

Board Meeting Highlights May 2023

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

Education Session

Ethics for Governance

Nikolija Lukich, Lead Ethicist, Champlain Centre for Health Care Ethics (CCHCE)

- A presentation was provided by Nikolija Lukich, Lead Ethicist from the CCHCE, on the availability of ethics services for the Board, which highlighted how Boards use ethics in decision-making, the IDEA Ethics Framework, and case examples of ethical governance decisions. The notions of responsibility, public accountability and 'ethical weight' of governance was discussed, highlighting that Board Members have an obligation to act in an ethically defensible manner in all decisions that they make. An overview was provided of the "IDEA" ethical decision-making framework, which is the foundation of the DRDH organizational ethical framework.

Long-Term Care Funding Methodology

William Willard, Chief Financial Officer

- A presentation was provided by William Willard, Executive Vice President and Chief Financial Officer, on Long-Term Care (LTC) Funding Methodology. An overview was provided on level-of-care per diem funding, which is funding provided on a daily basis for each licensed or approved bed in a LTC home. Funding consists of four components, or envelopes, as received from the Ministry of Long-Term Care (MLTC). The Board heard about funding envelopes and factors that determine levels of care funding in each of the MLTC funding streams.

Board

- A Governance Survey is underway by the Board of Directors, with the purpose to gather Board Members' perceptions and opinions on our governing body's internal structures, functioning and processes for ongoing quality improvement of governance processes.
- Further to the Governance Survey, the Board of Directors is also undertaking Individual Director Assessments. Individual self-assessments for Board Members are completed annually to assess how well each individual Board member contributes throughout the year and their engagement in various aspects of the Board's work. Board assessment and evaluation processes support the Board to contribute to the continuous improvement of governance.
- The Board of Directors finalized planning for its Annual Meeting, which is scheduled for June 28, 2023. Items on the agenda include a presentation from the organization's auditors, KPMG, to present audit findings, amended by-laws for approval, and the 2023-2027 Strategic Plan.

Strategic Planning 2023-2027

- An update was shared on the organization's Strategic Planning Project, and the engagement initiatives underway. Communication has been ongoing this month with an invitation to provide input and feedback through online surveys and focus groups.
- A Strategic Plan Research and Environmental Scan document was shared for information, informed by data from DRDH plans and documents, as well as external sources including legislation, Statistics Canada, and government publications. The impacts related to data through the pandemic as well as the ongoing changes to health system pressures and population health that have occurred over the past few years were discussed in relation to the data presented, with noted changes in health and service provision during the pandemic.
- A community meeting will be held to share the summative engagement findings as well as provide an additional opportunity for engagement on the evening of Friday, June 2, 2023, with the facilitated Board Retreat to take place the following day on Saturday, June 3, 2023.

Auxiliary

- The Auxiliary's Annual Meeting took place on May 11, and a presentation was delivered by Janna Hotson, William Willard, and James Thompson. The presentation included updates for the health campus, Emergency Department renovation plans, the Long-Term Care Development Project, Closer to Home campaign, and strategic planning.
- On May 23, three donations were made to DRDH from the Auxiliary including an \$80,000 contribution towards Emergency Department upgrades, \$14,000 to support the Pre-School Speech Language Therapy Program, and \$925 to the Four Seasons Lodge for recreation. Thanks were expressed from the Board of Directors to the Auxiliary and all its volunteers for their continued remarkable support of our organization.

Foundation

- The *Run for Home* event is coming up on June 24, with registration to participate by donation. All community members are encouraged to join in by sponsoring, running, or walking the 2K, 5K, 10K, or half-marathon to support the *Closer To Home* campaign.

Health Campus Updates

Budget 2022/2023

- The annual audit is now underway, with the audit firm pivoting from a hybrid approach to a fully remote audit. Audit outcomes will be reported to the Resource & Audit Committee, and then the Board of Directors, in June. The organization continues to anticipate a surplus position at year-end.

Building Services

- Work was completed on an improved second egress for the Food Bank. A set of stairs to the emergency exit window were build, separate from DRDH storage, allowing for more direct access for the Food Bank volunteers, and enhanced security of DRDH storage.
- Wood siding replacement on the Family Health Team building was completed on the south and west sides as well as at the organization's emergency entrance. The siding improvement provides a more sustainable material and reduces the risk of small animals getting behind the siding.

