



Summary: QHC Board Meeting
May 29, 2018 - North Hastings Hospital

1. **#4MyTeam recognition:** This board year, meetings include a story exemplifying the good work done by staff, physicians and/or volunteers at QHC hospitals. During this meeting, the board recognized Dr. Peter McEnery for extending exceptional care to patients at North Hastings Hospital for more than four decades. (See page 2 for the story.)
2. **Emergency Situations – BGH Fire and NHH loss of communications:** We've had two emergency situations over the past month at QHC: North Hastings Hospital was impacted by a widespread communications outage in the Bancroft area and Belleville General Hospital experienced a fire, including the evacuation of 80 patients. In each of their reports, the CEO, the Chief of Staff and the Chief Nursing Officer (CNO) acknowledged the exceptional efforts and success in keeping patients safe and well cared for in these challenging situations. CNO Carol Smith-Romeril notes, "All the training for emergencies provides a great foundation of automatic and planned responses but there are also immense requirements for critical thinking and decision making."
3. **Emergency Response Coordinator hired:** QHC has hired an Emergency Response Coordinator who will continue to ensure we have the appropriate plans, training and community coordination to deal with emergency situations such as the ones we experienced in the last month. The need for this position had been identified through our enterprise risk management plans and we are fortunate to have recruited a skilled and experienced individual to the role. Dave Pym started in this role on May 14.
4. **Staff/physician safety:** One of our four strategic priorities for the next three years is to build a healthy workplace. Initiatives for 2018/19 will focus on reducing the impact of workplace violence within QHC, including the implementation of additional de-escalation training and improved investigations of any incidents or "near-misses" of violent incidents. Workplace violence occurs when a person has acted out physically or verbally towards a staff member, physician or volunteer.

29% of the 376 staff safety incidents reported in 2017/18 were related to workplace violence. While that number is lower than the number of incidents the year before, QHC is focused on continuing to reduce the impact of workplace violence in 2018/19. In the Annual Staff Health & Safety Report, the TMH In-Patient Unit team is commended for their efforts to prevent workplace violence incidents. 2016/17 there were 25 reported incidents and in 2017/18 there were 4 reports. The TMH IPU Manager has increased awareness about the issue and provided staff training to give staff the tools and skills to deal with violence effectively.

5. **Donation of land by TMH for Community Health Hub:** The QHC Board of Directors formally approved that a portion of the south end of the land owned by QHC on Catherine Street (beside TMH) totaling 5082 square meters be severed and donated to the Community Health Centre for construction of the Community Health Hub.
6. **2017/18 finances year end:** QHC ended the 2017/18 fiscal year in a balanced position. QHC experienced significant increases in patient activity in the inpatient units, intensive care unit and emergency departments in 2017/18 that placed both financial and human resource pressures on the organization. This trend was similarly experienced across the province and we were grateful to receive recognition and related funding to help offset the impact of this increase in demand for services. The incremental funding was critical to QHC achieving a year-end balanced financial position.
7. **18/19 Operating and Capital Plan:** During the March board meeting, the Board approved the operating expenses. At this meeting, the Board approved the 18/19 operating and capital plan now that

more information has been received related to funding. The plan includes projected revenues and expenditures of \$206.5M. The final plan includes some investments that are intended to support quality of care and patient safety. QHC will continue to negotiate with the South East Local Health Integration Network and the Ministry of Health and Long-Term Care regarding base funding levels for long-term financial stability.

Recognition story – Dr. Peter McEnery

This board year, at each of our meetings we are recognizing the good work of staff, physicians and volunteers at QHC hospitals. It is my pleasure today to recognize North Hastings physician Dr. Peter McEnery for the significant contribution he has made to healthcare in the Bancroft area spanning more than four decades.

Dr. Peter McEnery is the type of family doctor everyone wishes they had. He is kind, compassionate, understanding and extremely dedicated to his many patients. Unfortunately for Bancroft, this gem is retiring.

Dr. McEnery has spent 44 years doing what he does best – caring for people (with a little fishing, hunting and spending time with his grandson on the side). With his own family practice, and as the physician lead of the North Hastings Family Health Team, Dr. McEnery is well-known and respected in the community.

He has been a pillar of North Hastings Hospital for 40 plus years, caring for inpatients and working the Emergency Department (often the night shift – much to the appreciation of other physicians!) Living close by the hospital, he's been the one to call if a baby needed to be delivered, or extra physician help was required for sick emergency patients. Some of his patients, who are now 30-40 years old, have been under his care since their birth. He's like family to them.

This devoted physician also makes house calls to extremely ill patients, carries a full load of patients in long-term care and has supported patients at the local hospice during the last stage of their life. He also spends at least a few weeks in the summer as a camp doctor at a local kids' camp.

Luckily, he's mentored many physicians over the years – providing guidance on becoming an outstanding primary care physician in a rural setting. We can only hope that some of them can fill his big shoes.

According to Manager Tammy Davis, Dr. McEnery is so passionate about North Hastings Hospital. "He's been the face of many of our foundation's fundraising campaigns. He just gives so much to his patients and this community. We will miss him dearly."

Dr. McEnery, as you prepare for retirement, the board of directors of Quinte Health Care thanks you for your many years of service at North Hastings Hospital and for truly living our mantra of "Exceptional Care, Inspired by You! I wish you all the best in your retirement.