



## Deep River and District Health Board Meeting Highlights November 2023

### Board

- On behalf of the Board, the Board Chair provided a congratulatory message to the entire DRDH team to recognize the hard work in achieving such a significant positive result in the recent Accreditation Canada survey, as well as the successful and coordinated response to the recent fire.
- The Board recognized the official launch of the 2023-2027 Strategic Plan on November 10, 2023 and shared that positive responses from staff, community and stakeholders were received post launch, as well as increased engagement on social media platforms. The leadership team will begin transition of corporate documents over the next quarter, with the goal to embed strategic pillars into corporate documents for the 2024-2025 fiscal year.
- The Board heard a patient story, courtesy of a video project through the Ottawa Valley Ontario Health Team. The patient spoke about their own experience of accessing care across our region, the importance of having a primary care provider, and their experience navigating the healthcare system as a mother and military spouse.
- Critical Incident Response – Fire
  - CEO Janna Hotson provided an overview of the critical incident that occurred on Monday, November 20, 2023 when a fire on the roof (Code Red) resulted in an internal evacuation (Code Green) of residents in the Four Seasons Lodge Long-Term Care Home (FSL). The organization activated its Incident Management System, standing up its Emergency Operation Center (EOC) to coordinate response, and liaising with the Deep River Fire Department's (DRFD) EOC to coordinate joint response.
  - DRFD was able to extinguish the fire quickly, which was limited to the penthouse area on the roof that contains the air handling unit. Internal water damage was sustained around the triage area in the Emergency Department (ED), resulting in restricted areas to maintain safety in case of debris. A temporary ambulance by-pass was put in place until the next day when the ED team confirmed that adjusted workflows were working. A proactive internal evacuation of Four Seasons Lodge residents and one Emergency Department patient was implemented due to internal smoke concerns, with the evacuation completed safely in under ten minutes.
  - A Critical Incident counsellor was also arranged through the Employee and Family Assistance Program for all-staff to access in a confidential manner to discuss the event and help provide additional support for those involved.
  - In order to learn from the incident and improve future emergency response, debriefing sessions have taken place with DRDH's internal Emergency Operations Centre (EOC) team as well as with our community partners at the DRFD, Deep River Police Service, County of Renfrew Paramedic Service, and the North Renfrew Long-Term Care Centre. A debrief for all staff, as well as a debrief for residents and their families specifically, have also been held to learn from those involved in responding to the incident. Feedback will be reviewed and actions identified to improve response to any future emergency situations.
  - Janna was happy to share that there were no adverse outcomes to residents, patients, staff, or first responders that have been reported from the incident. The cause of the fire is still being determined officially, and damage estimates are pending. Restoration and recovery plans are underway to repair damage inside as well as on the roof of the building.
  - Overall, the incident was successfully and safely managed to protect both individuals and property, as a result of staff training and regular practice with mock codes. Our team and residents remained calm and focused, and were incredibly well prepared to

respond to the incident. Together with the support we received from our community partners, and post-event reviews, this incident will serve as a high-value learning opportunity.

### **Auxiliary**

- The Whistle Stop continues to do very well, and has been busy over the past few months.
- The Auxiliary has been able to provide support for The Grind in Pembroke through donations of clothing and other items from The Whistle Stop. The Auxiliary will be continuing to support as they are able, as The Grind is still seeking additional donations.
- The Auxiliary has also been able to provide a donation of toques and mittens to a number of schools in our area. A number of the schools have also requested donations of winter coats, and the Auxiliary is working to support this request as well.
- The Gift Shop has been stocked with Christmas items, with seasonal sales planned for the upcoming weeks.

### **Foundation**

- The DRDH Foundation hosted an Appreciation Café on Giving Tuesday, which was well attended by a variety of donors, volunteers, and supporters. The focus was on thanking those who support DRDH, as well as sharing Foundation and campaign updates.
- The DRDH Foundation will be carrying out their Strategic Refresh workshop this coming weekend, with the support of a facilitator.

### **Health Campus Updates**

#### Building Services

- The roof replacement project has been interrupted by the fire incident on November 20, 2023. Previous to that, the project was on schedule for completion by March 31, 2024. Pending closures of investigation and damage restoration, revised schedules will be discussed and planning for interruption of work due to winter weather is underway.
- Multiple contractors continue to work throughout the health campus, including on the roof, siding repairs, external storage, and site preparation for capital development. Safety notices have been shared with staff and posted as applicable to warn of work occurring.

#### Diagnostic Imaging

- The organization celebrated and recognized Medical Radiation Technologist week in November, acknowledging the impact of these team members have on DRDH and care provision.
- The organization has been able to successfully increase ultrasound capacity, with the return of the second full time Ultrasonographer. As a result, DRDH has been able to take additional patients from the extensive regional non-urgent waitlists at neighboring hospitals.

