

### **Board**

- The Board welcomed Judy Hill, Executive Director of the Petawawa Centennial Family Health Team and Dr. Fitzsimon, Medical Lead, Renfrew County Integrated Virtual Care to provide an education session to the Board of Directors regarding the Integrated Virtual Care Program. Dr. Fitzsimon shared that the Integrated Virtual Care Program was built on the foundation of the Renfrew County Virtual Triage and Assessment Clinic's principals of providing mobile and equitable access to primary care, to address the need for integrated primary care in Renfrew County.
  - It was highlighted that Integrated Virtual Care currently has three operational sites; The North Renfrew Family Health Team, The West Champlain Family Health Team (Pembroke), as well as The Petawawa Centennial Family Health Team. Patients rostered to a physician at one of the participating family health teams have the option of virtual physician appointments from home or in clinic depending on their individual needs and preferences. It was shared that the North Renfrew Family Health Team IVC program has been able to roster 800 patients who would have become unattached.
  - Judy and Dr. Fitzsimons's shared that patient feedback related to virtual care has been extremely positive with patients feeling involved in decision making around their health, and that the visit was convenient and time saving. It was shared that the Integrated Virtual Care has been able to maintain approximately 90% satisfaction since its implementation approximately 2.5 years ago.
- The Board also welcomed Sarah-Lynn Parker, Manager of Clinical Services-Primary Care to provide an update regarding the Family Health Team and the Integrated Virtual Care Program.
  - Sarah-Lynn provided an overview of activities occurring at the Family Health Team, including roster numbers, staffing and programming. Nurse Practitioners have begun offering pap clinics to unattached patients twice a month, and are planning to expand to offering an increased range of women's health services.
  - Through the Integrated Virtual Care Program, there are currently three part-time physicians with approximately 300 patients rostered each. Adjustments to this delivery model continue, with the team adapting and integrating the program well to continue to support rostered patients.
- The Board received information on regulatory amendments under the Personal Health Information Protection Act (PHIPA) that came into force January 1, 2024. These regulatory amendments follow the legislative amendments to PHIPA in March 2020 that provided the Information and Privacy Commissioner of Ontario (IPC) with the authority to impose administrative monetary penalties on any person or organization that contravenes PHIPA or its regulations.
- Through the Board's Resource and Audit Committee, the Board reviewed the organization's Capital Plan, as well as progress on the 2022-2025 Human Resources Plan.

### **Foundation**

- The Foundation will be hosting a Bonspiel Curling event on February 3rd at the Deep River Curling Club. A pancake breakfast hosted by the DRDH Dietary Department will be held and will be open to the public from 8am-11am.
- Work continues for the Foundation strategic refresh, with a strategic planning retreat having taken place in December and more work planned over the coming months.

### **Auxiliary**

- The Whistle Stop continues to be very busy, especially over Christmas. The Whistle Stop has been able to continue to support North Renfrew Family Services as well as The Grind in Pembroke. Approximately 6 carloads of winter coats, mittens and hats have been provided to The Grind thus far, and the demand is ongoing.
- Sales in the Gift Shop remain stable although there was a noted decrease in sales following Christmas.
- Planning for the Auxiliary Annual Meeting in April is underway.

## **Health Campus Updates**

### Building Services

- Work throughout the health campus continues, including duct cleaning throughout the building as well as interior work in the stores department to create a new loading dock. Safety notices have been shared with staff and posted as applicable to warn of work occurring.

### Emergency Department

- The Emergency Department (ED) has continued to see a surge in patient need throughout the holiday season and into January, with capacity challenges on the medical floor causing prolonged length of stay in the ED.

### Emergency Preparedness

- The Emergency Preparedness Committee has reviewed and approved the action plan developed in response to the November fire. Details of debriefing and action plan will be provided to the Quality, Risk and Safety Committee.
- The organization's Code Red – Fire Response Plan, has been updated due to site changes. Further updates will be made as part of the Code Red fire response plan.

### Family Health Team Capital Development

- Preparations for construction continue, with mobilization schedules under development. Plans are underway, in coordination with the Family Health Team, to host a groundbreaking event in the spring of 2024. Early works projects continue to progress, in order to ensure the area is ready for construction to begin in the spring. At this time, it is planned that construction will begin in mid-March, depending on the weather.

### Human Resources

- An affiliation agreement is now in place with Anderson College to host clinical placements for the Diagnostic Ultrasonographer program. No planned placements have yet been identified, however DRDH will now be a placement option for future opportunities.

### Infection Control & Occupational Health

- N95 Mask fit testing as of the end of December had 93% of staff up to date. Remaining staff will be supported to renew mask sizing through individual fit testing and scheduled clinics over the next two months.

### Laboratory Services

- The Board received a presentation on the EORLA Agreement Renewal, the regional laboratory provider. EORLA (Eastern Ontario Regional Laboratory Association) was founded by 16 hospitals with the goal of delivering patient-focused, consistent, high-quality and cost-effective hospital-based laboratory services to meet the needs of the Eastern Ontario Region's patients. The original EORLA agreement came into effect in 2012, and was valid for 10 years. Since that time hospitals and EORLA have been working towards renewal and updating of the agreement, including both governance and operational adjustments to meet current and future need. After a thorough discussion, the Board approved renewal of the EORLA renewal documents as presented.

#### Medical Inpatient Unit

- The Medical Floor census continues to remain high with the organization continuing to operate between 100- 125% of bedded capacity since roughly October. Provincial projections continue to anticipate the current seasonal surge to peak in mid-January and remain sustained until roughly the end of February.

#### Patient Family Advisory Council

- The Patient and Family Advisory Council met in January and reviewed recent Accreditation results received. The Council also brainstormed ideas for the 2024/2025 Quality Improvement Plan and reviewed quality improvement results, patient feedback summaries and progress on the current year Quality Improvement Plan.

#### Quality – Accreditation

- Renfrew County and District Public Health Unit completed inspections in both Four Seasons Lodge and Food Services. No violations were noted, with inspection reports presented to the Board.