

THE BRANT COMMUNITY HEALTHCARE SYSTEM

Board Meeting

May 26, 2020

Participants: Paul Emerson Maggie Copeland Dave Diegel Annette Gillis Vern Payne Peter Quinlan Bill Thompson Mackenzie Slifierz Naser Hamed Dr. David McNeil Dr. Gene Jarrell Dr. Rudy Goel Martin Ruaux Dr. Laura Shoots Kari Wilson Rena Roy Mario Columbo	Regrets: Pat Brown Teresa Doolittle Guests: Laura Doherty, Alena Lukich, Ben Deignan Recorder: Becky Marras, Executive Assistant
ITEM	DISCUSSION / ACTIONS
1.1 Call to Order & Convening the Meeting	The meeting was called to order at 5:00pm by Paul Emerson via teleconference.
1.2 Approval of Agenda	<p style="text-align: center;">THE BOARD OF DIRECTORS VOTED</p> <p style="text-align: center;">To approve the May 26, 2020 agenda as circulated.</p> <p style="text-align: right;">(1) CARRIED Bill/Annette</p>
1.3 Call for Conflict of Interest	No conflicts of interest were declared.

1.4 Approval of the March 31, 2020 Minutes	<p style="text-align: center;">THE BOARD OF DIRECTORS VOTED</p> <p style="text-align: center;">To approve the March 31, 2020 minutes as circulated.</p> <p style="text-align: right;">(2) CARRIED Peter/Annette</p>
2.0 Board Education	
	Nothing scheduled this month.
3.0 Patient Story	
	Will give an update in the In Camera Session
4.0 Board Reports	
4.1 Report of the Chief Executive Officer	<ul style="list-style-type: none"> • Included in the package for review.
4.2 Volunteer Association Update	<ul style="list-style-type: none"> • Feedback from the Volunteers is that they are missing BCHS and can't wait to get back to helping the organization with regular volunteering duties.
4.3 BCHS Foundation Update	<ul style="list-style-type: none"> • Several of the events have been moved to the fall; Ladies Night Out has moved to Ladies Night In and the Annual Gala. • Current campaign is Read for BCHS running for the month of May - \$10k is the goal. Please join the Foundation in a drive by celebration Sunday May 31st at local ice-cream venues located in Paris. • Due to the closure of one Tim Horton's and limited traffic access to the main store, seeing a 50% revenue loss. • Highlight the Guardian Angel Program is an opportunity to show appreciation by giving a financial donation in recognition of a staff member, physician or volunteer. Then the Foundation will recognize the recipient with a message of gratitude and a pin. • AGM delayed to Sept 15th.
4.4 Medical Staff Association Update	<ul style="list-style-type: none"> • Have had several town hall type meetings the past month. The last meeting was with MPP Will Bouma, regarding physicians impacted by the revenue loss due to COVID19. • AGM date is yet to be set, at this meeting the new MSA Executive for 2020/21 will be appointed.
5.0 Consent Agenda	
	Nothing to report.

6.0 Regular Agenda (Reports and Motions excluded from the Consent Agenda)

6.1 Quality Committee Standing Report

6.1.1 QIP Results 2019/20

The detailed results are shown by quarters to demonstrate the progressive improvement that has occurred throughout the fiscal year.

Category	QIP Measure	Target	Q1	Q2	Q3	Q4	2019-20 Result
Timely & Efficient Transitions	Average Number of Admitted Patients in Unconventional Spaces	Less than 10	12.6	12.7	15	21.7	15.5
	Time to Inpatient Bed (90 th Percentile)	27.5 hours	29.9 hours	32.1 hours	24.8 hours	38.2 hours	30.5 hours
Service Excellence	Complaints Acknowledged within a Timely Manner (within 48 business hours)	95%	100%	100%	100%	100%	100%
Safe & Effective Care	Medication Reconciliation on Admission in Medicine	87%	88.9%	86.6%	90.2%	87.6%	88.3%
	Medication Reconciliation at Discharge in Medicine	87%	90.0%	77.0%	76.4%	94.5%	84.5%
	Medication Reconciliation at Discharge in Surgery	70%	57.7%	20.3%	58.5%	83.1%	54.9%
	Number of Reported Workplace Violence Incidents	125	35	31	31	36	133
	Number of Reported Workplace Violence Incidents Resulting in Lost Time	Less than 5	0	0	0	0	0

