

The Board of Directors held a meeting on September 18, 2023.

Essential Caregiver Program

A new Essential Caregiver Program was launched in August. The program will help redefine patient-centered care and family engagement at Cornwall Community Hospital. Caregivers are individuals, often family members or close friends, who provide assistance and support patients. They enhance and assist with communication, provide emotional and psychological support, advocate for patients and more. Including caregivers as part of the healthcare team can have numerous benefits for patients and the regional healthcare system. Studies show that caregivers often improve patient outcomes, help to reduce hospital readmission rates and decrease incidents of falls, sepsis, and decompensation while in hospital. The new Essential Caregiver Program has three main components: identifying and training caregivers, including the caregiver as part of the care team, and supporting the caregiver.

The program will be rolled out across various hospital departments in phases over the coming weeks, starting with our alternate level of care (ALC) unit. These patients are more likely to require caregivers due to the medical complexity of their conditions, functional limitations, and longer hospital stays.

Governance Updates

The Board of Directors received a presentation providing updates on the status of Health Human Resources and Access to Care.

Health Human Resources – Currently, there are 150 vacancies, which include both permanent and temporary positions. The vacancy rate, excluding temporary positions, is 8%. There is a total of 47 registered nurse vacancies and 7 diagnostic services technologist vacancies. A higher number of registered nurse vacancies are being filled through external recruitment and international graduates. Medical radiology technologists are difficult positions to fill.

Access to Care

- Surgery – The access target expectations of Ontario Health for surgical procedures were met at all priority levels in quarter 1 of 2023-2024.
- Diagnostic Services – Operating funding incentives post-pandemic have been sufficient to enable additional volumes through extended hours of operation. Medical imaging technologists, however, have become very difficult to recruit and retain. This is the greatest factor impacting access today. Demand for diagnostic imaging continues to grow steadily over time. The cyber incident experienced in the first quarter had a significant impact on access; the ability to read and report on tests remotely was the primary cause.
- Emergency Department (ED) – Wait times in the Department are most impacted by patient volumes, staffing levels and access to inpatient beds. Patient volumes in quarter 1 of 2023-2024 averaged 131 per day. Hospital staffing has stabilized throughout the first half of 2023-2024. This has been positively impacted by the ED registered nurse training program, the social work enhancements, and paramedic offload specialists. Physician coverage has been challenging throughout the first quarter; several days on the monthly schedule were short (4-5 physicians versus 6) covering 24 hours.

2023-2024 Corporate Scorecard Report

The Corporate Scorecard 2023-2024 results to the end of Quarter 1 were reviewed. For a number of indicators, the data for the last quarter is unavailable at the moment.

Board Committees

The Board of Directors appointed the following members as board committee officers for 2023-2024:

- Dale McSween as Chair and Suzanne Farag as Vice-Chair of the Finance and Audit Committee;
- Isabel Blanchard as Chair and Debora M. Daigle as Vice-Chair of the Governance Committee;
- Kristen MacDonell as Chair and Alice Wilson-Haramis as Vice-Chair of the Quality and Performance Monitoring Committee.

Accessibility Plan

The Board approved the Accessibility Plan for 2023-2025.

The Accessibility Plan is available for viewing on the Hospital's web site under the "Coming to the Hospital" tab.

Recognition

The Board recognized the following teams and individuals:

Accounts Payable, Accounts Receivable, Materiel Management and Payroll Teams for their resiliency and determination in rebuilding electronic financial systems;

Linda Gravel, for her contributions as Vice-President, Patient Services, and Chief Nursing Officer; and

Cornwall Community Hospital Foundation for the successful Corus Caring Hearts Radiothon.

New Board Member

The Board welcomed Kelly Shaw as a new Board member. Kelly Shaw will be serving on the Board in her capacity as Interim Chief Nursing Officer.

Policies

The Board approved the following policies:

- HR 10-200 – Electronic Monitoring
 - HR 10-330 – Hybrid and Remote Work.
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