

CEO Message:

Extra, Extra – Read All About It

Last December, I likened TransForm’s 2016/17 story to a chapter in a best-selling novel and challenged our staff to help me write another one in 2017/18 that was even better than the last. I’m pleased to report that they did – and you can find it [right here](#), hot off the presses.

Our Annual Report is more than a requirement mandated by our board. “More Than Just A Name” is a testament to the good work we’ve done for our member hospitals, for Health Service Providers in Erie St. Clair, and for the health care system as a whole.

It’s irrefutable that we have grown as an organization over the past 12 months. Customer satisfaction surveys and meetings showed us where we excelled and where we could do better, and we responded with transformed offerings and enhanced customer service.

Employee engagement surveys told us we needed to change our corporate culture, and we rose to the challenge by introducing new tools and programs intended to make our staff feel happier, healthier and more engaged in the workplace.

We’re proving true to our namesake on a whole other level, however. As our board chair notes in her Annual Report message, there’s been a paradigm shift. We’re not just transforming TransForm anymore: our initiatives are beginning to change the healthcare system as whole.

In fiscal 2017/18, Shared Service Organizations across Ontario watched as we joined forces with London-based Healthcare Materials Management Service (HMMS) to realize new supply chain savings.

The province watched again as we broke new ground on the innovative procurement front, laying the groundwork to help hospitals identify projects that not only promise to save valuable healthcare resources, but improve patient experiences across the region.

We did all of these things and much, much more – and you can read all about it in 22 pages of carefully crafted stories and photos. TransForm: This year, I’m proud to say it’s both our name, and what we do best.