

The Board of Directors held a meeting on November 2, 2017.

Seaway Valley Community Health Centre

As part of its engagement with external partners' initiative, the Board of Directors welcomed Ms. Debbie St. John-de Wit, Executive Director, and Ms. Leanne Clouthier, Manager of Primary Care, of the Seaway Valley Community Health Centre. As part of their presentation, Ms. St. John-de Wit and Ms. Clouthier reviewed the Centre's purpose, population served and catchment area, and highlighted their governance model including principles, process, accountability and operational oversight. They provided an overview on the Centre's financial health, performance monitoring mechanisms and human resources, and they discussed determinants of health, access and services and provided an outline of their various community health and wellness programs.

Main Tower Elevators

The two main tower elevators in the hospital will be modernized. As this project involves a complete overhaul, the elevators will have to be taken out of service at the same time for a period of four months. During that period, most traffic will be redirected to the West addition. Work on the elevators will be completed by March 31, 2018.

Embrace Project

The "Discovery Phase" of the Embrace Project is complete. This work guided the selection of the projects that will be worked on over the next three years. This is the phase where the Project engaged with our population to determine their needs/ wishes. Community engagement in this phase of the project has surpassed the expectations of both The Change Foundation and the Hospital team itself. From June to August, the Embrace Caregiver Team met with 210 caregivers (family or loved ones of patients), and the Embrace Provider Team met with 300 health service providers (doctors, nurses, social workers, etc.). In summary, 308 on-line surveys; 210 one-to-one Interviews; and 44 focus groups were conducted across Cornwall, Akwesasne, Stormont, Dundas and Glengarry, and Prescott-Russell. Seventeen provider organizations were involved in this process.

Analyzing the data and deciding on the Project Streams marks the beginning of the "Definition Phase" of the project. Based on the caregiver and provider engagement findings, the advice of our Advisory Council, and a four-filter decision process, the Team proposed five projects to the Executive Steering Committee. These projects were accepted under the overarching theme of "Providing a Caregiver Friendly Experience." Centered around a physical and virtual resource hub will be caregiver support, caregiver training, provider training, and organizational processes and supports.

A landmark event has also been held on Friday, October 27th, where a total of 110 caregivers and providers came together for an afternoon to co-design each of the five projects in a "world café" format. The next step is to create five provider-caregiver teams and start the co-design phase of the project. Simultaneously, ground work is being completed at a provincial level on Caregiver Assessment, Caregiver Identification and Young Carers initiatives in concert with The Change Foundation and the other successful recipients of this grant.

Change Day Ontario

Change Day is a grassroots movement that is being adopted around the world to improve quality compassionate care. *Change Day Ontario* has been designed to empower people within the health system to make positive changes through making pledges and taking actions, big or small, to improve compassionate quality care. This movement culminates in a day of celebration on November 17, 2017. Change Day Ontario is sponsored by Associated Medical Services (AMS) and Health Quality Ontario (HQP).

Cornwall Community Hospital has registered as a Change Day partner with the following pledge developed by the four Changing CARE partners at The Change Foundation which includes Cornwall Community Hospital's Embrace Project team: *"We pledge to work with caregivers and healthcare professionals to improve the caregiver experience."*

Trillium Gift of Life Network

Cornwall Hospital has been an active member of the Trillium Gift of Life Network (TGLN) since 2013. On Friday, October 27, 2017, Ms. Karen Johnson, Director of Hospital Programs at TGLN, was on site to present Cornwall Hospital with a "Conversion Rate Award" for meeting or exceeding the target of a 58 per cent conversion rate set by Trillium Gift of Life Network. In 2016-2017, 100 per cent of potential donors referred by Cornwall Hospital went on to give the gift of life. Organ donation is a complex process and the conversion rate reflects how well Trillium Gift of Life Network and Cornwall Hospital work together to save lives. Cornwall Community Hospital is one of 27 hospitals receiving the Provincial Conversion Rate Award.

Policy and By-law

The Board approved amendments to the following:

- Policy HR 10-550 – Employee Discipline;
- Article 18.2 of the Corporate By-law - this Article pertains to the Internal Working Language. This amendment will be presented for confirmation at the 2018 Annual General Meeting.

Recognition

The Board recognized the following individuals:

Foundation Staff for their work in organizing the successful new event, the Great Gatsby Gala.

Karin Hagen for maintaining exemplary financial records on the capital redevelopment project.

Dr. Timothy Heeley-Ray for receiving the John T. Tweddell Award from Queen's University for exemplifying teaching excellence to family medicine residents.

Marilyn Macauley for receiving the Mito Canada Foundation's Trailblazer Award for bringing a team of mitochondrial research scientists together with MitoCanada.

Emergency Department – Process Improvement II

The Emergency Department (ED) Continuous Improvement Team is working on a Fast Track Program to reduce wait times and improve patient satisfaction in the ED.

Patients who are cared for in a hospital's emergency department vary in the complexity and seriousness of their conditions. The ED Fast Track creates a separate process for patients with less serious conditions who can be quickly treated and then released.

A dedicated team of clinicians, one MD and one nurse, will be staffed during peak hours to give prompt attention to patients with minor illnesses or injuries. The idea of Fast Track is to rapidly find low acuity patients, pull them out of the mix of general ED and give them the best possible emergency care in the shortest amount of time. Low acuity patients are identified by a triage nurse and flagged as Fast Track patients.

Implementation is planned for the first week of November.
