

## **Summary of Discussions - QHC Board of Directors**

Sept. 25/18

### **Staff Recognition:**

This board year, meetings start with a story exemplifying the good work done by individuals and teams at QHC hospitals. During this meeting, the Trenton Memorial Hospital Inpatient Unit was recognized for exemplifying QHC's "Being A Healthy Workplace" strategic priority. Manager Ruthann Hubbs and her team have done incredible work to reduce workplace violence incidents on the unit. *\*See page 2 for the full story*

### **Improvement efforts:**

Teams at QHC continue grassroots transformation efforts as part of the strategic priority to "always improve how we work". In addition to the daily improvement activities across the organization, three Kaizen events were held over the summer. The events were focused on streamlining the staff scheduling and call-in process, improving transcription department processes and the pharmacy department's process of obtaining patients' medication histories.

### **Operational assessment:**

Talks continue with the South East LHIN and the Ministry of Health and Long-Term care regarding QHC's additional base funding needs for this fiscal year – 2018/19. In July, QHC engaged an external service as the logical next step in the process. BIG Healthcare was selected by QHC, and approved by the LHIN, to facilitate an assessment of QHC to ensure all opportunities for operational savings have been identified. They have completed most of their onsite interviews, operational benchmarking, financial analysis and utilization review. Key recommendations will come to the QHC Board of Directors for discussion at the November 27 meeting.

### **Regional Hospital Information System (HIS):**

QHC continues to work closely with our partner hospitals in the southeast region to move forward with the regional Hospital Information System (HIS) project. The regional HIS will further improve patients' experiences and improve quality and safety of care, as a single information system will link patients and health care providers throughout the region, and help with medication management, diagnostic orders, scheduling, registration and much more.

### **National award for QHC Director**

Joseph Mancuso, Director of Support Services, received the national ABC (Above and Beyond the Call of Duty) award from his employer Compass Canada. He was chosen from over 400 other Compass Canada Healthcare Division leaders for his role in the response to and remediation of the Quinte 5 fire in May.

## **Staff recognition story**

The Trenton Memorial Hospital Inpatient Unit exemplifies QHC's Being A Healthy Workplace strategic priority. Manager Ruthann Hubbs and her team have done incredible work to reduce workplace violence incidents on the unit. With 25 reported incidents in 2016/17, down to just four in 2017/18, the extra effort from the team is going a long way to create a culture of safety.

The TMH Inpatient Unit made it a Wildly Important Goal for 2017/18 to reduce staff injury related to patient behaviours. In an effort to achieve their goal, the team created new processes all built around one concept – looking out for one another. That means, if a patient has a tendency toward more aggressive responsive behaviours, care providers will alert each other and will provide care in tandem.

Communication is key on the unit. Through daily rounding and patient documentation, the care providers are never left in the dark about which patients could be at risk for aggressive behaviours. Staff education has been another important component. Many staff have received Gentle Persuasive Approaches (GPA) and/or Nonviolent Crisis Intervention (NVC) training to better understand how to deal with patient behaviours.

“Before, we were more likely to have a bigger reaction to patient behaviours, including using restraints when needed,” said Ruthann. “But now, we’ll back off and let the patient be in their room to calm down. This approach decreases stimuli for patients and makes them feel more at ease.”

The team also involves patient families in determining the best approach to take with their loved ones. Recognizing that each patient is unique with their own particular triggers and responses to situations has been very important in reducing staff injuries. Ruthann stressed that the unit takes pride in being team-oriented and she recognized Patient Care Lead Michelle Ryan as a key part of the success to date – by reinforcing the importance of completing assessments and patient identification processes.

“Kudos to Ruthann and her team for their commitment to ensuring workplace safety on the TMH Inpatient Unit,” said Heather Campbell, Program Director, Emergency and Primary Care. “Ruthann and the team took on the challenge, championed it and worked with Occupational Health and Safety to drastically improve the working conditions for staff.”