



## Message from Your ACHE Regent

Spring 2016

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All of us might wish at times that we lived in a more tranquil world, but we don't. And if our times are difficult and perplexing, so are they challenging and filled with opportunity.

*Robert Kennedy*

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For the past several weeks Canadians have witnessed one of the largest evacuations in recent times as some 90,000 citizens of Alberta's Fort McMurray and area fled over the course of 12 hours from a wildfire that has burned over 500,000 hectares. Incredibly, the loss of life has been minimal and 100 patients were safely evacuated within 12 hours from the local hospital to facilities throughout Alberta.

As health care leaders, we are reminded of the need for emergency preparedness, both for our families and for the organizations we work for. Through previous adversity, the 2011 Slave Lake fire and the 2013 Southern Alberta floods, Alberta's single health authority, local governments and the Provincial government mobilized their staff and resources to respond admirably to the crisis.

There are many lessons to be learned from this emergency. The incredible generosity of citizens throughout Alberta and Canada has been successfully channeled through a single agency, the Canadian Red Cross, who in turn was able to harness emergency reception centres in Alberta's major centres, plus channel volunteer staff, emergency supplies and funds to the evacuees. The province's electronic patient record, Netcare, has proven helpful to connect displaced patients, physicians, and pharmacies. However, it also exposed the critical need for a fully integrated electronic health record. In the months and years to come, the evacuees, many of whom have relocated across the nation, will continue to need our support. As "leaders who care" © I am sure that support will be forthcoming.

ACHE's 59<sup>th</sup> annual Congress on Healthcare Leadership has come and gone. However, you can login to review and download session handouts for Congress sessions. Click "2016 Session Handouts and Congress Roster" at <http://ache.org/Congress/Download>

I welcome the following new members of ACHE in Canada (March - May 2016) who automatically become members of the Canadian Chapter:

**New Members:**

Nancy F. Jutte, Comox, BC  
Stephen Street, Fergus, ON

Mehdi Attarha, Toronto, ON  
Lola Hannah, London, ON

**Recertified Fellows:**

Ronald N. Noble, FACHE, Toronto, ON

Leslie Benecki, FACHE, Kingston, ON

The Regent's Award for Canada recognizes those ACHE members in healthcare leadership positions who are committed to excellence in their service to their healthcare organizations, community volunteer groups, or the Canadian Chapter of ACHE. The Award is presented at the annual Regent's Breakfast at the OHA HealthAchieve conference in November in Toronto, ON.

Please consider submitting a nomination for yourself or nominate a Chapter member. Check out the criteria for the Regent's Award for Canada at

<http://canada.ache.org/leadership/regents-area/regents-award-for-canada/>

Finally, the annual Regent's Breakfast at OHA Health Achieve will be held on Tuesday, 8 November 2016 in room 101 of the Metro Toronto Convention Centre. More details to come.

Just before Mothers' Day, my son and I were stopped at a fast food restaurant on our way from his home in BC to our home in Alberta. As we were waiting to place our order, an elderly, somewhat disheveled gentleman wondered up to the counter asking the attendant if anyone had found his car keys. He seemed confused when the store manager told him no keys had been found.

The gentleman repeated his inquiry several times with the same per functionary answer. On the fourth inquiry, a female customer got up and asked the gentleman what was wrong. She took the time to listen to him and suggested that his keys might have mistakenly gone into the garbage bin when he cleaned off his table. She took him to the bin, and removed the garbage bag for him. She then led the gentleman outside so that he could go through the bag to find his keys. And he did find his keys.

This was a reminder to me that one of our greatest responsibilities as health care leaders is to listen, truly listen. Listen to our staff, our patients and to our trustees. That lady in the restaurant took a few moments of her time to listen to the gentleman. She gave him the dignity he deserved and she was able to help him.

Nelson Mandela said: "We must use time wisely and forever realize that the time is always ripe to do right."

That is the call to action for us as "Leaders who Care" ©. Let us in this noble profession do our small part each and every day.

Thank you for your contributions in many different venues, care settings and positions to the patients we serve. And a special thanks to the members of the Canadian Forces, including Chapter members, serving in Canada and throughout the world. Ours is a profession and a calling "for leaders who care" ©.

I welcome your comments and advice. Please contact me at [David.Kay@cpsa.ab.ca](mailto:David.Kay@cpsa.ab.ca)

Regards,



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