

Meeting Summary
Quinte Health Care Board of Directors
January 31/17

Grassroots Transformation Improvement Journey:

Chief of Staff Dr. Zoutman, along with Program Director Heather Campbell and Emergency Department RN Bev Shepard presented an update on improvement efforts in the BGH Emergency Department. Staff members and physicians are starting to see their hard work in making process improvements paying off in the ED including decreasing the number of patients that leave without being seen. Dr. Dick Zoutman has authored a research article titled, “Quality improvement in hospitals: barriers and facilitators” published in the International Journal of Health Care Quality Assurance.

Land donation to CHC for Health Hub:

The Board approved a portion of the hospital-owned land on Catherine Street in Quinte West be severed and donated to the Belleville/Quinte West Community Health Centre for construction of a Community Health Hub beside TMH. The portion is on the south end of the land and totals 5040 square meters. Some provisions must be met first, including the removal of the easement on the northern portion of the land.

Endorsing Feasibility Study for Health Hub:

The Board endorsed the Community Health Hub Feasibility study. The study involved planning with the partners to articulate programs and services to be located in the Quinte West Hub, engagement with other providers to explore opportunities for collaboration, technical analysis of the property, review of siting options, analysis and pricing; and discussions with the municipality and fire department. The Hub – once fully realized – would co-locate primary health care services with community care services. In addition, it would put these services within a campus environment with the hospital. This colocation is an excellent foundation to enable a more integrated, holistic, and efficient response to the health needs of the Brighton and Quinte West communities.

“Home First” Philosophy Success

We continue to promote the “home first” philosophy with our partners in the South East LHIN to enable patients to return home with supports, rather than wait in hospital once they no longer need acute medical care. The home first approach is an active partnership between hospitals, CCAC and Community Support Services (CSS) to shift the location of care from hospital to community whenever hospital is not the ideal location of care.

More patients than ever before are now successfully returning home with appropriate support. Home First data shows that 50% of hospital discharged patients remain at home and do not end up going to long-term care. In addition, revisit and readmit rates for discharged patients remain low. There are clear benefits to this approach for all our patients, including: improved access to hospital beds for acute patients, improved access to and awareness of community supports, and less risk of functional and cognitive decline and reduced risk of hospital infections.

Chief/Medical Director Positions Update:

The appointment of the 11 new Chiefs/Medical Directors is taking place in three waves. In November, the Board approved the first three individuals for the new Chief/Medical Director roles in the departments of Anaesthesia, Diagnostic Imaging and Laboratory Medicine. The board approved the second wave of positions –

for Family Medicine, Rehabilitation and Behavioural Support Transition Unit and for Primary Care. They officially take on their new roles as of February 1st.

The final wave of Chief/Medical Director candidates could be brought to the Quality of Patient Care committee as early as March. This will include: Emergency Medicine; Obstetrics & Gynecology; Paediatrics; Medicine & Critical Care; and Surgery.

Update on Hospital Finances:

QHC anticipates a positive year-end position. This can be attributed to the positive funding formula results that we experienced this year. Planning for 2017/18 is underway. A team is examining priorities for the 17/18 fiscal year, working within the projected funding dollars, and is confident that by March, they will be in a position to take a balanced operating plan to the board. The Ministry is expected to announce hospital funding levels for 17/18 in February.

Hospitals continue to experience a high volume of patients:

Chief Nursing Officer and Vice President Carol Smith-Romeril's report to the board outlines continued capacity issues at QHC hospitals. Despite proactive planning for flu admissions, QHC has been in 'Gridlock' four days in January. Gridlock means that there are no remaining beds available despite units having absorbed a number of extra patients, and a number of admitted patients waiting in the emergency department (ED). This has a domino effect on wait-times for patients in the ED. There are impacts to planned surgeries when cases needing critical care have to be accommodated in the recovery rooms. The medical/surgical areas have been operating at roughly 130% capacity in these times. QHC is not alone in coping with the surge in activity; similar situations are being reported by hospitals within our region and across Ontario.

Recruitment for Board of Directors:

Quinte Health Care (QHC) is now seeking applicants to join our skills-based volunteer Board of Directors. Anyone interested that has previous board experience, an appreciation of not-for-profit governance, and the ability to build strong relationships is asked to consider applying. Additional information, and an application form, are available in the board section of our website: www.qhc.on.ca, or contact Jennifer Broek at 613-969-7400 ext. 2199 or jbroek@qhc.on.ca.