

Board Meeting Highlights December 2022

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

Education Session

Service Accountability Agreements

William Willard, Chief Financial Officer and Vice President of Operations

- William provided an overview of Service Accountability Agreements (SAAs) in the health sector across the province, including DRDH's SAAs, the current Ontario Health SAA refresh process, and plans for the future state of SAAs in Ontario. William described how SAAs function as legal agreements that outline accountabilities and responsibilities of both Health Service Providers (HSP), such as hospitals, long-term care homes, and community service agencies, and Ontario Health (OH). SAAs provide framework for both organizational funding and also how HSPs and OH work together to meet provincial, regional, and local priorities.
- Over the last few years, Ontario Health has extended SAAs without adjustment to support a focus on pandemic response. Now, a SAA refresh is underway, with the aim to streamline processes and inform meaningful changes over the next three years. DRDH will be renewing its SAA agreements in the start of the refresh for the 2023/24 year.

Board

- The Board's Strategic Planning and Relationships Committee has been enacted to initiate planning for the 2023 Strategic Refresh of the organization's multi-year plan. Planning for the process is underway, and the Board has identified an open position on the planning committee for a non-elected patient and/or resident representative.
- The Board's Executive Committee met to review the Family Health Team Development project, including the schedule, costing, and design development process. The adjusted timeline was approved, as the project continues to adjust its parameters to meet the future needs of the community.

Auxiliary

- On November 29, three volunteers from the Auxiliary were awarded Ontario Volunteer Service Award recognition - Colleen Whittier (20 years), Kelly Walker (15 years), and Suzanne Cuypers (10 years). Congratulations were extended on behalf of the Board for these volunteers' exemplary and long-term service.
- The Gift Shop is doing very well this past year with sales up from the previous year. Christmas items are available in the gift shop, with ongoing sales also available!
- The Whistle Stop is doing it's very best to keep up with the large amount of donations received. As well as serving our community, larger toys have been donated to local Nursery Schools, towels and sheets have been donated to the OSPCA, and clothing has been donated to support a new refugee family who recently arrived in Deep River.
- Several volunteers recently held a shopping day for residents of the Four Seasons Lodge, and volunteers decorated the Home, indoors and outdoors, for Christmas on December 1, 2022.
- The Auxiliary has also purchased stickers and donated stuffed animals for children in the Emergency Department.

Foundation

- The December 3 Craft Fair went very well, had over 40 vendors, and raised \$3,100!
- The Deep 50/50 lottery continues, and the Foundation is working to update the online platform.
- A curling bonspiel fundraiser is being planned for early 2023.
- The December 16 Donor Appreciation Café will be rescheduled due to the current respiratory surge.

Health Campus Updates

Building Services

- The final layer of asphalt to restore the east end of the parking lot has been completed, and the final inspection remains outstanding to close the project. All work is expected to be completed by the end of December.

Epic – Hospital Electronic Health Record Launch

- The Epic transition continues to proceed well, with the project now moving into the Optimization Phase, which will entail optimization of processes and workflows, and final integration of equipment such as vital machines and cardiac monitors.
- As anticipated, wait times and workflow times increased slightly in the 2 weeks following go-live as staff were adapting to the new system. With ample amounts of data available for monitoring, the Epic team has been able to see ongoing improvements in timing and workflow processes since go-live as the staff build confidence and comfort with the new system.
- In the coming weeks, the organization will be looking at how we participate in the Atlas Alliance structure going forward, with participation in ongoing working groups and committees beginning for our organization in January.

Family Health Team

- The Family Health team has successfully launched an online booking portal for appointments. The added ability for patients to book appointments online is expected to increase accessibility, streamline booking processes, reduce administrative time in the FHT, as well as positively impact patient satisfaction.
- The organization has been successful in recruiting a new Manager of Clinical Services – Primary Care. Sarah-Lynn Parker will be transitioning to the role on January 9, 2023, from her current position as a Registered Nurse. Sarah has held a variety of roles within the organization, including as Charge Nurse and brings expertise and experience from acute, long-term care and community care to her new role. The Family Health Team is looking forward to welcoming Sarah-Lynn into her new role.

Human Resources

- Although the organization's Holiday Party was postponed due to the respiratory surge, a number of festive engagement activities are ongoing this month to maintain the holiday spirit. Activities include departmental door decorating, hot chocolate carts, cookie carts, festive sweater days, etc. The organization will look to reschedule its holiday celebrations at a later date, once the current respiratory surge has passed.

Long-Term Care

- The Four Seasons Lodge went live with Computer Prescriber Order Entry, or CPOE, in early December, making it the first Long-Term Care Home in Ontario to go-live with direct physician order entry into the long-term care electronic health record! CPOE is expected to improve medication safety through electronic prescribing directly into the electronic health record.
- A Long-Term Care Compliance Inspector was onsite during the week of December 5 completing follow-up to critical incident reports that had been submitted over the 2022 calendar year. The Inspector completed both low level inquiries as well as full inspections, including one for infection prevention and control (IPAC). The public copy of the report will be shared with the Resident and Family Council, posted in the Four Seasons Lodge, and posted on our website, once received. It was also shared that an IPAC inspection is routinely completed as part of all Long-Term Care inspections now, and the inspector shared very positive findings on IPAC practices and standards maintained in the home.

Long-Term Care Development

- Ministry of Long-Term Care (MLTC) technical experts have completed a technical review of preliminary design plans submitted on November 8, and minor feedback was provided to the

project team on December 8. Completion of adjusted designs based on feedback are underway, and will be submitted to address the feedback prior to December 31.

- Active design development and functional programming work continues, with full day onsite stakeholder design sessions with the project and architect team held in December to advance the design. Design and development meetings will continue over the next several weeks, as the team works diligently to continue to develop and finalize design and programming details for the new home.
- LTC Workforce Development Plans have undergone first drafts, and will be presented at the Board meeting in January.
- Following the MLTC announcement of additional funding on November 25, the LTC Development Committee met and approved submission of the Statement of Readiness to the MLTC indicating intent to construct prior to August 31, 2023. The Statement of Readiness was submitted indicating the organization's intention to advance the project to construction to meet the August 31, 2023 deadline.

Occupational Health & Infection Control

- Over 60% of our organization has received the influenza vaccine this year, which is higher than many organizations who are reporting rates between 30-40%. Our IPAC Nurse has been working diligently to not only offer the vaccine to all our staff members, but to their families as well.

Respiratory Surge – Emergency Operations Continue

- The organization's Respiratory Surge Emergency Operations Center (EOC) remains active to address the ongoing sustained surge in respiratory viruses and pressure on acute care system capacity. Projections indicate that increased need will continue for the next few weeks into the New Year, as the majority of impact with this surge is due to seasonal viruses, such as influenza and RSV.
- The medical inpatient unit has increased capacity to 18 beds, now located in the space at the end of the medical hallway. Staffing patterns have been adjusted to move to team based models of care to support reallocation of resources internally in both the emergency department as well as the medical unit. Ongoing adjustments will be made based on staffing availability to ensure critical operations are maintained.
- The organization's Emergency Operation Center (EOC) will continue to meet based on external or internal need, in order to coordinate actions and respond to the situation.