



Summary: Quinte Health Care Board of Directors
Belleville General Hospital – Education Centre
March 27, 2018

#4MyTeam recognition- BGH Auxiliary for 80 Years of Service: 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 recognized the team of volunteers that make up the Belleville General Hospital Auxiliary, in honour of the organization's 80th anniversary. *(See page 2 for the story.)*

Board recognition – Past Chair Doug McGregor and Chief of Staff Dr. Dick Zoutman: During his report, Chair Stuart Wright recognized Past Chair Doug McGregor. For personal reasons, Doug McGregor resigned as Chair of Quinte Health Care Board of Directors in December. Mr. McGregor has been an active and highly respected member of the QHC Board since he was appointed in June 2012.

Mr. Wright recognized Chief of Staff Dr. Dick Zoutman. Dr. Zoutman is leaving QHC in mid- April to take on the position of Chief of Staff of the newly amalgamated Scarborough Rouge Hospital.

In his written report to the Board, Dr. Zoutman offered some parting words regarding the future of QHC. He stressed the importance of technology in enhancing patient care, specifically related to Health Information Systems, noting, "Only when the institutional and community sectors of healthcare can actually share patient information will we begin to see seamless care emerge". Other suggestions included more ambulatory services, and a continued focus on improvement efforts, and infection prevention and control.

Appointment of interim Chief of Staff: The QHC Board welcomed Dr. Colin MacPherson as the interim Chief of Staff at Quinte Health Care. Dr. MacPherson is the Chief /Medical Director of Psychiatry at QHC. *(Please refer to news release on page 3 for more information.)*

Strategic Plan 2018-2021: CEO Mary Clare Egberts presented the refreshed QHC Strategic Plan that has been developed over the past six months with the involvement of the Board, leadership, staff, physicians and QHC community/patient Advisory Council. While QHC's mission and values remain the same, the vision has been streamlined to: "QHC will provide exceptional and compassion care inspired by the people we serve. The plan also outlines four new strategic priorities for QHC over the next three years: supporting seamless care, being a healthy workplace, always improving how we work, and using technology to enable high quality care.

Midwife scope of practice: QHC is working to expand the scope of practice of the midwives at QHC. An inter-professional team of midwives, labour and delivery nurses, anesthesiologists, and obstetricians have developed a program for midwives to manage labour and deliveries of women that have epidural anesthesia. Extensive training is underway for the team members to ensure the highest standard of safety and quality in this new expanded scope of practice. This will take several months to complete all of the training of the midwives and team members.

Approval of the 2018/19 Quality Improvement Plan: The Excellent Care for All Act mandates that all Ontario hospitals create an annual Quality Improvement Plan (QIP). QHC's 2018/19 QIP focuses on: ensuring inpatients receive enough information on discharge and emergency patients have their care plan explained; discharge summaries being sent within 48 hours; reducing the readmission rate for patients with COPD; reducing the number of patients who require an alternate level of care; and reducing workplace violence.

Operating Budget 2018/19: The QHC Board of Directors approved just the expenditures needed to go forward with no changes to services or staffing levels at QHC hospitals. The province announced a \$3.2 million increase to QHC's 2018/19 funding just last week and QHC needs to receive and reconcile the detailed information in order to understand the impact this will have on QHC's budget.

The extra beds funded by the province in fall 2017 continue to be in use. The funding covered the bedside staffing for 23 beds from November to the end of March. On average there have been 31 extra beds in

operation during this time. Based on indications that some level of funding will continue into the next year, QHC is keeping 8 of the extra beds open going forward.

Capital Plan 2018/19: The capital plan for 18/19 was approved. The plan totals just under \$9 million dollars, dependent on securing funding commitments from the Foundations. Highlights of the plan are \$4.5-million in new medical equipment across the four hospitals; including a new CT scanner at Trenton. The plan contains resources to proceed with the Stage 2 Functional Programming for the new Picton hospital and resources to complete Master Plans for both BGH and TMH. The MOHLTC requires Master Plans before any future redevelopment work happens at the two hospitals.

