

**The following is a synopsis of some of the topics of discussion at the September meeting.**

### **Improvements to improve patient experience continues**

The fourth, and largest, improvement event was held last week. It was part of our two-year “Grassroots Transformation” journey to improve the patient experience and staff work life. During the five-day event, teams examined every detail of how beds are assigned to admitted patients and reviewed the process when we reach overcapacity.

Over the course of the week, about 50 front-line staff, physicians and managers representing many different departments across QHC hospitals identified numerous areas for improvement to save time including improving the time it takes to prepare the room when a patient is discharged and having one leader each day focused exclusively on patient flow. The teams are working collaboratively across all units to get patients to the best area of care based on their needs as quickly as possible. Better patient flow has a significant impact on the ability of the emergency departments to extend care for incoming patients in a timely fashion.

In August, a group of staff worked on improving environmental services in the intensive care unit and the emergency department at BGH. By examining all processes in detail, the team discovered ways to save time. For example, one hour per day was saved by increasing the size of garbage cans inside the rooms. As Chief of Staff, Dr. Dick Zoutman points out in his report, “The excellent work of this group went far beyond garbage cans to standardize and significantly improve the critical environmental care services that we know save lives and prevent infections.”

### **Master program revisions underway- to be posted online next week**

The master program has been under development by QHC leaders and physicians since February and is being adjusted to reflect the surgical program remaining at TMH. The document is expected to be posted on the QHC website by the end of next week. The master program was required by the province as part of the planning for a new Prince Edward County Memorial Hospital. It shows how the new hospital would fit into the overall service delivery plan of QHC as a whole. The master program provides a detailed overview of services, space requirements and priority upgrades to facilities at QHC hospitals over the next 20 years. This report reinforces our long term commitment to providing exceptional patient care at all four QHC hospitals.

### **2016/17 Staff planning process expected to wrap up soon**

Following the decision by the Minister of Health and Long Term Care to financially support keeping surgical services at TMH, QHC’s team met with union partners to reset the staff planning process. We have been able to maximize the options available to each of the 12 impacted staff members and will soon wrap up all of the staff planning related to the 2016/17 operating plan.

### **QHC finances- first 4 months of fiscal year 16/17**

Implementing a significant number of changes, combined with a substantial increase in patients requiring critical care and staffing issues over the summer has resulted in a higher than anticipated deficit in the first four months of the 16/17 fiscal year at QHC. In the operating plan, we anticipated a deficit of \$197,000 at this point, but due to the additional pressures we currently have a deficit of \$610,000. However, it’s early in the year and it will take time to realize the financial benefits of many of the changes. We are projecting we will be in a balanced position by year end - March 2017.

### **Construction underway for Children’s Treatment Centre (CTC) playground**

Thanks to the support of local donors and the Belleville General Hospital Foundation, an outdoor playground is being added for clients of the Children’s Treatment Centre, located on the east side of the Sills Wing at BGH. The playground will extend play-based therapy for hundreds of local kids through the Quinte Children’s Treatment Centre.