

Board Meeting Highlights September & October 2022

Deep River & District Hospital
Four Seasons Lodge Long-Term Care Home
North Renfrew Family Health Team

Education Sessions

- Guest: Jenny Hickson, Manager of Clinical Services & Director of Care
 - Jenny provided an overview of the COVID-19 outbreak in August as a patient and staff safety story. Actions taken to maintain safety and effectively contain the outbreak were highlighted, as well as the outcomes of the post-outbreak debriefing which highlighted success including the rapid action of the front-line staff to identify, isolate, and test patients quickly, the availability of supplies and emergency response structures that supported rapid action and containment. Lessons learned to apply to future outbreaks, based on the debriefing, were highlighted.
 - It was noted that this was our organization's first COVID-19 outbreak anywhere in the organization since the beginning of the pandemic in 2020. The Board congratulated the entire DRDH team on outbreak response as well as for their diligence every single day to keep our organization safe.
- In September, the Board received the final portion of the annual Board Orientation session, which included an overview of operational planning, health information and privacy, ethics, executive compensation, and credentialing.

Board

- Members of the organization's Board of Directors are participating in the Ontario Hospital Association's Governance Essentials for New Directors education series. One virtual education session has been held to date, with two sessions remaining in October. The education provides information on foundations of governance, health system knowledge, and best practices in not-for-profit governance.
- The Board mentorship program has been finalized for the 2022-2023 Board Year, with each new Board member from the current year, as well as the previous year, connected with an existing Board member. Board mentors will support new Directors with learning about the organization, the governance structure, and learning about health system governance over the coming year.
- Angie Chaput was appointed as new Patient / Resident Representative, currently participating on the Resource & Audit Committee.

Auxiliary

- Volunteers in the Gift Shop are busy preparing for the Holiday season, with a "Christmas in October" sale on currently!
- The Gift Shop began stocking a bottled water during the recent precautionary boil water advisory, and has continued to offer them while the organization's vending machine is under repair.

Foundation

- The Foundation had its Annual Meeting on September 12th where Sue McKay, a new Board member, was welcomed. Draft financial statements for the 2021/2022 year were reviewed, and showed improvement in revenues and reductions in expenses relative to the previous year.
- The new **Deep 50/50 Lottery** continues, with many lucky early bird and grand prize winners already awarded prizes! This new lottery system provides more opportunities for participating and involvement, as well as a growing grand prize monthly.
- Preparation for a **#GivingTuesday** campaign in November is underway.

Health Campus Updates

Building Services

- Construction work is ongoing in the parking area by the loading dock to improve rainwater drainage and the pooling of water that occurs currently. Since construction began, additional repairs to the loading dock have been identified as well as repairs needed to the foundation of the garage. Final grading and filling is being done, and it is planned that paving will be complete before November 1.
- Renovations to one emergency department public washroom continue, with backordering of flooring delaying project completion. Work is expected to be completed by the end of October.

Dietary

- A team from DRDH Dietary and Administration participated in a live demonstration and review of the proposed food production system for the LTC Development in Ottawa. The proposed food production system uses enhanced technology to allow for large batch preparation, enhanced individualized resident meal choice, as well as improved food quality through the use of blast chill and thermal reheating technology. The project team will incorporate the proposed food production system into designs and functional programming for the new home.

Emergency Preparedness & Response

- The organization enacted its Incident Management System on September 29 in response to a Precautionary Boil Water Advisory issued by Public Health and the Town of Deep River. Actions to respond to the advisory were coordinated through an Emergency Operation Center, including a coordinated communication strategy for all staff during the advisory period. Following clearance of the advisory, a debrief was completed to identify strengths and further actions to enhance emergency response.

Epic – Hospital Electronic Health Record Launch

- The organization is now less than 15 days away from Epic go live! Activities are ramped up as we are rapidly approaching the November 5 go-live date. Activities throughout the go-live weekend will be intense, and our team is working hard to ensure there will be no disruptions to care and workflow. Go-live activities will begin on November 3 with patient chart and record transition, with an Epic 'command center' being stood up 24-hours a day for at least the first 5 days to support the transition.
- Epic expertise from St. Francis Memorial Hospital (SFMH) in Barry's Bay and from Renfrew Victoria Hospital (RVH) is being coordinated to support go-live. Shared resources from SFMH and RVH include onsite personnel planned to support immediate go-live activities, as well as site visits currently underway for various departments and staff to see Epic in action ahead of go-live.
- A Town Hall was held in early October to provide project updates for staff and physicians, and the external communication plan is being implemented on schedule.

