

Board

- **Education:** The Board received education from Meagen Boisvenue, Vice President of Clinical Services & Chief Nursing Executive on Complaint and Compliment Management at Deep River and District Health (DRDH). A presentation was provided on DRDH's feedback process, highlighting legislative requirements, DRDH's policy and process and the service recovery model used to manage complaints at DRDH. Internal processes of communication, review and improvement based on feedback were reviewed for clinical, non-clinical, and physician related complaints.
- The Board is currently participating in an education series provided by the Ontario Hospital Association, entitled Governance Essentials. The series runs from mid-October to November, with weekly focused sessions. Once completed, the Governance Committee will review key take-aways from the learning for ongoing improvement.
- The Board received a report from the Co-Chair of the Patient and Family Advisory Council (PFAC), John Osborne, providing highlights from the last meeting, stating that new Patient / Resident Representatives have been onboarded bringing new and innovative points of view to discussions. It was noted that the Council recommended inviting a representative from our local Indigenous community to join the Council to expand its advisory scope. The Council has also identified and developed goals for the 2025-2026 year.
- The Board received a report on Family Health Team (FHT) operations from the Lead Physician, Dr. Catilin Armer. Dr. Armer provided an update on how the FHT continues to settle into the new clinic building, working collaboratively with partners and developing new workflows. It was shared that due to additional Primary Care funding received, the team is looking to recruit a Physician Assistant to support the practices of Dr. Armer and Dr. Quenneville. Specialist programming in the new space is also being investigated.
- The Board received a report from Dr. Ben Amor providing an update on planned medical recruitment events DRDH will be participating in for the remainder of 2025, noting that the team is exploring and investigating new medical recruitment areas to attract physician graduates, as well as planning for 2026. It also shared that DRDH continues to collaborate with partners at the Pembroke Regional Hospital on the Medical Residency Program, with Dr. Armer spearheading this initiative on behalf of DRDH.
- Following a nomination from the Medical Advisory Committee, the Board appointed Dr. Hanene Ben Amor as Chief of Staff for DRDH for the remainder of the 2025-2026 Fiscal Year. The Board recognized the contributions to DRDH and the Board of Dr. Michael Sage as previous Chief of Staff. Dr. Terry McVey was further endorsed as President of the Professional Staff at DRDH.

Capital Development:

- The Board received a report on both the Primary Care Capital Development Project as well as the Long-Term Care Capital Development Project.
 - Primary Care Capital Development – With the opening of the building, work has been focused on adjusting operations and workflow with both FHT, Dr. McVey and Dr. Ceponis' teams. The project team continues to work through construction deficiencies, with the aim to close out the project over the next 60 days. Reconciliation with the Ministry of Health will begin in early November.
 - Long-Term Care Capital Development - Construction activities continue, with steel framing nearing completion and window installation beginning. Exterior finish work and enclosure of the building is on track for completion before winter.

- Coordination of hydro to the site remains underway, requiring additional rock-breaking intermittently to support attachment of services to site. Challenges with main gas line to the site continue, with the project team working with Enbridge to seek a timely solution before winter.
- Work with the Four Seasons Conservancy continues to protect trails and surrounding area from rainwater run-off. Planning for lowering of culvert and leveling of the trail will occur in late October to early November.

Auxiliary

- The Auxiliary reported their gratitude for the invitation to attend the Closer to Home celebratory gala on October 4 and including Auxiliary contributions to DRDH's 50th anniversary Care to Remember exhibition at the Deep River Public Library. It was also noted that the Auxiliary volunteers are working closely with DRDH staff to re-start the Nutrition Program on the Medical Inpatient Unit in November. The Whistle Stop and Gift Shop operations are doing well.

Health Campus Updates

Ambulatory Services

- The North Renfrew Family Health Team and the hospital's Diagnostic Imaging team will be hosting the first unattached Cancer Screening Clinic day focused on women's health on October 28th, in light of Breast Cancer Awareness Month. Assessment of this program will be a benchmark for planning other types of cancer screening days in the future.

Building Updates

- Finalization of the Sprinkler System Upgrade continues, with final work planned over the next two weeks.
- Finalization of phase one of the Nurse Call System Upgrade is nearing completion, with turnover of systems to occur over the next week. Installation of final fall prevention devices is planned, accompanied by training. Planning for phase two of the system expansion is underway, to implement enhanced safety measures for staff through badge alerts and tracking.

Communication & Community Engagement

- The "Care to Remember" showcase celebrating 50 years of DRDH history was hosted in October at the Deep River Public Library, with the opening reception held to welcome the community to engage with the exhibit and each other in reminiscing. Board Chair, David Cox, provided historical context and insights into DRDH's history in the community and evolution over the years. Members of the public, past DRDH team members, and partners enjoyed an evening of reminiscing and photograph identification.
- Members of the DRDH Team participated in a local walk and activities for Truth and Reconciliation Day in Deep River, engaging with facilitators and Indigenous partners in learning and reflection.

