



**Summary: Quinte Health Care Board of Directors**  
Belleville General Hospital – Education Centre  
January 30, 2018

**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 two recognition stories. The first is a team recognition for BGH Quinte 5 Medicine Unit. Hard work from all team members has led to better work flow and improved patient care. In January, the team was awarded 15 [BGH Foundation Hospital Hero Awards](#).

The second recognition is for Vicky Jackson. Vicky is a member of our Hospitality Services Team at BGH. Vicky selflessly donated a portion of her liver to a complete stranger.

*The recognition presentation is on pages 2 and 3 of this summary.*

**Doug McGregor Resigns as Board Chair:**

For personal reasons, Doug McGregor has resigned as Chair of Quinte Health Care Board of Directors. Mr. McGregor has been an active and highly respected member of the QHC Board since he was appointed in June 2012. Mr. McGregor served on numerous committees during his time on the board, including Quality and Nominations, Audit and Resource, and Governance. The Board has confirmed the appointment of Acting-Chair Stuart Wright into the position of Chair for the remainder of the 2017/18 Board year. The Board also approved David MacKinnon to the position of Vice-Chair and Karen Baker into the position of Treasurer.

**Flu season and continued capacity issues:**

In her report to the Board, Carol Smith Romeril, Chief Nursing Officer reported the QHC is in the midst of respiratory illness season which includes but is not limited to influenza. “We have been very grateful for the extra funded beds and to the physicians and staff who are working hard to support a large number of patients with many different illnesses. The plans have served us well but the balancing of work remains a challenge.” Significant efforts went into ensuring enough staff and physicians were in place to care for an increased number of patients.

From April to December of this year the number of patients cared for by our teams in the emergency department increased by more than 3600 compared to last year and more than 6000 compared to the same time in 2015. The number of patients admitted to hospital has steadily increased as well.

**Grassroots Transformation Improvement efforts:**

QHC is 18 months into its process improvement project, and seeing significant results. The improvement efforts are now being rolled out across the organization. Rather than holding a few large *Kaizen* improvement events per year, we have trained all leaders on process improvement and are holding more department-specific “mini-Kaizen” events that can result in faster improvements. Examples include a complete overhaul of our recruitment process in Human Resources; the work underway to improve Health Records processes and reduce chart turnaround time; and working with the Maternal Child team on the induction processes.

In his report to the board, Chief of Staff Dr. Dick Zoutman shares some of his insights from his trip to Japan, "... at the origins of lean processing at the Toyota Motor Company. It was a marvelous opportunity to study with the masters of process excellence".

### **Physician recruitment priorities for 2018:**

The Board of Directors approved the 2018 Professional Staff Human Resources Plan. The plan outlines priority physician recruitment for 2018 at QHC, including the need for recruitment in Family Medicine, Internal Medicine, Emergency Medicine, Maternity and Cardiology. Other physician needs under consideration in the recruitment plan include a Respirologist, an Ophthalmologist, an Ear/Nose/Throat Specialist and a Urologist.

### **Kristina Cruess welcomed as new Director of Surgical Services:**

After 41 years with Quinte Health Care, Director Janet Baragar is retiring. After a wide internal and external search, Kristina Cruess was the successful candidate to take on this role. Besides her current role as Peri-operative Services Manager, Kristina has held many roles at QHC over the years, including Peri-operative Program Manager, Professional Practice Specialist, leader of various projects, as well as the role that first brought her to QHC –Perioperative Registered Nurse.

### **Chief of Staff, Dr. Dick Zoutman resigns:**

Dr. Dick Zoutman, Chief of Staff, will be leaving QHC in mid- April. Dr. Zoutman has accepted the position of inaugural Chief of Staff of the newly amalgamated Scarborough Rouge Hospital. QHC will begin the process to appoint a new Chief of Staff in the coming weeks.

### **Recognition presentations:**



**A point of pride for Quinte Health Care is the remarkably selfless act of Vicky Jackson.** Vicky is a member of our Hospitality Services Team at BGH.

Vicky donated a portion of her liver to a complete stranger. She did it in memory of her loved one, Doug, who died of liver disease a day before Vicky had her appointment to start the process of donating her liver to him. According to Vicki, Doug was only in the hospital for 10 days and they didn't know he was sick before that. She concluded that if she was going to donate part of her liver to Doug, why wouldn't I do it for someone else?

Vicky's altruism is truly rare. She donated through Toronto General Hospital's Living Donor Liver Program, which, in its 17 years of existence, has only had 54 people ever anonymously donate a liver to someone in need.

During the recent presentation of an award acknowledging QHC's successful organ donation efforts, Karen Johnson from the Trillium Gift of Life Network, told us the impact of Vicky's donation is immeasurable. She explained that nearly 1,600 Ontarians are waiting for a lifesaving organ transplant, and every three days someone will die waiting. I would be remiss –

if I didn't point out that all of us can register to give the gift of life at [www.BeADonor.ca](http://www.BeADonor.ca) and to provide hope to those on the waitlist.

In recognition of Vicky's selfless act, it is my privilege to present this gesture of thanks on behalf of the QHC Board of Directors for her remarkable generosity and for exemplifying our value of "Imagine it's you".



**Belleville General Hospital's Quinte 5** medicine unit has the most beds, with some of the sickest patients in all of QHC. They were struggling to keep up to the demand as QHC hospitals face unprecedented patient volumes.

After the team participated in an improvement event in April, it took some time to establish new

processes that everyone could get on board with. Hard work from manager Pam Melanson and all team members has led to better work flow, improved patient care and an efficient unit that runs like a well-oiled machine.

People are certainly noticing! In January, the team was awarded 15 BGH Foundation Hospital Hero Awards! Two were for Quinte 5 as a whole, and numerous individual were recognized for the great care they provided.

Manager Pam Melanson is extremely proud of her whole team and said, "We need to recognize all the great work and the positive impact it has on patients and each other." And Pam – the Board completely agrees!

I ask that all members of the Quinte 5 team in attendance please come forward to be recognized and accept our thanks for living our value of "Always Strive to Improve".