

Education Session

Janna Hotson, Vice President of Clinical Services/Chief Nursing Executive delivered a presentation on the organization's Resumption of Services Plan

- Effective March 17, 2020, the North Renfrew Health Campus (NRHC), comprised of the Deep River and District Hospital, the Four Seasons Lodge, and the North Renfrew Family Health Team halted all non-essential services as a result of the COVID-19 pandemic as directed by the provincial government and provincial Chief Medical Officer of Health. The non-essential services resumption plan presents a staggered, prioritized approach for re-establishing previously halted services deemed to be non-essential, in alignment with the provincial and regional health system restart.
- The NRHC's priority is to establish resumption planning as part of its risk management strategy, developing a plan that ensures continuity of services and essential functions while ensuring safety of staff, physicians, patients, and residents in light of a dynamic and changing environment. The NRHC recognizes the importance of adjusting operational practices as an essential element of resuming non-essential services to ensure that necessary safety precautions and practices are in place.
- Processes, procedures, and policies related to care delivery and health & safety will continue to be amended and updated based on Ministry and Public Health guidelines.
- Regional planning and Pandemic Response Plans, regarding coordination of care delivery, will continue for the foreseeable future.
- Regular updates will be provided as new information is received.

Meeting Highlights

Auxiliary

- The Whistle Stop and the Gift Shop are planning to reopen on the week of September 8, 2020.

Board

- The Board Executive and CEO held a general orientation session for new Board members representatives on August 11, 2020.
- A second orientation session, which will focus on operational aspects of the organization, will be held in October.

COVID-19

- The Resumption of Services Plan was endorsed by the Emergency Operations Center on June 24, 2020.
- The organization is undertaking an emergency operations debriefing process following 5 months of COVID-19 pandemic emergency operations.

Foundation

- At the June Board meeting, the Foundation elected David Balla-Boudreau as a Director. The Foundation Board is actively recruiting new members as two Directors plan to transition off the Board when their terms end in November.
- The most recent Catch the Ace raffle lottery has ended with a "must go" draw. The draw was executed on August 6 to permit the Foundation to sell electronic tickets. The lottery raffle

raised a total of \$110,000 in 11 weeks of ticket sales. The weekly winner Barb Clark and the progressive jackpot winner Ian Ingram are residents of Deep River.

- A new lottery license was applied for, and has been granted. With preparations ongoing to implement the online platform, it is expected that electronic tickets will be available starting September 10, with the first draw taking place September 17, 2020.

Four Seasons Lodge

- Long-Term Care Application
 - The organization continues to advocate with the Ministry to advance our Long-Term Care application. The Ministry has started to fast track bed applications, and we are looking at this as an opportunity to raise our profile and bring extra attention to our application. The province seems to be shifting towards a model of Hospital based Long-Term Care homes like ours, with recently announced bed approvals in urban centers. A meeting was held with MPP Yakabuski on August 13 to advocate for our expansion to be a rural pilot for this Hospital based Long-Term Care model.

Hospital

- Diagnostic Imaging
 - New ultrasound has now been in use since mid-July.
 - Implementation of ECG equipment and supporting software is underway.
- Emergency Department
 - Dr. Suttie started working under the Emergency Department Recruitment Program in early July.
 - eCTAS
 - We are working with Ontario Health, in partnership with Acute Care Enhanced Surveillance (ACES) system and the provincial electronic Canadian Triage and Acuity Scale (eCTAS) system, to enable real-time situational awareness of the health status of our region and help complete provincial representation. This will help support enhanced surveillance as part of the provincial COVID-19 response effort. Additionally, this will transition CTAS documentation from paper to electronic tracking and align our processes with those of the majority of the province.

North Renfrew Family Health Team

- Family Health Team Business Case Submission
 - An overview on the Family Health Team Business Case Submission was provided for the new building. Stage 1, the application stage, is fully complete and we are at the final submissions of Stage 2, the business case stage. The next submission in Stage 2 includes a final estimated cost (FEC) document and must include a Board motion endorsing the submission. Once the FEC and the business case reviewed and approved by the Ministry, the project will move onto Stage 3 (of 4) - Implementation, which includes planning, tender, and award of contract.
 - The Board made a motion to approve the capital submission, to the Ministry, for the development of the new Family Health Team Building.

Organizational Updates

- Capital Improvements
 - Boilers
 - Finalizing installation of boilers, which will be active in the next few weeks.
 - Main Electrical Breaker
 - Proceeding with electrical improvements to prevent main breaker tripping when a power outage occurs.
 - Planning for work to begin in late September/early October.

- Helipad
 - 3 light standards have been removed as recommended by Ornge.
- Humidifier in Lab
 - Humidifier installation was completed in August.
- Parking Lot
 - Line repainting completed.
- Security Cameras
 - New outdoor cameras have been installed to enhance coverage.
- Operational Plan
 - A revised Operational Plan was rolled out in early August.
 - The Operational Plan provides a clear picture of tasks and responsibilities in line with the goals and objectives of the Strategic Plan.
 - The Plan focuses on the short-term (one-year) goals and activities and function as a tool to monitor, track and communicate progress.
 - The Operational Plan maps out the day-to-day tasks required in order to manage the organization and functions as a management tool that facilitates the co-ordination of the organization's resources (human, financial, and physical) so that goals and objectives in the Strategic Plan can be achieved.
 - Details and updates will be provide through the Quality, Risk and Safety Committee.
- Performance Management
 - Re-development of performance appraisal systems has been built into operational plans for 2019-2020, with staggered implementation for leadership in the first year, and then for frontline staff in 2020-2021.

Regional Updates

- Ontario Health Teams
 - Health system transformation remains a priority in Ontario.
 - In July, the Ministry announced an additional 5 Ontario Health Teams.