



Board of Directors

Highlights

June, 2020

Enriching life's journey together.

Cultivating quality care that is patient centred, timely, efficient, effective, equitable and safe.

Conservable Bed Days Project (QIP initiative)

The conservable bed days project will be Physician-led by Dr. Annis and Dr. Puntillo in collaboration with Health Records. The aim of the process is to accurately capture patient acuity in order to establish an accurate length of stay, which in turn will reduce the number of conservable days in a patient's admission. Subjective feedback in the first few days of this trial has been very promising. Documentation of primary disease states, co-morbidities, hospital-acquired conditions and treatments and procedures has improved and lengths of stays have been adjusted as a result.

Corporate Metrics

The Senior Team has approved 3 corporate metrics to implement as of September 2020. All leaders at LWHA will be accountable to meet these metrics each quarter. Education and roll out to leaders has begun.

1. 100% completion of all employee performance reviews.
2. 95% staff completion of mandatory training.
3. 100% of RLs will be acknowledged within 72 hours and closed within 30 days.

COVID-19

We continue to be very fortunate that we have not seen significant COVID-19 activity in our area of South Western Ontario. Despite our good fortune, the pandemic has had a significant impact on hospital operations. A number of current initiatives are directly related to COVID-19.

- Urgent and Emergent activity has resumed in the hospital. Surgical services have resumed to a limited extent and the hospital is gradually re-introducing non-emergent services. Plans must be submitted every two weeks for review by Ontario Health. Hospitals must maintain a minimum of 10% vacant bed capacity and a minimum of 15 days personal protective equipment on hand.
- Hospitals are now allowed to resume visits by family, caregivers and other visitors provided hospitals have policies in place to follow public health measures (proper hand hygiene, respiratory etiquette, physical distancing and masking), provide public education/communication about COVID-19 risks and follow infection prevention and control practices. We have re-drafted our visitor policy to comply with the expectations.
- We are extremely appreciative of the North Perth and North Huron Family Health Team support of the testing centre that has been in operation at the Listowel Outpatient Building on Sarah Avenue since early May. The testing centre will be

transitioning in July to hospital staff and within hospital space and will include additional days and hours of operation.

- Temporary personnel will be hired to staff the screening at hospital entrances.

Cultivating a workplace that nurtures individual and collective potential.

Resiliency

COVID-19 has caused stress to individuals, families and organizations in our community. Many have had appointments and procedures delayed and cancelled. Business and personal incomes are affected. Anecdotally, we are beginning to see an increased level of stress and reduced resiliency in patients and the community. While difficult to statistically identify a trend, there would appear to be lower levels of tolerance and a higher number of complaints. We will continue to monitor and if this is a trend, ensure we have strategies in place to assist our staff and patients in addressing these situations.

Cultivating a sustainable and resilient environment that is here for future generations.

Wingham Redevelopment

Construction is complete on the Wingham Hospital redevelopment. We need to acknowledge the understanding and patience of our staff, physicians, patients, contractors and visitors during the 3 years of construction. There remain two outstanding issues for the contractor to address and we have sufficient holdback in place. There are some outstanding financial issues to negotiate with both the contractor and architect. Moving forward, we will be evaluating the utilization of the space and we will seek out opportunities to bring on new services.

Pandemic Impacts

We have received direction from Ontario Health regarding the utilization of 3 and 4 bed wards within hospitals. Consider will be given to physical distancing within the rooms, dedication of washrooms, cohorting of patients infected with the same organism, enhanced Infection Prevention and Control (IPAC) standards and monitoring patient flow. These recommendations combined with the requirement to maintain 10% additional capacity in reserve will result in significant planning work. In order to maintain inpatient capacity, we will be proceeding with the renovation of the 1st floor team station in Listowel and delaying the palliative care renovation.

Listowel Facilities

Hospital maintenance staff are currently refreshing the Listowel pharmacy space. Our lab staff graciously delayed the move into the new lab in order to allow pharmacy to use the new lab temporarily while the pharmacy is being renovated. Lab staff are anxiously waiting to move into their new space in July.

Cultivating partnerships to offer a seamless patient experience.

North Huron and North Perth Family Health Team

The North Huron Family Health Team (NHFHT) bylaws provide for at least 1 but no more than 3 representatives of the Wingham and District Hospital to sit as directors of the NHFHT. The North Perth Family Health Team (NPFHT) bylaw provides for one board member as a representative of the Listowel Memorial Hospital. Currently Cherie Dolmage and Penny Mulvey sit on the NHFHT board. With Karl completing the maximum term on the NPFHT board as of June 2020, Kelly Finlayson has been asked to join the board.

Long Term Care

We remain in regular contact with our local long term care homes and provide support as we are able. Long Term Care homes may no longer admit patients to a vacancy in a 3 or 4 bed room, ideally having no more than 2 residents per room. This will have a significant impact on the availability of long term care beds in Ontario.

Ontario Health Teams

Given that the Ontario Health Team model has not been fully adopted across the province and essentially no money invested provincially in Ontario Health Teams, there is much speculation that the government may be considering its experience managing through the COVID-19 pandemic to make further changes to the structure of the Ontario Health Care system. There is nothing official to substantiate the speculation.

Foundations

Krishna Beharry remains a board member of the Listowel Memorial Hospital Foundation and will function as the liaison between the Listowel Foundation and LWHA Board. Penny Mulvey will continue to attend the Wingham and District Hospital Foundation board as an ex-officio representative of the LWHA board. Karl also attends both Foundation board meetings.