PECMH Redevelopment: QHC is moving forward with 'Stage 2—Functional Program', the next stage in seeking approval to build a new hospital in Picton. The Functional Program is the template document the architect will use to design the new hospital. It describes future services, how they are delivered, and the spaces required. In April, we are beginning a series of consultation sessions with six groups comprised of more than 60 individuals spanning 20 hospital departments to start detailing operational needs. The groups include patient representatives, the Family Health Team, the Foundation and Auxiliary, and hospital staff and leadership.

Recognition Story – BGH Auxiliary for 80 Years of Service

This year, we are beginning each meeting with the recognition of an individual or team. Today, it is my pleasure to recognize the Belleville General Hospital Auxiliary as they near an impressive milestone – their 80th Anniversary.

It would be impossible to fully encapsulate the impact made by the Belleville General Hospital Auxiliary members since its inception eight decades ago. The selfless contributions made by the Auxiliary Volunteers are felt by patients, staff and visitors alike each and every day within the hospital. The dedicated volunteers have been, and continue to be, a vital part of Belleville General Hospital.

Last year, Auxiliary volunteers contributed nearly 37,000 hours of service at QHC Belleville General Hospital. If we apply that number over 80 years - that equals about 3-million hours of service given by thousands of Auxiliary volunteers. To see how impressive this number is, one must look past the statistic and focus on the individual acts of kindness contained in every hour - that is where the heart of the Auxiliary can be found.

It is the gift shop volunteer that helps a concerned child select a gift for her mom undergoing cancer care. It is the volunteer knitter that helps ensure every baby born at BGH receives a handmade cap. It is the volunteer on the medicine unit that provides companionship for a lonely patient. It is the Library Cart volunteer that offers reading materials to patients and visitors. It is the Oncology volunteer that delivers words of encouragement to a patient undergoing chemotherapy.

Each example on its own demonstrates the best in humanity. When combined, they exemplify the Belleville General Hospital Auxiliary. 80 years of service: *time well spent*.

I ask that Anniversary Coordinator Selma Bochner accept the board's recognition on behalf of the Auxiliary. As most of you know, Selma has been a long standing volunteer and friend to BGH. Selma joined the Auxiliary 51 years ago and has made an immeasurable impact on the organization. Selma's unyielding passion for health care is an inspiration to us all. Thanks to you Selma – and thank you President Leah Johnson, and all the volunteers of the BGH Auxiliary. Happy Anniversary and Congratulations!

- *Stuart Wright, Chair, QHC Board of Directors*

QHC announces interim Chief of Staff

The QHC Board of Directors is extremely pleased to announce Dr. Colin MacPherson as our Interim Chief of Staff. He will officially begin this role when Dr. Dick Zoutman leaves the Chief of Staff position on April 22.

Dr. Colin MacPherson is the Chief /Medical Director of Psychiatry at QHC. He has been with QHC since 2011 as a psychiatrist and currently serves as the clinical lead for many of QHC's psychiatric programs and services. He will remain as the Chief/Medical Director of Psychiatry while in the Interim Chief of Staff role.

“Dr. MacPherson has exhibited exemplary patient-focused leadership and has actively engaged in organizational improvement efforts, leadership training and strategic planning,” said Stuart Wright, QHC Board Chair. “He will be an asset to the senior leadership team and the organization.”

Dr. MacPherson earned his medical degree at the University of Western Ontario and completed his psychiatry residency at the University of Toronto. With multiple clinical, academic and administrative appointments under his belt, Dr. MacPherson is excited to take on the challenge of this new role.

“I have a great deal of respect for the leadership at QHC, particularly for my colleagues on the medical leadership team and I believe we are on track to be one of the best community hospitals in Ontario,” explained Dr. MacPherson. “We've been making our environment a place where we can continue to learn and improve on a day-to-day basis through quality team work. I want to see that work continue for our patients and their families, and for our staff, physicians and volunteers. I am delighted to assist in moving that culture of continuous improvement forward.”

As is common for this key leadership role, an external search company will be secured for filling the permanent Chief of Staff position. That process is expected to take six to nine months.

Thank you to Dr. Dick Zoutman for his six years of exceptional leadership as Chief of Staff at QHC. We wish him well in his new role as Chief of Staff of the newly amalgamated Scarborough Rouge Hospital.