



## Summary: Quinte Health Care Board of Directors

Prince Edward Community Centre, Picton

November 28, 2017

### Staff recognition:

This board year, meetings begin with a story exemplifying the good work done by staff, physicians and/or volunteers at QHC hospitals. During this meeting, the board heard about Lawrie Ackerman, Prince Edward County Memorial Hospital staff member and her commitment to workplace wellness at PECMH. The story read by Acting Chair Stuart Wright is included in the second page of this summary.

### SE LHIN Sub-regions:

Chief Nursing Officer (CNO) and Vice-President Carol Smith-Romeril and Vice President Jeff Hohenkerk presented information to the board summarizing the new [sub-regions of the South East LHIN](#) and discuss the anticipated next steps. In the QHC catchment area there are two sub-regions: Rural Hastings sub-region with a population of about 10,000 and the Quinte sub-region with a population of 130,000.

### Flu season and continued capacity issues:

QHC teams are working hard to address high patient volumes and to ensure the resources are in place to face what is expected to be a challenging flu season. Patient volumes at QHC are already higher than usual for this time of year – not leaving much capacity for the extra volume of patients associated with flu season. The Ministry of Health and Long-Term Care recently announced extra funding for temporary beds to be put to use from November to March. While the funding amount covers the direct-care staff for the additional beds, QHC is also adding the appropriate interdisciplinary supports such as pharmacy and housekeeping staff as well as the equipment and supplies needed to operate the additional beds. Some of these temporary beds are in operation now while others will be open in early December.

### Trenton Community Health Hub – Operational Memorandum of Understanding

The QHC Board of Directors approved the Trenton Community Health Hub Memorandum of Understanding (MoU) with other health care partners. The MoU describes an agreement to work together to create the Trenton Community Health Hub. Following the creation of the Rainbird report on “Creating a system of Care in Brighton/Quinte West”, the SE LHIN formed the Trenton Memorial Hospital Implementation Task Force in 2016 to create an implementation plan for a Health Hub. The group has been meeting for over a year, and has asked all partners to sign a Memorandum of Understanding (MOU) to reinforce the commitment to the work even more collaboratively together to create a more seamless health care system for local residents.

### TMH Land Remediation

Work is underway to complete the necessary remediation of the property located on Catherine Street in Trenton based on the recommendations received from the environmental experts. This will include installing a fence on the north end of the property, where there is currently no paving, in order to prevent access to the area. The appropriate application has been filed with the city and the fence will be in place this winter.

### Grassroots Transformation Improvement Efforts:

For three days in October, an improvement event focused on the process of transferring an Intensive Care Unit (ICU) patient to the in-patient unit. Staff and physicians worked through the many steps it takes to transfer a highly vulnerable patient from the ICU. By analyzing and redesigning the process using lean principles, the total time to complete the key steps in the process has been reduced by 75% - to 1.5 hours instead of 6 hours - making an ICU bed available for the next patient needing ICU care.

## Recognition for QHC Director

Heather Campbell, Program Director of Emergency and Primary Care at QHC, is receiving a provincial ACE award from the Ministry of Health and Long Term Care. The annual ACE Awards formally recognize the Achievement, Commitment, and Excellence (ACE) of individuals and teams across the Ministry. Heather is part of a provincial team that is being recognized with the Partner Relations Award for the Emergency Department Return Visit Quality Program. Heather will receive her award from Dr. Bob Bell, Deputy Minister of Health, at a ceremony in Toronto in mid-December.

## Staff Recognition Story:



Working in a hospital environment is unquestionably challenging. Every day brings stressful situations as patient health, trauma cases and the desire of all staff to bring the best possible care to patients merge into at times seemingly unachievable circumstances.

Recognizing that a conveniently located facility that offered staff an opportunity to unwind and restore vigour would be of great support, a Wellness Room was established at PECMH in 2013. Whether working out during their breaks, or using the massage chair to relax, there is rarely a day when staff members aren't in the Wellness Room working on self-improvement.

Having a facility is not enough however, as so many persons who sign up to health clubs can attest. It takes a stimulus to ensure that the facility is well used and is achieving its intent. Enter Lawrie Ackerman. Going above and beyond, Lawrie has initiated programs that encourage wellness through actions such as; organizing pedometer challenges, health workshops and fitness classes that have the owner of a local fitness studio

come in 2 or 3 times a week to work with hospital staff.

“Lawrie has been an instrumental support in engaging PECMH staff, Foundation staff, and PEC Family Health Team staff in wellness activities,” said Lisa Mowbray, Hospital Site Lead/Manager of Patient Services. “We all lead busy lives both professionally and personally. Sometimes we forget to look after ourselves, so these initiatives emphasize exactly that – we need to look after ourselves in order to look after others.”

Hospital, Foundation and Family Health Team staff have also been engaged in the ParticipACTION 150 Playlist. Throughout 2017, groups have joined together to partake in physical activities that they may not have otherwise tried. So far, they've tried Tai Chi, paddle boarding, horseback riding, line dancing, pickleball and many more.

“I have a great feeling of satisfaction that our wellness activities are extending outside of work and creating a sense of camaraderie,” said Lawrie. “It's a time to get together and be social as well as physical. It's easy to be fit when all you're doing is having fun!”