



## **Board of Directors**

**January 29, 2019**

### **Summary**

#### **Prince Edward Community Centre, Picton**

#### **Planning for a new Prince Edward County Memorial Hospital (PECMH):**

The QHC Board of Directors approved the Stage 2 Functional Program submission for a new PECM Hospital. The 364-page report will now be submitted to the South East Local Health Integration Network (SE LHIN) and the Ministry of Health and Long-Term Care for approval. This is part of the Ontario government's five-stage capital planning approval process.

The report was completed in December and includes a detailed outline of the functions and operations of the new hospital, staffing, major equipment needs, and space requirements for each department or service. The report includes service level projections including increased emergency room visits, in-patient days and an increase of in-patient beds from 12 to 18. The types of services remain consistent with the current hospital, including 24/7 emergency room services, in-patient beds, diagnostic imaging and ambulatory clinics including endoscopy, and support services. The new hospital plans include a seven-chair dialysis unit operated by Kingston Health Sciences Centre.

It also provides details of the new hospital's operating and capital funding needs and a preliminary architectural design showing the proposed space of the building, the location of the building on the site, entrances and exits, and where the various departments will be located in the new hospital. According to QHC's Chief Financial Officer and Vice President Brad Harrington, the Functional Program has been completed "on time and on budget".

As part of the development of the Functional Program, QHC's Capital Projects team spent months consulting with seven groups comprised of more than 60 individuals spanning 20 hospital departments to detail operational needs. Included in the consultation meetings were patient and family representatives, members of the Prince Edward Family Health Team, representatives from the PECMH Foundation and Auxiliary, physicians and hospital staff such as nurses, managers and support services staff.

QHC re-initiated the planning for a new PECMH in 2015. The redevelopment initiative is supported by the SE LHIN, the Prince Edward Family Health Team, the municipality, the PECMH Foundation and PECMH Auxiliary.

#### **Capacity challenges:**

Like many hospitals in Ontario, capacity challenges continue at QHC hospitals. The funding for additional surge beds has helped us to respond to patient volumes that have risen to 138% of funded

inpatient beds at times in January. There are 48 extra bed spaces available for patients above the base budget that have been opened at all four hospitals – approximately half are covered by one-time funding from the government to address surge pressures. “Gridlock” is the term used when the hospitals have used all the bed spaces and staff resources. QHC hospitals have been in “gridlock” for 14 days so far in January. This results in admitted patients being cared for in the emergency departments until a space opens up on an inpatient unit. In his report to the Board, Chair Stuart Wright expresses thanks to the QHC teams of staff and physicians for their ongoing dedication to exceptional patient care.

### **Children’s Treatment Centre expansion:**

The Quinte Children’s Treatment Centre has taken over management of School-Based Rehabilitation services in our area (for publicly funded schools in Hastings and Prince Edward Counties). These services were formerly managed by the South East Local Health Integration Network. 1,810 client files have been transferred from the South East LHIN. 54% of the children were already known to the CTC as present or past clients. This means that the CTC is able to ensure the child’s services are more seamless and consistent and that the team has the full story of that child’s care journey. The Children’s Treatment Centre staff are strong advocates for family- and client-centred care. The team has welcomed the opportunity to move towards a more integrated service system for children in need of rehabilitation support in home, school and community.

### **Privacy breach:**

QHC continues to work with the Information and Privacy Commissioner’s office on the investigation into a staff member that inappropriately accessed hundreds of patient charts. There are strict rules regarding when a health care professional can access a patient record and our staff are well trained on these rules. Steps to date include: dismissal of the staff member, reported the staff member to the College of Nurses of Ontario, proactively notified the Information and Privacy Commissioner’s Office, reached out to police for advice (no criminal intent suspected), sent letters to all patients identified through the investigation to inform them of the breach and to apologize, fielded calls from many of these patients with additional questions, increased privacy education and examining what additional monitoring processes can be put in place to help protect personal health information.

### **North Hastings physician recruitment and retention committee:**

QHC is happy to participate on the new North Hastings Recruitment and Retention Committee. Medical Affairs Coordinator Justin Simmons and North Hastings Hospital Site Lead Tammy Davis represents QHC on the committee, which met for the first time on January 9, 2019. The committee also includes representatives from each of the seven municipalities, a local physician, community members and the executive director of the local Family Health Team. The committee has identified the need for two local emergency department physicians and four primary care physicians.

## Jamie Robertson – Recreation Therapist Extraordinaire!



Jamie Robertson is a young, vibrant, and enthusiastic Recreation Therapist who splits her time between units in Picton, Trenton and Belleville hospitals. She and QHC's other Recreation Therapists use engaging activities such as music, sports, games and crafts to enhance our patients' independence, physical, social, mental and emotional well-being, and overall quality of life.

Lisa Mowbray, Prince Edward County Memorial Hospital Site Lead and Manager of Patient Services, has nothing but positive things to say about Jamie and the impact she has on patients. She says that Jamie is highly engaging and invites any and all patients to participate. The activities she plans help patients with mobilization – they have the opportunity to use their bodies and their minds. Patients and staff alike look forward to Jamie's visits – she goes above and beyond and is a truly exceptional member of the team.

Helen Hotson, the volunteer manager for Picton's Inpatient Unit, agrees. She says Jamie has a perpetual smile and kindness and the patients just love her. One of the best things Helen saw Jamie do was dance with an older gentleman in a wheelchair. She was holding his hands and beeping and bopping with him. Helen said the patient had a smile from ear to ear. You could just tell it made his day.

The Recreation Therapists customize their program based on patient needs and goals, making it a valuable part of the patient's overall rehabilitation and treatment plan. Our Rec Therapy team provides this service on acute, rehabilitation, complex continuing care and mental health units.

Derk Damron, Manager of the Recreation Therapy Program, explains that this layer of care helps to humanize a patient's overall experience during what could possibly be the worst time in their life. He said the Recreation Therapists and hospital volunteers work together to provide this care for patients. It is a team effort, for which each person involved deserves recognition.