



Meeting Summary
QHC Board of Directors
March 24, 2020
Teleconference

Staff and Physician Recognition

The board meeting started with Board Chair Stuart Wright delivering the attached message on behalf of the QHC Board of Directors, in recognition of the tremendous efforts of all QHC staff and physicians during this very difficult time.

2020/21 Operating and Capital Plan

The Board of Directors approved the 2020/21 QHC operating plan and capital plan. The operating plan is balanced, provided that QHC receives the \$5 million additional funding provided in October 2019 as permanent base funding in 2020/21. This operating plan does not take into account COVID-19, which will clearly have a significant – but at this point unquantifiable – impact on every aspect of QHC’s operations and finances.

The operating plan includes additional resources to ensure QHC continues to deliver appropriate quality of care and patient safety, anticipating a continued increased demand on the hospital system, before factoring in the demand that will be caused by COVID-19. There has been increased staffing to open additional inpatient beds across the organization, including three intensive care unit beds.

The 2020/21 capital plan is for medical capital equipment, redevelopment and other capital spending up to \$6.5 million. The funding sources to meet this \$6.5 million of needs have not yet been fully secured.

2020/21 Quality Improvement Plan

All Ontario hospitals must annually submit a Board-approved Quality Improvement Plan (QIP) to Ontario Health. The 2020/21 QHC QIP is focused on improving the following key indicators:

- Patient experience – patients completed a real-time patient satisfaction survey
- Quality – documented assessment of palliative care needs
- Quality – medication reconciliation on discharge
- Wait times - emergency department wait times for an inpatient bed or operating room
- Staff safety – workplace violence incidents

Credentialed Staff Rules and Regulations

The Medical Advisory Committee (MAC) successfully recommended the approval the new QHC Credentialed Staff Rules: A Just Culture Framework. A hospital’s Rules and Regulations are developed to explain how the credentialed staff bylaws should be enacted. The Rules ensure principles of fairness, safety, sustainability, and wellness are accounted for in the design and management of all hospital services that involve credentialed staff. The Credentialed Staff Rules were developed between June 2019 and February 2020, through an collaborative process with QHC physicians, midwives and dentists.

COVID-19 Response

QHC’s organizational focus is presently on COVID-19. The QHC Emergency Operations Centre is meeting daily to review and plan for all areas of our operations, clinical care, staffing and logistics to ensure we are as ready as possible for the anticipated surge in patients requiring hospital care for COVID-19. This planning and response is being done in close coordination with our regional and provincial partners, and based on the learnings of other countries that were hit earlier with the pandemic. At the Board Meeting, QHC leadership will provide the Board with a verbal update on the current situation at QHC.

We are grateful for media assistance in promoting the following instructions to our local communities:

- 80% of people with this virus have mild to moderate symptoms, need to isolate themselves at home, and do not need to be tested for the virus. If you have mild to moderate COVID-19 symptoms, you can increase the risk to yourself and others by going to the ER or a busy clinic.

- **If you are looking for information** on COVID-19, go to <https://hpepublichealth.ca/the-novel-coronavirus-2019ncov/>
- **If you have mild to moderate symptoms of COVID-19**, please first use the [Public Health Agency of Canada's self-assessment tool](#). If you still have questions after completing the self-assessment, contact the Hastings and Prince Edward Public Health Unit COVID-19 information line at 613-966-5500 or Telehealth Ontario at 1-800-797-0000. Callers will need to wait for their call to be answered due to high call volumes. Please be patient, and use these lines only if you are unable to answer your questions with the resources available online.
- **If your symptoms are severe, causing difficulty breathing**, you should immediately go to the hospital or call 911.

Staff Recognition by the QHC Board of Directors March 2020

The Board of QHC is fully cognizant that it is the 'day in - day out' contributions of all staff and physicians that combine to make QHC such a remarkable health care facility. It is this wonderful level of dedication and selflessness that has led to QHC achieving the highest level of rating; Exemplary, at its past two Accreditation surveys.

The capabilities of all staff and physicians are now being put to the ultimate test as the CORONA 19 virus moves inexorably into our region and sphere of operations. Short of many things, managing under challenging and cumbersome procedures and with staff levels strained to the absolute maximum, there is one thing there is no shortage of; patients.

There is also an abundance of a quality that arises when days darken, the emergence of the human quality that allows all personnel to keep their spirits up – empathy. The dedication of all to the patient and their commitment to their fellow team-mates allows these stalwarts to make it through a seemingly never-ending series of great challenges.

While most of the population is hunkering down in self-isolation or actually being isolated, the QHC team is showing up at the epicentre of the impact of the virus and applying their training and skills to the betterment of the patient.

The Board of Directors of Quinte Health Care salutes you all and wishes you to know you are all heroes in our eyes. We can assure you the Board will do all possible to assist in any possible way to help you to carry out your arduous tasks and to spread the word as to how fortunate the citizens of Hastings – Prince Edward are to have a first-class hospital system to support their health needs. There will be many more dark and difficult days ahead but please know that you are all greatly appreciated, valued and recognized for what you do for us all.

Yours Sincerely – the Board of Directors QHC