



***The Board of Directors held a meeting on February 7, 2019.***

## **Patient and Caregiver Experience Advisors**

The Board of Directors had an opportunity to meet with the members of the Patient and Caregiver Experience Advisor Council to thank them for their involvement. Each Council member in attendance shared their reasons for volunteering and a synopsis of their experience as a patient or as a caregiver.

## **Embrace Project**

Members of the Embrace Project attended the *Hot Talks on Health* event hosted by the Change Foundation on January 28, 2019. The event focused on the Changing Care initiative that the Hospital's Embrace Team has been working on for the past two years. At this event, Christine Penney, Vice-President of Community Programs, highlighted Cornwall Hospital's leadership in driving change with caregivers. The Board of Directors viewed that portion of the webinar during the meeting.

The entire *Hot Talks on Health* webinar is accessible on the Change Foundation's web site at <https://www.changefoundation.ca/hot-talks-on-health-2019/>.

## **2019~2020 Operating Plan**

The Board of Directors approved the Operating Plan for 2019-2020. The Plan includes the following goals to align with the Strategic Plan's pillars:

### **Partnering for Patient Safety, Quality and Outcomes**

- Participate, with other Champlain Regional Orthopedic hospitals, in the National Surgical Quality Improvement Program (NSQIP);
- Explore innovative models of care for the delivery of Mental Health services;
- Continue efforts across the organization to improve access to the emergency department;
- Further our adoption of Choosing Wisely initiatives.

### **Patient Inspired Care**

- Promote training on the patient experience, including a focus on the Active Offer;
- Introduce an on-site and virtual caregiver resource centre;
- Increase provider awareness of the value that caregivers bring to the team.

### **Our Team Our Strength**

- Ensure the execution of the talent management strategy;
- Explore opportunities to improve employee experience and gain efficiencies through staffing /scheduling process amendments.

### **Operational Excellence Through Innovation**

- Continue efforts to ensure operational efficiencies, including length of stay results;
- Continue to assess health system opportunities focused on an integrated future state;

- Explore opportunities to alleviate primary care gaps in our community;
- Explore the introduction of a patient portal;
- Advance our capacity in Business Intelligence Analytics.

## 2019-2020 Quality Improvement Plan

The Board of Directors selected the following indicators for the 2019-2020 Quality Improvement Plan

- Number of inpatients receiving care in unconventional spaces.
- Time to inpatient bed.
- Inpatient Experience: Did you receive enough information when you left the hospital?
- Complaints acknowledged in a timely manner.
- Number of workplace violence incidents (overall).
- Medication Reconciliation at discharge.

## 2018-2019 Operating Results

The Board approved the financial statements for the period ending December 2018. The Hospital continues to operate within budget and has been able to maintain the surplus it has generated in the first part of the year. This surplus is required to meet our working capital debt obligations. The next three months are expected to impact these results slightly.

## Policies and Terms of Reference

The Board approved or revised the following:

- Policy No. CR 05-015 – Patient and Caregiver Rights and Responsibilities;
- Policy No. HR 05-070 – Bereavement Leave;
- Policy No. IM 10-040 – Flagging Patients – Acting Out Behaviour (AOB);
- Policy No. IM 10-890 – Workplace Violence Prevention;
- Policy No. PR 10-070 – Visiting Patients Guidelines: Supporting the Presence of Families and Caregivers and Other Partners in Care;
- Medical Equipment Priorities Committee Terms of Reference.

## Recognition

The Board recognized the following:

- **Dr. Ahmed Alsakha** for his work titled “Antipsychotics for the treatment of sympathomimetic toxicity: A Systemic Review” which was published in the American Journal of Emergency Medicine;
  - **Ms. Rosalin Awad-Maglieri** for her efforts and assistance in ensuring that everything runs smoothly during a Code Stroke event;
  - **Members of the Embrace Project** for their accomplishments and their work in raising awareness to the importance of engaging with caregivers;
  - **Dr. Geoffrey Heseltine** for his contributions and many years of service to Cornwall Community Hospital;
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- **Ms. Sue Holland-Lalonde** and **Mr. Rick Lalonde** for volunteering their time to visit staff and patients during the Christmas Season dressed as Mr. and Mrs. Claus;
- **Ms. Sakie Kodama** for sharing information regarding the Health and Indigenous Elders webcast presentation offered by the Division of Geriatrics of Queen’s University on January 14, 2019;
- **Ms. Alexis Roy** for her work planning a meaningful program for the “Take Our Kids to Work” day held on November 14, 2018.

## Research Study

The Board approved Hospital participation in the research study “GLA:D™ Canada Program”. This study, proven throughout the world and funded by the Champlain Local Health Integration Network, will be executed through the Hospital’s Total Joint Assessment Clinic (TJAC). Its purpose is to assess the effectiveness of an exercise program for those patients with arthritis who would not yet be eligible for joint replacement surgery. Patient eligibility will be assessed by a physiotherapist in the Total Joint Assessment Clinic.

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