

The provincial government takes 21 steps into the future

The spring session of the Ontario legislature is now complete but our program, 21 Steps Into The 21st Century, has just begun.

The plan is focused on growth, accountability and fiscal responsibility. It is full of new ideas and decisive steps necessary to strengthen our economy and protect and improve our high quality of life.

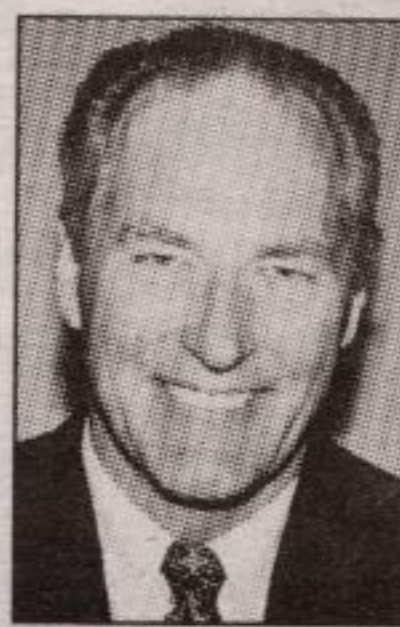
First, we presented our third consecutive balanced budget. That's the first time Ontario has had three consecutive balanced budgets in nearly 100 years. We

also made the largest reduction ever in Ontario's debt.

Strong finances provide us with the ability to fund health care and education and other services Ontarians hold dear. We are now spending more money in health care and education than ever before.

One of our major innovations in the spring session was to propose a method for holding our funding partners accountable for the decisions they make. More than 80 per cent of provincial spending is money that is transferred to

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other organizations such as hospitals and municipalities. The money is then spent by the local organizations which understand local needs.

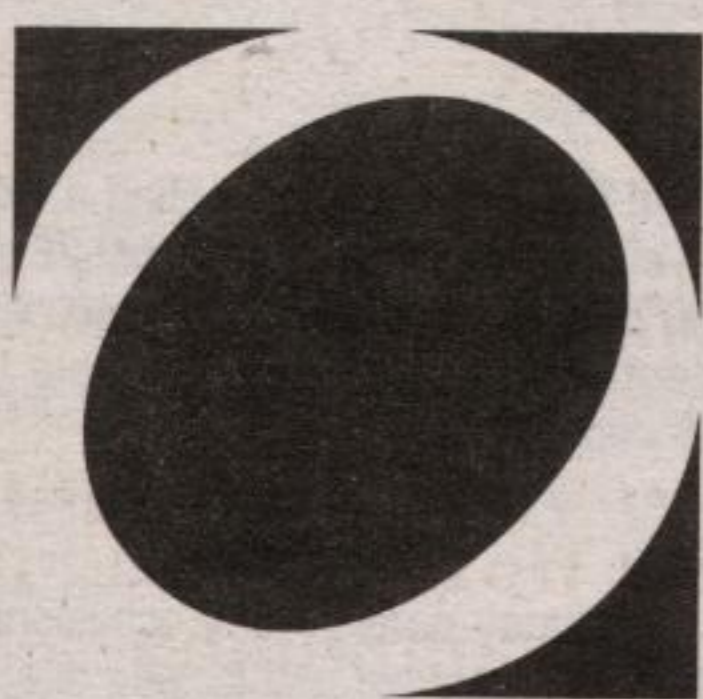
However, there is little accountability in this system. Currently, nothing ensures that this money is spent effectively.

What our proposal will accomplish is the ability for similar organizations across the province to compare their costs and share the best ways of doing things. It will also allow the provincial government, which is ultimately responsible, to have a better idea of how taxpayers' money is spent, which in turn should lead to more effective ways of spending it.

There is much more to do.

The world keeps changing and we have to be aware of those changes so we can identify the challenges of the future. Unfortunately, the very nature of preparedness precludes precise knowledge of what the world would have been like if no action had been taken. In other words, it's hard to get credit for forward thinking.

However, if our goal of making Ontario the best place to live in North America is to be realized, forward thinking is the only method of achieving it.



WILLIAM OSLER HEALTH CENTRE

Etobicoke Hospital Campus
Brampton Memorial Hospital Campus
Georgetown Hospital Campus
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To our communities:

To help us to continue to build on our strengths and to identify areas for improvement, William Osler Health Centre recently participated in the second comprehensive review of acute care by the Ontario Hospital Association's: Hospital Report 2001.

The results are in. They are informative and will help us work toward our goal of providing the very best community health care in Ontario.

It is important that you – the people we serve – know how we are performing.

The OHA reviews hospital performance over a broad spectrum, from providing patient care to the management of information and resources, and groups its findings in four main categories: patient satisfaction, patient care, hospital finances, and keeping pace with change.

The indicators for patient care, hospital finances and keeping up with change show that we are providing quality patient care, managing the resources we have and putting them towards direct patient care, and using technology to enhance patient care. Our commitment is to continue to provide the quality patient care our communities need, and to be responsible and accountable with the funds entrusted in our care.

In Patient Satisfaction our patients said they are satisfied at the improvement in their medical conditions but would prefer faster and more personal attention, and better facilities.

We know what has to be done. Our communities are growing at 15,000-20,000 new residents each year. We need more beds for patients, newer facilities and more staff. That's why the Ministry of Health's decision to approve a new hospital for Brampton and expansions for Etobicoke and Georgetown Hospital Campuses is critical to our future. And that is why we have aggressively recruited over 500 staff in the past year to help deal with the growth.

Despite the growth pressures we face to meet the health care demands of our communities, William Osler Health Centre received a special "performance grant" of \$5.7 million in May from the government. This grant rewards those Ontario hospitals that can show they are operating efficiently.

Our commitment is to provide the best community health care in Ontario. Until the new hospital is built, and the expansions are completed, we will continue to renovate the existing facilities, build on our strengths and identify where we can do better, and work with the Ministry of Health to ensure we have sufficient funds to provide the best health care we can to our growing communities.

Leo N. Steven
President & CEO

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