

Staff recognition:



This board year, QHC Board of Directors meetings will begin with a story exemplifying the good work done by staff, physicians and/or volunteers at QHC hospitals. At this afternoon's meeting, the board heard about TMH Transcription Services staff member, Kristy Knott's idea to create a "Comfort Cupboard" for patients in need of clothing or comfort items. They heard about how Kristy's motivation to enhance the patient experience has had a domino effect to BGH units as well. Acting Chair Stuart Wright presented Kristy with a certificate of appreciation. "It's incredible how one staff member's desire to help has led to such great things in two of our hospitals! Kudos to Kristy!" (Story included on page 2)

Capacity issues:

In the past, hospitals could expect to see lower volumes of patients needing admission between May and October each year. However, across the Ontario hospital sector this year the capacity challenges of the typical flu season have continued unabated over the summer months. QHC hospitals experienced volumes averaging 12-15% over capacity and upward of 30% over capacity at times. Chief Nursing Officer and Vice President Carol Smith-Romeril presented information to the board summarizing the capacity challenges and actions being taken to cope.

PECMH Redevelopment Project:

The QHC Board of Directors approved the submission of the Stage 1 proposal for the PECMH Redevelopment Project. This 500-page document focuses on the future Prince Edward County Memorial Hospital - including the recommended site for the new hospital, details of the hospital services over the next 35 years, a high-level space plan, and a cost estimate. The completed proposal goes to the South East Local Health Integration Network (SE LHIN) for endorsement before being submitted to the MOHLTC for approval.

Patient Experience Partners:

QHC is implementing a new Patient Experience Partner (PEP) role this winter. PEPs will work in partnership with staff, physicians and leaders to create a truly patient and family-centred experience through input into policies, programs and practices which affect patient care and services at QHC hospitals. By implementing Patient Experience Partners within our teams, we ensure that the voices of patients and families are heard, considered and included.

Medical Leadership Model Finalization:

Almost one year ago, QHC undertook a redevelopment of the medical leadership model going from 26 divisions and 10 departments into 11 departments, which included the creation of the new Department of Primary Care. This new department was created to provide greater support for our 3 primary care hospitals in Trenton, Picton and Bancroft. The board approved the following positions: Dr. Rans Perera as the Chief/Medical Director of Emergency Medicine; Dr. Parambir Keila as the North Hastings Hospital Medical Lead; and Dr. Norma Charriere as the PECMH Hospital Medical Lead. If the board approves, all 15 medical leadership positions will be successfully filled.

Grassroots Transformation Improvement Efforts Continue:

For three days last week, a large inter-professional team – including 10 internal and family medicine doctors (hospitalists) - took a detailed look at work flow. They examined the many steps and processes that go into physicians rounding on patients and advancing their care from the time of the patients' arrival on the in-patient unit until their discharge. 25 improvement initiatives were identified. Some improvements will take several months to plan and implement, while others can be implemented right away such as making physician workspaces more efficient.

Kristy's story read at the beginning of the meeting:

TMH Transcription Services staff member, Kristy Knott, had the wonderful idea to start a "Comfort Cupboard" for patients in need of clothing or comfort items.

When Kristy's father was an inpatient at QHC a couple of years back, she and her family would bring her father clothing and other comfort items from home. She noticed that some patients didn't get many visitors and she wondered what happens if someone doesn't have loved ones to bring them things. She believes that if people are comfortable and have the things they need, it makes them feel less like a hospital patient and contributes to their well-being.

Kristy got to work to make the Comfort Cupboard a reality. She worked with other staff members to find a space for the cupboard (on the 3rd floor at TMH across from Switchboard), she canvassed for donations of used clothing, and she even secured a \$500 donation from the TMH Foundation to help get the cupboard stocked.

Now the cupboard is full of clothing and pajamas of different sizes, toiletry items, warm blankets, as well as puzzle books, word searches and toys to keep patients occupied. Emergency Department and Inpatient Unit staff members are welcome to take items from the cupboard if they see a patient in need. The Inpatient Unit has found the Comfort Cupboard particularly beneficial, as they often have patients for long stretches of time.

Kristy's motivation to enhance the patient experience has had a domino effect. The two Belleville Giant Tiger stores read about the Comfort Cupboard on Facebook and offered to donate items to start something similar at Belleville General Hospital. When they have clothing that is out of season or can no longer be sold, they send it to the hospital. They also have sent boxes full of toiletry items and other needed supplies and will continue to do as the hospital requires.

It's incredible how one staff member's desire to help has led to such great things in two of our hospitals! Kudos to Kristy!