Emergency Department

- Working groups are under development to support Emergency Department nursing team members in a redesign of the triage desk as well as the medication area in the emergency department. Over the next several weeks, team members will work on plans to redesign the space with the goal to improve functionality and safety for both staff and patients.

Emergency Preparedness

- In recognition of Fire Prevention Week, hands-on fire extinguisher training was provided onsite for DRDH team members and community members, in partnership with the Town of Deep River Fire Department.

- The dietary team hosted a tabletop exercise to test a newly developed contingency plan to address unanticipated staffing shortages. Management with dietary department leadership worked through a scenario and tested the team's ability to provide continuity of service to patients and residents without regular or full dietary staffing in place.

Engagement & Wellness

- The 2025 Employee Engagement Survey is now underway, aiming to measure employee experience across six key areas: role, training and development, team dynamics, management and support, health and safety, overall experience, and future with DRDH. Results will be shared with team members as well as Board once received and analyzed, with the goal to identify priority areas to improve employee experience and alignment both now and in the future, highlight supports to help team members achieve a healthy work-life balance and overall wellness and identify opportunities to strengthen engagement and, in turn, support organizational growth, stability, and achievement of strategic outcomes.

Family Health Team (FHT)

- Recruitment of a Physician Assistant for the FHT is underway, as a result of funding confirmation for the position from the recent joint Expression of Interest for primary care. Integration of this new role into the health campus will be closely coordinated with the FHT physicians and leadership.

Human Resources

- Preparation for implementation of the new electronic scheduling system remains ongoing, with training for core users, managers and supervisors is underway.
- Completion of the 2SLGBTQ+ Foundations Course is underway across the organization, with multiple team members completing the course and receiving the new DRDH Pride t-shirt.
- The second Leadership Development session of the fiscal year was held in October, focusing on finalization of the creation of a new peer-to-peer recognition program and a review and update of the organization's Standards of Behaviour. 31 leaders from across the organization participated, making this the largest number of participants in leadership development to date.

Infection Prevention and Control (IPAC)

- Preparation for the fall respiratory season is underway, with the IPAC and leadership team reviewing recently released preparation guidance documents to enhance readiness.
- The annual inspection of the Four Seasons Lodge was completed by Renfrew County District Health Unit. No unsatisfactory findings were noted, with minimal suggestions for ongoing improvements in infection control shared.

Long-Term Care (LTC)

- The organization held its annual Evacuation Drill of the Four Seasons Lodge, in coordination with the Deep River Fire Department. Under observation, DRDH team members responded to a scenario requiring evacuation of the LTC home with the lowest possible staffing level available. The drill was observed by residents, volunteers, fire fighters and DRDH team members. The LTC home was successful evacuated well under the threshold for evacuation determined in the scenario, and a debriefing to identify further learnings was conducted with all participants and observers.

Medical Affairs & Recruitment

- DRDH representatives, Amber Cox and Dr. Ceponis, participated in the University of Ottawa Family Medicine Career Fair for medical residents in late October, partnering with other hospitals in Renfrew County to share opportunities collectively.

Nursing

- A one-year follow-up survey of nursing staff was completed in late September. Analysis is underway, with the goal to present results and recommendations to the nursing teams, union groups and leadership in order to identify ongoing supportive actions. Results will be shared with the Board's Quality, Risk and Safety Committee at the upcoming meeting.
- Onboarding and integration of newly graduated nurses has been successful, and the nursing workforce has stabilized.

Quality

- A mid-year review of the top three identified risks from our risk assessment checklists, provided by the Healthcare Insurance Reciprocal of Canada (HIROC) is underway, with a report to be reviewed at the upcoming Quality, Risk, and Safety Committee meeting.
- A review of progress on the 2022-2025 Patient Safety Plan and 2022-2025 Accessibility Plan has been completed and will be presented at the upcoming Patient and Family Advisory Council and Quality, Risk, and Safety Committee meetings.

Regional Partners

- In response to an invitation from 2 Canadian Mechanized Brigade Group (2 CMBG), the CEO participated in Exercise Collaborative Spirit in September. The day brought together key DND stakeholders and partners for a day of immersive experiences with various brigade group units.
- The organization has welcomed five co-op students for experiences this semester, four from Mackenzie Community School and one from Valour High School. Students are participating in clinical experiences as well as working with the Foundation and Maintenance teams.
- The leadership team welcomed the Chief Operating Officer and Chief of Staff from St. Francis Memorial Hospital (SFMH) for a tour of the organization, including the new Primary Care Building, in September. Collaborative discussions related to medical recruitment, staffing and program planning were shared with the DRDH and SFMH team.