6.1.2 Quality Monitoring Report

The quality monitoring report was reviewed. The quality dimension where we have challenges are mainly in the area of access to care. This will be a focus on the QIP for 2020/21

6.1.3 Patient Experience Results

The overall rating of patient experience from April 1, 2019 – Mar 31, 2020 is as follows:



- Emergency Department: 53.2% (benchmark: 48.7%, n=624)
- Inpatient Departments: 47.1% (benchmark: 58.7%, n=155)
- Outpatient Programs: 76.7% (benchmark: 73.2%, n=540)

At the May meeting, we discussed Patient Experience Survey results overall across the organization and presented a deeper dive into the Family Birthing Centre program patient experience data. The Family Birthing Centre was below benchmark in some areas e.g. Talked about the help you would need, Hospital admission was organized, Tests and procedures were done well and Did everything to help your pain. The area is however performing at the benchmark for other survey dimensions.

6.1.4 Semi-Annual Critical Incident Report

The detailed report of Critical Incidents from April 1, 2019 – March 31, 2020 was shared.

	<p>6.1.5 Occupational Health & Safety Report-COVID 19 The purpose of this committee is to create a forum for various stakeholders to bring forth safety related issues and emerging trends so that necessary follow-up is conducted. This was to ensure the Hospital was addressing issues proactively and in a timely manner and was to complement the existing Joint Health and Safety Committee structure. The health and safety of our staff and physicians remains a top priority.</p> <p>Over the course of the last 8 weeks the committee has brought forth over 50 safety issues or concerns that have been successfully addressed.</p>
	<p>6.1.6 Emergency Preparedness Plan Key elements of the plan were reviewed. Get Ready our new Emergency Management program that was launched in early 2019 continues to receive positive feedback. The Crisis Communications Plan is part of the emergency disaster plan. It includes tools and templates, contact information and a 7-step quick response protocol. The plan has been updated to align with Get Ready. Conducting drills and simulations through the organization at both the General and Willett site. Currently working on the pandemic plan with external partners to align key community groups.</p>
	<p>6.1.7 Integrated Risk Management Report Following the onset of the COVID-19 pandemic, we are in the process of completing a re-assessment of the current state risk across the organization, aligned to our expanding stakeholder engagement and accountabilities. A draft 2020-21 Heat Risk Map is currently under review. Strategies are in place to address the ongoing management of risk across the organization through the Risk Register, and through mechanisms including our Patient Safety Plan, Quality Improvement Plan, Strategic Plan and others working groups and committees.</p>
	<p>6.1.8 Claims Audit Report The claims report from both of our insurers were reviewed with details of what is outstanding.</p>
	<p>6.1.9 Research Ethics Update Update that there are various research studies ongoing with 3 new ones just approved.</p>
7.0 Other Business	
	Nothing to report

In Camera Session		
	<p>THE BOARD OF DIRECTORS VOTED</p> <p style="text-align: center;">To move from the open session to the In Camera session.</p> <p style="text-align: right;">(3) CARRIED Bill/Annette</p>	
Regular Session		
Adjournment	<p>THE BOARD OF DIRECTORS VOTED</p> <p style="text-align: center;">To adjourn the open session.</p> <p style="text-align: right;">(18) CARRIED Maggie/Mackenzie</p>	
Evaluation of the meeting	<p>What worked well?</p> <ul style="list-style-type: none"> - Virtual meetings work well - Stay on topic and focused - Appreciated material well in advance - On time and guiding us through it. - Caring people and good background. 	
Next Meeting Date	Tuesday June 23 , 2020 5:00pm Skype	
Minutes Approved: June 23, 2020	 Dr. David McNeil, President & CEO	 Paul Emerson, Chair, Board of Directors