

The Board of Directors held a meeting on May 4, 2017.

Pharmacy Assessment

On April 4, 2017 the Ontario College of Pharmacists completed their inspection of the Cornwall Hospital Pharmacy services. The inspection was completed to evaluate compliance with hospital assessment criteria. The outcome of Cornwall Hospital's Assessment was a "Pass".

The team visiting the hospital was complimentary of the progress made by the pharmacy since their last visit including, the implementation of a closed loop medication management system which includes CPOE (computerized physician order entry), pharmacist order verification, eMAR (electronic medication administration record) and bedside medication verification, relocation of the Pharmacy Department, introduction of an oncology program, the completion of a gap analysis for sterile compounding and introduced training and process changes in this area, conducted audits on narcotics, access, utilization and have moved toward purpose built-in refrigerators with centralized tracking in patient care areas.

These inspections will be completed annually in the future.

Glengarry Memorial Hospital

As part of its engagement with external health partners initiative, the Board of Directors welcomed Mr. Bruce Starkauskas, Board Chair, and Ms. Linda Morrow, Chief Executive Officer, of Glengarry Memorial Hospital. As part of their presentation, Mr. Starkauskas and Ms. Morrow reviewed the scope of services provided at Glengarry Memorial Hospital and discussed successes, new initiatives and challenges. The Board of Directors expressed appreciation to Glengarry Memorial Hospital for being a supportive regional partner to Cornwall Community Hospital.

Attendance Management

Mr. Stephen Sutherland, Vice-President of Operations, provided an overview on the Hospital's Attendance Management Program. Attendance management is an umbrella term that encapsulates all policies and programs that relate to managing absenteeism, and includes the Hospitals of Ontario Disability Income Plan (HOODIP), the Attendance Support Program, paid and unpaid leaves of absence, early and safe return to work, accommodating employees with disabilities, and Workers' compensation (WSIB).

Attendance management is important as high levels of employee absenteeism may lead to poorer quality of service, lost productivity and reduced morale of co-workers, all which may affect patient care. Cornwall Community Hospital is currently averaging 11.6 sick days per employee, versus 10.6 days/employee for all Ontario community hospitals in 2016.

An Attendance Working Group was established to review the program and a number of enhancements have been made, including revisions to both the Attendance Support and Disability Management programs, the creation of additional absence codes for better tracking and the implementation of mandatory attendance training for all employees.

Laboratory Accreditation

The Institute for Quality Management in Healthcare, Centre for Accreditation completed their assessment of the Laboratory on March 21-23, 2017. The scope of the assessment included a visit to review all areas that collect specimens and perform or support patient testing for purposes of diagnosis, prophylaxis or treatment of patients. Cornwall Hospital had no major non-conformance findings and 29 (of 483) minor non-conformance findings. Minor non-conformances are expected to be corrected within two years.

Changes in Management Positions

There have been a few changes in our management team in the past couple of months, including:

- Paula Sleeman has moved into the Director of Medicine and Community Liaison position.
- JoAnn Tessier has accepted responsibility for Dialysis and the outpatient clinics on levels 3 and 4 in her role as Director, Chronic Disease Management.
- John Karanja has been hired to fill the vacant Coordinator, Spiritual Care position.
- Sean Sudbrink is Manager of the Critical Care Unit.
- Sarah Kaplan will be moving from her role as Manager, Assault and Sexual Abuse Program, to Engagement Specialist with the Embrace Program (funded by the Change Foundation Grant).
- Michael Kroon has transitioned to the Human Resources Department as the Occupational Health and Safety specialist.
- Janice McCormick will be the first Director of Clinical Informatics and Continuous Improvement.
- Lennie Lejasisaks was hired as Manager of Labour Relations.

Recognition

The Board recognized the following groups and individuals:

- **Melody Crites**, Manager of Mental Health Services, for the completion of the Non-Violence Crisis Intervention training by all staff in her areas of responsibility.
 - **Mathieu Gauthier**, Inpatient Psychiatry Recreologist, for being innovative and engaging patients on a very limited budget.
 - **Susan Holland-Lalonde** for volunteering her time to create twenty-five Hand Hygiene Champion sashes for the “Stop! Clean Your Hands” Day of May 5, 2017.
 - **Irene Lalonde** who volunteers her time in Diagnostic Services and Ambulatory Care, for her invaluable assistance and dedication as an integral part of the team.
 - **Laboratory Services** for completing a successful Accreditation exercise.
 - **Pharmacy Services** for completing a successful Assessment exercise conducted by the Ontario College of Pharmacists.
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