

***The Board of Directors held a meeting on November 6, 2014.***

## Work-Life Pulse Survey

The Board received a presentation by Ms. Jeanette Despatie on the Employee Work-Life Pulse Survey results. The survey is part of the Accreditation cycle and was conducted in the Spring of 2014. The presentation included details of the survey, a summary of the overall results, a comparison with 2011 results and an action plan moving forward.

The results will also be presented to hospital staff at the December General Staff Meeting.

## Expression of Appreciation

Cornwall Community Hospital has completed the consolidation of services to one site in September 2014. This is truly a milestone for the hospital and for our community. This ten year journey (if you don't count the decades of debate) was rewarding for many of us – we know that we are “better as one” and with a solid foundation this hospital is positioned to continue to improve on the delivery of health services for years to come.

Staff, physicians and volunteers across the hospital are deserving of our heartfelt recognition and appreciation. Delivering quality health services in the middle of a construction site is a daunting challenge – and to do that for 6 years is noteworthy!

Over the years, we changed destinations, amended dates and schedules, the term “temporary” was often used liberally – in each case, people were understanding and supportive. Everyone was focused on the final outcome and the benefits to come. We are grateful for this confidence and for the community's ongoing support.



A special recognition to staff, physicians, and volunteers to celebrate the conclusion of the capital redevelopment project and consolidation of services is being planned for December 11, 2014. As an expression of gratitude, Pomerleau has graciously accepted to sponsor presentations by Dave Howlett, a motivational speaker on self-awareness and employee engagement.

## Ebola Preparedness

Under the leadership of the Infection Prevention and Control Services, the hospital has implemented directives issued by the Ministry of Health and Long-Term Care related to Ebola preparedness. Training has been provided to staff and physicians, particularly in the Emergency Room. Drills have taken place to reinforce

training on personal protective equipment (PPE) donning and doffing. Measures are currently elevated to a precautionary level. Consequently, the Emergency Department triage nurse wears personal protective equipment including an N-95 mask. Should a person present with symptoms, this patient would be placed in one of the hospital's state-of-the-art negative pressure rooms and then transported to The Ottawa Hospital or to the Children's Hospital of Eastern Ontario. To date, there have not been any cases of Ebola in Canada.

The outstanding leadership of Ms. Nancy-Ann Bush and Ms. Grace Lamarche, Infection Prevention and Control Practitioners, in ensuring hospital preparedness was recognized.

## Protection of Privacy

The Board received a presentation by Ms. Christine Penney, Chief Privacy Officer, on the protection of privacy at the hospital.

Her presentation included a short review of applicable privacy legislation (*Personal Health Information and Protection Act* and *Freedom of Information and Protection of Privacy Act*) and related hospital policies for example, on the collection, use and disclosure of personal information, records control, and the use of information technology. Ms. Penney also provided an overview of various access and safeguard processes and the management of a privacy breach. She highlighted that the hospital conducts random audits on electronic records user activity as part of its monitoring process.

## Closure of Second Street Site

The Second Street site properties have been vacated prior to the October 31, 2014 deadline. The Board of Directors expressed appreciation for the work of Ms. Kathy Bisson, Director of Logistics and Equipment Planning, who has done a great job at ensuring that the space was ready for handover to the new owner.

## History Wall / Donor Wall

Both the History Wall, situated in the North-South hallway on level 1, and the Donor Wall in the West-East hallway inside the Main Entrance were completed over the past month. The Hospital is proud of the final product, and we believe that both areas tastefully recognize our founders and supporters over the years.

## Information Desks

The Auxiliary volunteers are happy to help patients and visitors to Patient Registration and the many clinics. Information Desks are located at the Main Entrance and Patient Registration (near the Ambulatory Clinics) between the hours of 8:00 a.m. and 4:00 p.m.

## Honourable Mention

The Auxiliary to the Cornwall Community Hospital has received an Honourable Mention Award from The Hospital Auxiliary Associations of Ontario in their recent photo contest - category of Volunteers at Work. *Congratulations!*

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