

Board Meeting Highlights November 2022

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

Education Session

Fixing Long-Term Care Act, 2021

Tabitha Kearney, Chief Nursing Executive and Vice-President of Clinical Services

- Tabitha provided an overview of the new legislation governing the long-term care sector released in April 2022, the *Fixing Long-Term Care Act, 2021*, including the organization's actions taken since then to meet updated legislative requirements. Tabitha shared that an internal review and gap analysis was completed, resulting in a robust action plan to meet the new requirements. Some areas of most significant change in the legislation include infection prevention and control, emergency preparedness and response, continuous quality improvement, residents' rights to visitors, and hours of care.
- The many benefits of being a multi-sector organization were seen when reviewing the new requirements for long-term care, as our organization was able to leverage the higher standards in acute care for infection prevention and control, emergency preparedness and response, and quality improvement already in place. In many areas, we were able to meet the requirements significantly in advance of the prescribed timelines in the legislation due to the integration with acute care.

Board

- A Board photo was taken with those who were in attendance, which will be used to celebrate the success of the Board's collective personal pledge towards the Closer to Home campaign. Collectively, the Board has pledged an amazing \$42,000 in support of the major campaign!

Auxiliary

- Volunteers in the Gift Shop are busy preparing for the Christmas season, with lots of Christmas items and gifts on sale currently!

Foundation

- The *Closer to Home* campaign has now reached over 14% of the 2.5 M goal! Work continues towards planning activities and events in support of the campaign, with a Craft and Vendor Show at the Deep River Arena, as well as the annual Trim the Tree fundraiser, both taking place on December 3.
- The *Deep 50/50 Lottery* continues with monthly draws, and many lucky early bird as well as grand prize winners. The Foundation is currently experimenting with different marketing strategies to share lottery news and expand sales.

Health Campus Updates

Budget

- The development of the 2023-2024 budget is underway, with the organization's Fiscal Advisory Committee Meeting held in November 1 to gain input from stakeholders. The draft 2023-2024 budget will be presented to the Board of Directors for approval in January 2023.

Building Services

- Construction work to install a drainage pond has been completed, with a final layer of asphalt and final inspection outstanding to close the project. All work is expected to be completed by the end of November.
- A new break room was officially opened for all staff following clearance of the outbreak. The break room provides staff direct access to the outside, as well as increased space for distancing and comfort. Ongoing work to improve the environment and amenities continues.

Epic – Hospital Electronic Health Record Launch

- After more than a year of preparations, our organization, along with the Kemptville District Hospital and the Winchester and District Memorial Hospital, joined the Atlas Alliance and went live with the Epic digital health information system on November 5, 2022. The final project status report and a presentation were shared providing an overview of the organization's go-live of the new, integrated electronic health record, Epic.
- Project Leads, William Willard and Tabitha Kearney, shared the significant effort, coordination and resources that were dedicated to the project to ensure success. Preparations for go-live occurred over the past 18 months, and involved complete system and workflow design and adaptation, as well as training of physicians and staff across multiple clinical and non-clinical departments. It was highlighted that more than 45 classes were run and 1,100 hours of training were provided by our dedicated DRDH trainers over an approximate three-week timeframe.
- The transition went quite smoothly, despite having an unanticipated power failure over go-live weekend, with modules going live as planned on November 5. On November 7, our Radiology system was also upgraded, further enhancing the organization's systems and integrating with the new Epic system. Epic experts from our partner Atlas Alliance hospitals, Renfrew Victoria Hospital and St. Francis Memorial Hospital, were onsite to provide "at the elbow" support for our team over the first few days after go-live, and 24/7 support from The Ottawa Hospital was provided for the first two weeks. The organization maintained an internal Epic Command Centre running 24 hours a day for the first two days, with gradual reductions in support as the system stabilized. The DRDH Command Center was stood down earlier than planned due to the successful and smooth transition of the system, and the significantly decreased support needs within the first 10 days.
- The team continues to work through the transition, and has begun to recognize the benefits of having an advanced and integrated health record for both patients and providers. Next steps are to integrate and plan for how our organization works within our new partnership of the Atlas Alliance, as well as further enhances and optimizes the new system for both patients, staff, physicians, and the organization as whole.
- Congratulations were extended on behalf of the Board on the successful transition to all team members that supported, and worked through, the transition to our new electronic health record.

