



The Board of Directors held a meeting on March 10, 2022.

2021~2022 Operating Results

The Financial Statements for the period ending January 31, 2022 were reviewed by the Board of Directors. The year-to-date deficit has increased to \$1.6 million and this is mainly due to a shortage of revenue from non-Ministry type items, as well as a shortage of Ministerial-type revenue due to the Hospital's inability to complete Quality-Based Procedure volumes as a result of the pandemic restrictions. The working capital deficit has decreased to \$300,000 and it is anticipated will be eliminated by the end of March. At this time, the Hospital is projecting a net loss of \$1.7 million at year-end.

Service Accountability Agreements

The Board of Directors approved the extension of the Hospital Services Accountability Agreement and the Multi-Sector Services Accountability Agreement with Ontario Health to March 31, 2023.

Indigenous Patient Navigator

Since the beginning of February, a small group, which included our Indigenous partners, has been meeting to discuss a collaborative approach at designing the role of an Indigenous Patient Navigator and Educator.

Aim of position –

- Guiding the patient journey and ensuring access to care, ensuring seamless care, building strong culturally sensitive relationships.
- Assisting with cultural sensitivity training and education internal to the organization and in the Akwesasne Community.

Profile - Successful candidate will be a nurse.

- An Indigenous health care provider, if possible.
- Preferably a community health nurse from the Akwesasne community.

Scope of position – Patient Navigator/Case manager and educator

- Patients who are associated with Akwesasne community should be offered navigator services/will be followed by the navigator.
- The navigator will be responsible for the health care journey from entry to hospital to home/community supports post discharge.
- Main responsibilities include, building relationships and networks. There is a need to understand who the providers are to build a proper journey map that will be individualized for each patient.
- Educator - Assist CCH with cultural sensitivity and training of staff internal and external to the organization.
- Work to remove barriers for physicians and supporters in support of patient care.

Areas of focus – Inpatient followed by Home and Community.

1. CCH Inpatients.
2. Dialysis, Cancer Care and Mental Health and addictions.

3. Birthing and child care, including supports and networking with Doulas.

The group has collaborated on the first draft of the position description which, following Senior Team approval, will be posted immediately.

Strategic Plan

The Board of Directors approved the Strategic Plan for 2022-2027:

Strategic Directions:

Leading Innovative Transformation

Recovery

- Enhancing Access to Care
- Committing to Operational Excellence
- Advancing Innovation
- Maintaining a culture of Quality and Safety
- Establishing physical capacity

People

- Inspired by Patients and Care Partners
- Supporting the wellbeing of our People
- Engaging and cultivating a high performing Team
- Building a culture of Equity, Diversity and Inclusion and embracing Reconciliation
- Stewarding our Environmental and Social responsibilities

Integration

- Creating sustainable Models of Care
- Supporting Transitions in Care
- Advancing Collaborative Partnerships
- Promoting Health System Integration

Values

ICARE – Integrity, Compassion, Accountability, Respect, Engagement

Vision

Exceptional care. Always.

Mission

Our Team collaborates to provide exceptional people-centered care.

Recognition

The Board recognized the following teams and individuals:

The **Community Addiction Services Team** for adapting their services in order to support clients virtually, while also continuing to provide in person services as required, and for the impressive Ontario Perception of Care (OPOC) results and high degree of satisfaction expressed by clients;

Dr. I. Kirtsman for providing much needed assistance with paediatrician recruitment efforts and for covering many shifts in the Department of Paediatrics.

COVID-19 Pandemic Response

The prevalence of COVID-19 at CCH has improved considerably since last month.

Elective surgical and other outpatient activity is back up. The Hospital will be working on ways to increase productivity over the next several months, with an aim to address patient needs in a timely manner. This is definitely a priority at CCH and across the province.

Visiting restrictions have also been adjusted to the moderate level, permitting two designated visitors.

Some infection control measures have been modified as well, which has been welcomed by staff on the front line.

At this time, all signs are positive and we hope to continue in this direction.

Corporate Scorecard

The Board reviewed results of the 2021-2022 Corporate Scorecard to Quarter 3.
