134,573	112,012
Physician Recruitment / Non Core	107,913	136,808
	<u>1,607,573</u>	<u>1,778,558</u>
Excess of revenue over expenditures (expenditures over revenue)	\$ 26,829	\$ (281,990)