Family Health Team

- Dr. Caitlin Armer began work in the Family Health Team on October 24. Dr. Armer will officially assume Dr. Ben Amor's former patient roster as of December 1 once registered with the Ministry of Health, and she continues to onboard to the organization and provide primary care for patients.

Family Health Team Capital Development

- Further revisions to the primary care building design, based on provider feedback, have been made and reviewed with stakeholders. Design development is ongoing with the project team. A revised schedule is expected to be received prior to December 1.

Infection Control

- The Infection Prevention and Control (IPAC) team reviewed the Ministry of Long-Term Care (MLTC) Fall Preparedness Checklist, which identifies IPAC risk areas as well as resources for Long-Term Care Homes to enhance IPAC practices and emergency preparedness. The IPAC team verified appropriate resources were in place or exceeded MLTC requirements, and no fundamental differences in IPAC recommendations or operational activities were identified.

Information Technology

- Migration of the organization's email to a server hosted by The Ottawa Hospital has been completed. This migration has updated email to Office 365, enhancing security and forwarding action as part of the Regional Security Operation Center partnership.

Long-Term Care

- In early December, the Four Seasons Lodge will be the first Long-Term Care Home in Ontario to go-live with direct physician order entry into the long-term care electronic health record, Point-Click-Care. Computer Prescriber Order Entry, or CPOE, is expected to improve medication safety through electronic prescribing directly into the electronic health record and has been shown to reduce medication and transcription errors and improve safety overall. Congratulations were extended to the Four Seasons team from the Board for this achievement and enhancing the electronic health record in long-term care.

Long-Term Care Development

- The fully executed Development Agreement (DA) was received back from the Ministry of Long-Term Care (MLTC) on October 28. Subsequent notice was received of transfer of the planning grant from the MLTC to support ongoing development activities, which is expected to be received within this calendar year.
- Preliminary plans for the new Long-Term Care Home were submitted to the MLTC on November 8. Following submission, the plans will undergo technical review within the MLTC before approval. During this time, design development and functional programming work will continue.
- Design and development meetings are in the process of being finalized over the next several weeks, to continue to advance the design as well as functional and operational programming in the home.

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

- The EORLA team coordinated go-live of the laboratory instance of Epic (Beaker), in alignment with the Epic go-live on November 5. The laboratory team continues to adjust to Beaker in coordination with Epic, which fully integrates laboratory services into Epic systems.

Occupational Health & Infection Control

- Distribution of the bi-valiant COVID-19 vaccine continues for staff and residents, in coordination with the annual influenza campaign, which is also underway.
- Planning continues for community fall influenza vaccine clinics with regional primary care partners and Renfrew County and District Health Unit.

Quality and Risk

- A multi-year 2022-2025 Patient Safety Plan was presented for review and approval. The Plan received endorsement from both the Patient and Family Advisory Council as well as the Quality, Risk, and Safety Committee.

Respiratory Surge – Emergency Operations Enacted

- With a rapid rise in respiratory viruses including COVID-19, RSV (respiratory syncytial virus), and influenza creating significant pressures on all parts of the health system, the Provincial Incident Management Structure (IMS) and Emergency Response Systems have been activated to coordinate a provincial response to the respiratory surge. In response, the organization activated its internal incident management structure, standing up the Emergency Operation Center (EOC) to coordinate the response to the current and growing significant respiratory surge. The EOC will coordinate and direct organizational activities in response to the current respiratory surge.
- The current respiratory surge is significantly affecting the paediatric population, with those in high-risk categories and under 5 years of age being affected most. With paediatric hospitals experiencing significant pressures, all hospitals have been directed to increase emergency department and inpatient capacity. Planning is underway to implement further orders received from provincial systems, aimed at protecting health system capacity.

- The Emergency Department is seeing sustained high levels of patients seeking care, with particularly high levels of paediatric patients with respiratory illnesses, including RSV, seeking care.