#### Emergency Department

- The ED Modernization Space Design Project has received the final report and recommendations. The ED Team will look to review the report and determine next steps for ED modernization planning.
- Training on the organization's first ventilator has taken place and the equipment is now in use. The equipment will enhance capabilities for care in the ED and in the Medical Inpatient Unit, as well as enhance safety for staff and physicians during transport of patients.

#### Emergency Preparedness

- In partnership with the Town of Deep River, education for DRDH emergency response team members has begun with online learning. In-person Incident Management System 200 training will be booked in early 2024 pending Emergency Management Ontario personnel availability.

#### Family Health Team Capital Development

- Approval from the Ministry of Health Capital Branch to award the fixed-sum construction contract has now been received, and a contract has now been awarded for construction. The project schedule has been adjusted to accommodate the completion of early works projects, and it is planned that construction will begin in early spring 2024 with completion in spring of 2025. As such, groundbreaking will take place in the spring of 2024 and is being planned with the Family Health Team staff.

#### Family Health Team (FHT)

- The FHT held its first Integrated Virtual Care (IVC) appointments in early November. The team, including the off-site physicians, continue to refine workflow and processes to adjust to new practices. Identified improvements in connectivity and education for new providers on local services and referral patterns are underway. New physicians under the IVC model are integrating well to the FHT, and have been actively participating in FHT workflow designs.
- In January, the Board will welcome a presentation from IVC Leadership at the Petawawa Central Family Health Team to provide education and evidence on the impact IVC is making on population health in our area. The Board will hear published evidence from the initial IVC program on how increased access to primary care through the IVC model has been transformative for rural healthcare, allowing many unattached patients in our community to access family physicians.

#### Four Seasons Lodge Long-Term Care

- Residents hosted a Children's Halloween Party in late October, welcoming staff and family into the home for trick-or-treating as well as Halloween crafts and fun. The residents further hosted a staff costume contest in the home on Halloween, awarding prizes to staff for their costume efforts.
- Residents of the Four Seasons Lodge participated in Remembrance Day services hosted by the Deep River Legion within the home, as well as ceremonies virtually on the day of. Veterans and spouses were recognized by the home and Legion for their service.

#### Human Resources

- The position of Executive Assistant has been filled with an internal candidate. Onboarding and transition of roles will be completed throughout December and the following months.
- The organization celebrated Human Resources, Nurse Practitioners, Information Technology, and Finance Professionals' weeks with recognition and education activities, highlighting the roles of these team members in our organization.

#### Infection Control & Occupational Health

- Following updated direction received from the Ministry of Long-Term Care (MLTC) regarding masking requirements coming into effect in long-term care homes, the organization moved to public, patient/resident area universal masking on November 7, 2023. The move to enhanced masking requirements throughout the organization is in alignment with partner organizations, as well as MLTC direction.
- Distribution of the annual influenza vaccine is underway, with further plans for staff and family influenza immunization clinics to be hosted at the end of the month.

#### Information Technology

- The IT Team successfully upgraded the Family Health Organization (FHO's) electronic health record instance of PS Suites, enhancing security features of the current operating model.
- The latest upgrade to Epic, the installation of Hyperdrive, went live on November 17, 2023. This upgrade provides a more secured connection between DRDH and the Epic servers.

#### Medical Inpatient Unit

- The Medical Inpatient Unit census has continued to remain high throughout the month of November, with the organization continuing to operate between 100- 118% of bedded capacity throughout November. Preparations are in place to manage the anticipated

prolonged seasonal respiratory surge, including to continue to be able to operate at the directed 120% of bedded capacity.

- A COVID outbreak was declared on the Medical Inpatient Unit on November 19, 2023 with multiple patients testing positive. The outbreak was declared over 10 days after the initial recognition, with no further transmission occurring past the initial outbreak patients.

#### Quality – Accreditation

- Surveyors from Accreditation Canada were onsite for 3.5 days, assessing DRDH against 1511 national standards that covered the entire range of services, supports, operations and governance across the organization. While the final written report and decision on Accreditation standing will be shared from the Accreditation Canada Decision Committee in the coming weeks, the individual standard rating demonstrated how successful DRDH was in exceeding best practices and healthcare standards across every area of the organization.
- During the survey, all Required Organizational Practices, which are high-risk safety items, were met. Out of 1511 standards assessed, DRDH met 1499, which is a *remarkable 99.2%!*
- DRDH achieved 100% compliance with standards and received no suggestions for improvement in a number of areas including emergency and disaster management, infection prevention and control, resource management, physical plant, principle based care and decision making, planning and service design, patient flow, communication, reprocessing of reusable medical devices, service excellence for inpatient services, service excellence for long-term care services, and point of care testing.
- Minor improvements were suggested for a small number of High-Priority Processes and regular criteria, which will help the organization to further improve our care and services across governance, medication safety, translation services in clinical areas and ensuring spiritual space for patients in clinical areas.
- While awaiting the final report and decision, the leadership team is working to develop an action plan to start work on improvements as identified through 12 unmet criteria and suggestions made by surveyors.