



**Hôpital général de Nipissing Ouest**

**West Nipissing General Hospital**

725, chemin Coursol Road, Sturgeon Falls, ON P2B 2Y6

TEL: (705) 753-3110 • FAX: (705) 753-0210

## **BOARD OF DIRECTORS**

**Monday, December 12<sup>th</sup>, 2022 at 18:30 (Boardroom / Zoom)**

### **- MINUTES -**

---

**Present:**

Jamie Restoule  
Cynthia Desormiers\*  
Jennifer Moore\*  
Fern Crepeau  
Dr. Ben Lalonde  
Eric Stevens  
Daniel St. Georges, guest\*  
Collin Bourgeois  
Daniel Richard  
Renée Ragnitz  
Chris Wielusiewicz  
Robert Sutherland  
Linda Lacroix  
Barry Bertrand

**Regrets:**

Dr. Yves Vaillancourt

**1. Call to Order**

The meeting was called to order at 18:33 hours.

There was a round table of introductions to welcome Barry Bertrand to the group.

**2. Land Acknowledgement**

The Chair noted that we would like to acknowledge that this meeting is being held on the traditional lands of the Nipissing, Temagami and Dokis people and we pay our respect to the elders both past and present.

**3. Education Session – Nursing Care Unit**

Nathalie Ouellette, Nursing Care Unit Manager, presented a detailed presentation on the WNGH's Nursing Care and Complex Continuing Care Units.

**4. Declaration of Conflict of Interest / Declaration of Pecuniary Interest**

No conflicts of interest or pecuniary interest were declared.

**5. Approval of Consent Agenda**

Moved by Collin Bourgeois and seconded by Daniel Richard

«THAT THE CONSENT AGENDA FOR THE BOARD OF DIRECTORS MEETING OF DECEMBER 12<sup>th</sup>, 2022, INCLUDING MINUTES, REPORTS AND RECOMMENDATIONS BE ACCEPTED AS AMENDED,

**WITH THE FOLLOWING ITEMS:**

- .1 PRESIDENT & CEO NEWSLETTER – DECEMBER 2022
- .2 BOARD OF DIRECTORS MEETING MINUTES – NOVEMBER 14, 2022
- .3 HEALTH CARE QUALITY MINUTES **-NONE-**
- .4 ETHICS COMMITTEE MINUTES **-NONE-**
- .5 ALLIANCE CENTRE ADVISORY COMMITTEE MINUTES **-NONE-**
- .6 WNGH FOUNDATION BOARD MINUTES – OCTOBER 18, 2022



.7 BOARD MEETING EVALUATION RESULTS – NOVEMBER 14, 2022. »

**Carried M-22-115**

**6. Approval of Regular Agenda**

Moved by Linda Lacroix and seconded by Fern Crepeau

«THAT THE REGULAR AGENDA FOR THE BOARD OF DIRECTORS MEETING OF DECEMBER 12<sup>TH</sup>, 2022 BE ACCEPTED AS AMENDED TO INCLUDE:

- 7.12 Finance & Audit Committee Minutes
- 7.13 Linen Contract. »

**Carried M-22-116**

**7. Regular Agenda**

.1 President & CEO Update

External peer surveyors conducted an on-site survey at WNGH December 5-8<sup>th</sup>, 2022, during which they assessed WNGH leadership, governance, clinical programs and services against Accreditation Canada requirements for quality and safety. These requirements include national standards of excellence, required safety practices to reduce potential harms, questionnaires to assess the work environment, patient safety culture, governance functioning and client experience.

WNGH was commended on its commitment to using accreditation to improve the quality and safety of the services it offers to its clients and its community.

There were 3 system wide standards

- Governance;
- IPAC;
- Leadership.

There were 10 service excellence standards

- Lab;
- Community Mental Health Services;
- DI;
- ED;
- Inpatient Services;
- LTC Services;
- Point of Care Testing;
- Medical Device Reprocessing Department;
- Transfusion Medicine; and
- Medication Management.

