



## Deep River and District Health Board Meeting Highlights February 2024

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### Board

- Education: Physician Compensation Structures
  - William Willard, Executive Vice President & Chief Financial Officer & Dr. Michael Sage, Chief of Staff
- The Board received an education presentation, which provided an overview of the various methods of physician compensation across primary, acute and long-term care sectors. It was shared that physician compensation and billing models are negotiated through the Ministry of Health (MOH) and the Ontario Medical Association (OMA). An overview was provided of current DRDH investments in physician compensation, current Ministry of Health reimbursements and what the future of Physician service payment models looks like, with the focus remaining to recruit and retain physicians in the community.
- The Board of Directors Nominating Committee provided an update on plans for the upcoming recruitment cycle:
  - With the upcoming Board recruitment cycle to begin in the coming weeks, the Nominating committee is looking to fill a vacant spot for a community member. The Nominating Committee consist of a Board Member, the CEO and appointed community representatives. With a long-standing community representative resigning after many years of service, the Nominating committee will be looking to fill the spot with a new community representative, to be appointed at the March meeting.
- Sentinel Event – February 21 Code Red- Fire Incident
  - The Board received a report of a sentinel event of a Code Red – Fire incident earlier that day. At approximately 8:15am on February 21 2024, staff noted the smell of smoke outside of the Four Seasons Lodge Long-Term Care Home. The fire alarm was automatically activated due to the smoke, and the Fire Department was notified and attended on site. The Deep River Fire Department (DRFD) entered the building and assessed the area, determining there to be no active fire. The area was quickly cleared and checked for safety, and an “All Clear” issued.
  - DRDH staff responded quickly and confidently to the alarm to ensure resident and patient safety during the Code Red, implementing learnings from the November Code Red/Code Green. The staff in the Four Seasons Lodge conducted a streamlined horizontal evacuation of all residents to a fire safety zone within the home, while the In Patient Medical Unit sheltered in place and adhered to Code Red protocols. It was highlighted that as smoke was released from a contained room outside of direct care areas, there was minimal smoke exposure to staff, patients and residents. The DRFD conducted multiple air quality tests to ensure staff, resident and patient safety, and the DRDH team quickly deployed multiple HEPPA filters to the impacted area to support air quality recovery.
  - Following the incident, a debriefing was conducted with staff as well as members of the Deep River Fire Department to identify opportunities for improvement as well as what went well. Input from both staff and residents involved will be used to build on further emergency response, as well as validate what went well during the emergency response.
  - The origin of the smoke was determined to be a floor polishing machine, which overheated while being recharged. The equipment was isolated and will be under assessment with the vendor, to identify actions to prevent recurrence.
  - The Board congratulated the organization and its staff for the quick response and reaction to a potential hazard, and for continuing to put patient, resident and their own safety at the forefront.

## **Foundation**

- Fundraising for the Closer to Home campaign is ongoing, with fundraising efforts recently surpassing 50% of the total goal. The Foundation is now participating in the provincial Split the Pot lottery with partner hospitals.
- Work continues on the Foundation's Strategic Refresh with further work underway, with the goal to finalize the plan and direction over the coming weeks.

## **Auxiliary**

- Improvements at the Whistle Stop are underway, including new shelving to create additional space for patrons.
- A fridge was installed in the Gift Shop due to high demand from Emergency Department patients for water, particularly in the evenings. Dave Cox, Board Chair, shared a thank you to the volunteers of the Auxiliary for their continued work and dedication to the organization.
- 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 which has improved both air flow and quality throughout the building.
- Work to install a new loading dock has now been completed, and will facilitate use of the new driveway and entrance for deliveries into the building. This adjusted flow will allow deliveries to be re-routed while construction is ongoing on the FHT building.

### Community Engagement

- In collaboration with the Deep River Police Service, a nursing representative with a local police constable provided education at Mackenzie Community School to secondary students on drug use. The collaborative education session was well attended and forms a basis for future joint community education sessions.

### Diagnostic Imaging

- Through extensive testing and verification of services and accuracy, the mammography unit received accredited status in January from the Canadian Association of Radiologists (CAR) for a period of three (3).

### Emergency Department

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

### Emergency Preparedness

- The Board was provided with the action plan developed in respond to the November fire, as reviewed with the Quality, Risk and Safety Committee. Several actions are currently underway, with those identified as priority to be completed on track for completion.
- A contingent of Administration on Call and potential members of the organization's Incident Management Team completed Incident Management System 200 training in January in coordination with the Town of Deep River. Learnings from this development opportunity will be incorporated into emergency preparedness drills and procedures over the coming year.

### Family Health Team Capital Development

- Preparations for construction continue, mobilization schedules have been received and are under review for approvals. Construction mobilization onsite is planned for mid- March (weather dependent), and a groundbreaking date set for early April in conjunction with the MPP office.

### Human Resources

- Nursing staff across both medical and emergency departments have successfully participated in a new provincial initiative to support rural and remote sites with clinical education supports. The 'Immediate Response ED Nurse Education Program' provides virtual delivery of education for nurses to enhance skills, and is currently available on a limited basis until at least March 31, 2024.

### Infection Control & Occupational Health

- Following a Ministry of Health announcement of increased eligibility for RSV vaccination to prevent respiratory transition, vaccination has been provided to current eligible residents and in-patients, and will continue to be offered for admitted patients as eligible.

### Medical Inpatient Unit

- An update was provided on the In Patient Medical Unit capacity. It was highlighted that the In Patient Medical Unit has been consistently operating over 100% bedded capacity since October 2023, however on February 21 2024 the In Patient Medical Unit hit 138% bedded of capacity with additional external pressures that would have placed the organization at 156% occupancy. As a result of this, the organization triggered its Internal Bed Surge Emergency Management protocol was implemented, and an emergency bed surge management protocols and planning were put in place. Support plans for both patients and staff were put in place, anticipating that occupancy would be sustained at this capacity until some patient movement could be achieved over the coming days.
- It was highlighted that the increasing and sustained occupancy pressures are a symptom of a strained healthcare system and that DRDH is not an outlier in experiencing these pressures. Some similar, smaller hospitals are also experiencing similar pressures and increasing need for inpatient beds and care.

### Medical Recruitment

- The organization will be participating in Queen's University Medical School recruitment fair at the end of February, in an effort to engage medical residents and share opportunities for medical practice in and around Deep River.

### Quality

- The Quality, Risk and Safety Committee of the Board of Directors met in January discussed incidences of workplace violence, mock Code Whites being conducted within the Family Health team, and a workplace violence assessment tool to assist in identification of violence risks. There was also discussions regarding priority measures for the organization's 2024/2025 Quality Improvement Plan, and the Primary Care Team's initiative to collect primary care data to tailor services to organizational need.
- Acute Care Patient Experience Survey results were also reviewed with the Quality, Risk and Safety Committee, highlighting that since the organization went live with the electronic patient survey, there has been a drastic increase in the number of survey respondents which has provided the organization with more robust actionable data. It was shared that results to date are overly positive, and provide an opportunity to identify trends and look for improvement actions.
- The Accreditation Canada Report from the November 2023 survey was presented for information, along with the Accreditation Action Plan, as reviewed with the Quality, Risk and Safety Committee. It was highlighted that the Accreditation Report supported identification of priority items and actions for the organization, and these have been consolidated in an Action

plan for operational teams to track improvement activities with. The Board shared their congratulations and recognition of organizational accomplishments, as well as their endorsement of the Accreditation Action Plan.