Family Health Team

- A delegation from the Family Health Team attended the Association of Family Health Teams of Ontario (AFHTO) conference in October. Team members participated in education sessions, networking, and reviewed innovation and best practices in primary care. Follow up planning for improvement initiatives to implement learnings is planned.

Family Health Team Capital Development

- Design development continues with the project team, with the goal to have final designs submitted to the Ministry of Health by end of November. Cost estimates for the project will be updated as part of the final designs by way of a Class A cost estimate.

Human Resources

- A revised Attendance Support Program is relaunching to provide support when staff may be having challenges meeting attendance requirements. We are currently in the process of educating leadership and unions about the program, which will launch on January 1.

Infection Control

- A COVID-19 Outbreak was declared on the medical unit by Renfrew County District Health Unit (RCDHU) on October 13, 2022. Initial cases included a number of long-standing inpatients in shared rooms on the medical floor and no confirmed staff spread. The Outbreak Management Team has been initiated to manage the outbreak, in coordination with RCDHU, with precautions in place and learnings applied from the previous COVID-19 outbreak in August.

Laundry

- Replacement of an industrial washing machine in the laundry department has been completed with the purchase of an 85lb machine. The updated, larger equipment will add capacity to the department as well as build efficiencies to result in decreased staff time to process laundry.

Long-Term Care

- Dr. Noulty provided a report as Medical Director of the Four Seasons Lodge, from the organization's latest Long-Term Care Continuous Quality Improvement Committee meeting. Dr. Noulty shared that the Four Seasons Lodge is participating in a pilot project for direct physician orders using the home's new electronic health record, Point-Click-Care (PCC). The pilot is expected to improve medication safety through electronic prescribing directly into the electronic health record. It was shared that the staff are embracing the new electronic health record system (PCC) and are eager to learn and provide the best possible care for our residents. There was a discussion about the positive elements of the culture among the current Four Seasons team, and the importance of maintaining these elements as we grow the Home.

Long-Term Care Development

- At the last meeting of the Long-Term Care Development Committee, Andrew Rodrigues from Colliers attended the meeting and provided a project update as well as key risks and mitigation strategies. He also provided an overview of key project milestones since the business case was first developed in 2018 to the anticipated first resident date in late 2025.
- Schematic design remains on track, with the goal to have the first preliminary plans submitted to the Ministry of Long-Term Care (MLTC) by mid-November. Following submission, the plans will undergo technical review within the MLTC for several months before approval. During this time, design development and functional programming work will continue.
- A thank you was shared with those who were able to attend the Open House events on October 13, 2022. Both the staff / resident and public events were a success, and generated excitement and some great feedback about the project. Having Architects from HDR at the event in-person was very valuable, as they were both busy talking with community members and answering questions for the duration of the event.

Laboratory – Eastern Ontario Regional Laboratory Association (EORLA) Partnership Update

- EORLA's 2021-2022 Annual Report was shared for information with the Board, with a highlight specifically for DRDH EORLA Team Member and Charge Technologist, Mike Wilson. Mike received a special thanks in the report for his incredible dedication to keeping our laboratory functioning throughout the pandemic and continuing to ensure patients have access to lab services today. DRDH Leadership further highlighted for the Board Mike's dedication and hard work to ensure our patients have access to laboratory services, his leadership in the organization, and his positive impact on DRDH.
- With the Eastern Ontario Regional Laboratory Association (EORLA) now reaching 10 years of operation, work has begun with the 16 member hospitals and EORLA towards a renewal of the

Membership Agreements by March 31, 2023. Input has been sought from stakeholders across all member hospitals, with the goal to further build on successful relationships and strategies for another long-term partnership arrangement. The final draft Agreements remain under review, anticipated to be presented for preliminary Board approvals in early December.

Occupational Health & Infection Control

- Distribution of the bi-valiant COVID-19 vaccine has begun, and administration of fourth booster doses for staff, inpatients, residents and their Essential Caregivers is now underway.
- Planning for the organization's fall influenza immunization campaign is also underway, with delivery of influenza vaccine yet to be confirmed from Public Health.
- Planning continues for community fall influenza vaccine clinics with regional primary care partners and Renfrew Country District Health Unit.

Strategic Planning 2023

- A Briefing Note was shared on Strategic Planning Renewal for 2023. It is planned that a strategic renewal will take place in early 2023 for approval at the Annual Meeting in June of 2023. Preparatory work and planning to support this timeline, as well as budgetary approval to dedicate resources, are required to facilitate launch of strategic planning activities to meet timelines.
- The Board of Directors approved proceeding with engagement of an external facilitator to lead Strategic Renewal in 2023, as well as endorsed the Strategic Planning & Relationships Committee of the Board to proceed with coordination and planning of Strategic Renewal.