Overall, the accreditation went very well. We met 1,715 of 1,789 standards, with 39 standards not applicable to WNGH, this results in 35 unmet standards overall. This represented a 95.6%. Common feedback included:

- We are too modest and need to show off our successes more,
- We need to expand patient engagement with quality and committee work,
- Suggest iPad for patients to provide direct input into surveys/feedback,
- Adopt a change management tool, i.e. Kotter,



**Hôpital général de Nipissing Ouest**  
**West Nipissing General Hospital**

725, chemin Coursol Road, Sturgeon Falls, ON P2B 2Y6  
TEL: (705) 753-3110 • FAX: (705) 753-0210

- Implement quality boards in all departments/hallways to invite conversation on quality – we need to integrate our quality plan,
- Bring on an ethicist for our Ethics meetings,
- Incorporate a clinical co-chair for Quality Improvement Plan (Quality Committee),
- Share patient satisfaction results directly with staff in the respective departments,
- IPAC was excellent,
- Our partnership were amazing and evidently we communicate and work well with external partners,
- The Board should adopt Accountability for Reasonableness Framework (ARF) to assist in setting priorities,
- The pharmacist needs to review each medication prior to administration – currently not on weekends,
- The pharmacy team needs up to date reference material.

A final report will be issued within 15 days, there is a dispute period if needed. Following which we will receive our accreditation status. This accreditation status will be shared with the MOHLTC as we receive a per diem for our LTC based as an accredited facility.

Congratulations to the WNGH team for an excellent 2022 Accreditation and their commitment to quality and safe patient centered care.

Cynthia Desormiers highlighted ongoing WNGH business, including:

- We received funding for a Geriatric Emergency Management (GEM) nurse to assist with ALC patients and patient flow.
- We are hiring an OPP Transition Nurse to work with the OPP to help divert addictions and mental health patients from the ED.
- Bill 124 has been repealed, the OHA and government are looking to appeal this decision. It was noted that we have completed the 3 year freeze for non-union employees, however, some of the unions haven't completed the freeze yet. Current guidance says to not react until there is more information regarding the appeal.
- The Foundation received notification today that we will be received an estate donation of \$96,000.

**.2 Chief of Staff Report**

Dr. Ben Lalonde noted that things remain status quo with the medical staff. A discussion was had regarding proceeding with reporting to the Ministry the issues with the Family Health Team. It was noted that if discussions with the ministry are escalated to the Minister of Health, the board should be prepared to write a letter of support.

**.3 Credentials Committee Minutes – October 20, 2022**

Moved by Barry Bertrand and seconded by Eric Stevens

«THAT THE MINUTES FROM THE OCTOBER 20<sup>TH</sup>, 2022 CREDENTIALS COMMITTEE MEETINGS BE ACCEPTED AS PRESENTED. »

**Carried M-22-117**

**.4 Medical Advisory Committee Minutes – October 20, 2022**

Moved by Renee Ragnitz and seconded by Chris Wielusiewicz



**Hôpital général de Nipissing Ouest  
West Nipissing General Hospital**

725, chemin Coursol Road, Sturgeon Falls, ON P2B 2Y6  
TEL: (705) 753-3110 • FAX: (705) 753-0210

«THAT THE MINUTES FROM THE OCTOBER 20<sup>TH</sup>, 2022 MEDICAL ADVISORY COMMITTEE MEETINGS BE ACCEPTED AS PRESENTED. »

**Carried M-22-118**

.5 Medical Advisory Committee Recommendations **-NONE-**

.6 Board of Directors Goals & Objectives Update

Cynthia Desormiers provided an update on the Board of Directors' annual Goals and Objectives.