Communications & Rebranding

- An update was provided on rebranding activities and signage upgrades. It is planned that the main exterior signage will be updated in advance of ground-breaking for both capital developments, in alignment with organization rebranding activities in August 2023. Updates will include new main campus, main entrance, and emergency department signage.

Emergency Preparedness & Response

- The organization partnered with the Town of Deep River to provide public and community education during Emergency Preparedness week. DRDH's education focused on health promotion and preparation related to emergency preparedness.

Epic – Hospital Electronic Health Record Launch

- The first Epic update since G- Live in November occurred in early May, resulting in downtime of 2.5 hours overnight on May 6th for clinical modules, and 1 hour on May 9th and 10th for registration modules. Workflow adjustments were successful to support the system updates, affecting mostly nursing and medical records.

Family Health Team

- A presentation on the 2023-2024 Family Health Team (FHT) Annual Operating Plan was provided by Tabitha Kearny, Chief Nursing Executive & FHT Executive Director. The

presentation provided an overview of the FHT Annual Operating Plan, a 2023-2024 budget amendment, attestations, and next steps.

- The Family Health Team Annual Operating Plan is completed annually and allows for reflection on the previous year as well as an opportunity to outline program and operational goals for the FHT for the upcoming year. The Board of Directors endorsed the 2023-2024 Annual Operating plan for the Family Health Team as presented.

Four Seasons Lodge Long-Term Care

- An update on the Home's COVID-19 outbreak was shared, including that only a small number of residents tested positive during the outbreak, and the outbreak was managed well. A number of lessons were learned from the outbreak related to the process for COVID testing, and communication between the Medical Floor and the Four Seasons Lodge.
- Residents and staff in the Four Seasons Lodge celebrated Mother's Day with a High Tea on the Sunday afternoon. Residents have begun enjoying outings from the Home again over the past several weeks, including bowling and a day at the waterfront.
- A Nursing Rehabilitation and Restorative Program has now gone live, which focuses on providing individualized, daily nursing interventions to support residents achieving or maintaining their highest level of physical, mental or psychosocial functioning.

Laboratory

- Charge Technologist Mike Wilson was honoured as the recipient of the 2022 EORLA Service Excellence Award. Mike was nominated and honoured for his dedication to patient care and many achievements including Epic launch in the laboratory, successful accreditation, managing staffing shortages and the many innovative ways he has navigated keeping DRDH's lab operational and continuing to provide excellent care.

Long-Term Care Development

- Work with the Project Team continues towards design finalization as well as prequalification of contractors. Design development activities include landscaping and an exterior stakeholder Open House with the Deep River Horticultural Society, an onsite interior design meeting and wayfinding and signage design meetings. The Residents' and Family Council has continued their involvement in providing input for the development, and are excited about plans for the new Long-Term Care Home. They have provided input into naming of the Resident Home Areas as well as a number of elements of the design. The Council will continue to be engaged and provide input as designs continue to evolve moving forward.
- Site preparation continues, with required ground preparation planned over the coming months.

Primary Care Development

- Design development continues toward finalization, with an end user review of 80% drawings completed with Family Health Team staff and practitioners. Adjustments to parking and site planning have been made to improve flow, safety and access. Preparation for prequalification of general contractors for construction are underway, with documents to be issued in early June.

Quality

- A video was shared where a patient spoke about their own experience of accessing care at our organization and across our region. The patient, Tom, spoke about the positive impact of having a hospital to provide care locally, and how relocating to the area was a struggle without access to a family doctor. The video was created by the Ottawa Valley Ontario Health Team as part of a series where patients are able to speak about their stories and have them heard directly by the Board of Directors. Videos from the series will continue to be shared with the Board at future meetings.
- A Briefing Note was presented on the results of the recently completed Worklife Pulse Survey. The Worklife Pulse Survey is a tool used as part of the Accreditation process to measure perception of wellness and work life balance and feelings of engagement with management

and senior leadership. A summary of the 80 responses received was presented for review, along with comparative data for 2019. The survey showed a significant increases across all categories of responses, with approximately 93% of staff indicated they feel positively about their job. Congratulations were extended from the Board to the DRDH Leadership Team on the positive results of the survey, especially given the challenges experienced throughout the pandemic.