.7 TGLN Public Reporting Q1

Jennifer Moore presented the TGLN public reporting results for Q1. It was noted that we are mandated to report every patient death to TGLN in a timely matter. From April 1 to June 30, 2022, there were 15 deaths and 2 were missed notifications, making our routine notification rate for the quarter 87%. Jennifer Moore explained that we have since increased education on this process with staff and are now sitting at 100% for Q2.

.8 Executive & Board Travel Expenses Report

Moved by Eric Stevens and seconded by Daniel Richard

«THAT THE BOARD OF DIRECTORS, IN COMPLIANCE WITH THE BROADER PUBLIC SECTOR ACCOUNTABILITY ACT (BPSAA), 2010, ATTESTS TO THE ACCURACY OF THE REPORT OF EXPENSE CLAIMS OF THE BOARD MEMBERS AND SENIOR MANAGERS FOR THE CONSOLIDATION PERIOD OF APRIL 1<sup>ST</sup> TO SEPTEMBER 30<sup>TH</sup>, 2022 AND AUTHORIZES FOR THE REPORT TO BE POSTED ON ITS PUBLIC WEBSITE. »

**Carried M-22-119**

.9 Risk Registry Report

Cynthia Desormiers presented the risk registry report. It was noted that this report is created and managed by the Finance & Audit Committee.

Moved by Fern Crepeau and seconded by Linda Lacroix

«THAT THE WEST NIPISSING GENERAL HOSPITAL BOARD OF DIRECTORS APPROVES THE RISK REGISTRY REPORT. »

**Carried M-22-120**

.10 HAPS

Daniel St. Georges presented the Hospital Accountability Planning Submission (HAPS) and Community Accountability Planning Submission (CAPS) submissions. It was noted that the 2% base increase was factored into our budgeting plans. It was noted that the submissions were due December 1<sup>st</sup>, however, they can be revised until January 1<sup>st</sup>. This is the first year that these submissions do not require board approval.

.11 CAPS

Discussed under 7.10.

.12 Finance & Audit Committee

Daniel St. Georges presented the updated Guaranteed Investment Certificate (GIC) rates. It was noted that our bank balances continue to be hit hard by expenses for agency



**Hôpital général de Nipissing Ouest  
West Nipissing General Hospital**

725, chemin Coursol Road, Sturgeon Falls, ON P2B 2Y6  
TEL: (705) 753-3110 • FAX: (705) 753-0210

staff and Meditech Expense. If we invest at this time, the bank balance may fall below our comfortable threshold. It was recommended that the investment be revisited in February when Meditech Expense expenses have settled down. This will be added to the February agenda for discussion.

.13 Linen Contract

Daniel St. Georges informed members that our current linen contract is with HLS, which provides linen for Mattawa and North Bay. The contract is up as of January 31, 2023. We went to tender with NBRHC to award this contract. It was noted that once the RFP process began, staff began noting that HLS services have not been up to par. As such, the contract has been awarded to a company, however, the cost is significantly higher than with HLS. We are currently negotiating with NBRHC on the splitting of the cost. At this time, WNGH used approximately 20% of the truck, however, NBRHC wants to split costs 50-50. We have gotten them down to a 30%-70% split. According to procurement guidelines, we aren't able to re-negotiate our current contract with HLS until we officially decline the contract with NBRHC. A discussion was had on whether there are any options to partner with HSN instead.

At this time, Daniel St. Georges will attempt to negotiate the splitting of expenses and the term of the contract to be for 3+2 years and will reach out to HSN to see what our options are.

**8. Adjournment**

The Meeting Effectiveness Survey will be provided to members via Survey Monkey.

Moved by Collin Bourgeois and seconded by Barry Bertrand

«THAT THE MEETING OF THE BOARD OF DIRECTORS OF DECEMBER 12<sup>TH</sup>, 2022 BE  
ADJOURNED AT 21:26 HOURS.»

**Carried M-22-121**

---

Jamie Restoule, Chair

---

Amylee Laforest, Recorder