



Hôpital général de Nipissing Ouest West Nipissing General Hospital

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

BOARD OF DIRECTORS

Monday, March 11th, 2024 at 18:30 (Boardroom / Zoom)

- MINUTES -

Present:

Jamie Restoule, Chair
Fern Crépeau, Treasurer
Daniel Richard
Kimberley Lachapelle-Palamar
Renée Ragnitz
Robert Sutherland
Dr. Ben Lalonde
Sue LeBeau*
Jennifer Moore*
Steffi Wittmaack*
Carole Philippe Shillington, guest
Megan Lacelle, Recorder*

Regrets:

Barry Bertrand, Vice-Chair
Chris Wielusiewicz
Collin Bourgeois
Eric Stevens
Dr. Yves Vaillancourt

1. **Call to Order**

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

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/Presentation: Diagnostic Imaging**

Carole Philippe Shillington presented an educational presentation about the diagnostic imaging department at WNGH, her presentation included explanations on the following topics:

- The services provided within the department;
- The hours of operations and staffing;
- Who they provide care to;
- The utilization statistics on equipment;
- Waitlists;
- The department's accomplishments;
- Capital projects; and
- Personal department goals and strategic direction.

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 Fern Crépeau and seconded by Kimberley Lachapelle-Palamar

«THAT THE CONSENT AGENDA FOR THE BOARD OF DIRECTORS MEETING OF MARCH 11th, 2024, INCLUDING MINUTES, REPORTS AND RECOMMENDATIONS BE ACCEPTED AS



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PRESENTED,

WITH THE FOLLOWING ITEMS:

- .1 PRESIDENT & CEO NEWSLETTER – MARCH 2024
- .2 BOARD OF DIRECTORS MEETING MINUTES – FEBRUARY 12, 2024
- .3 FINANCE & AUDIT COMMITTEE MINUTES – JANUARY 23, 2024
- .4 HEALTH CARE QUALITY MINUTES **-NONE-**
- .5 ETHICS COMMITTEE MINUTES – MAY 8, 2023 & NOVEMBER 13, 2023
- .6 ALLIANCE CENTRE ADVISORY COMMITTEE MINUTES **-NONE-**
- .7 WNGH FOUNDATION BOARD MINUTES – JANUARY 9, 2024 & JANUARY 26, 2024
MEETING NOTES
- .8 CREDENTIAL COMMITTEE MINUTES – JANUARY 16, 2024
- .9 MEDICAL ADVISORY COMMITTEE MINUTES – JANUARY 16, 2024
- .10 BOARD EFFECTIVENESS SURVEY RESULTS – FEBRUARY 12, 2024
- .11 CORPORATE SCORECARD REVIEW **-NONE-**. »

Carried M-24-07

6. Approval of Regular Agenda

Moved by Robert Sutherland and seconded by Fern Crépeau

«THAT THE REGULAR AGENDA FOR THE BOARD OF DIRECTORS MEETING OF MARCH 11TH, 2024 BE APPROVED AS PRESENTED. »

Carried M-24-08

7. Regular Agenda

.1 President & CEO Update

Sue LeBeau updated the Board with the following:

Ontario Health Team (OHT):

- Our OHT is working on its strategic plan, and has invited its members to collaborate on 1-2 strategic directions. This is timely, given our WNGH upcoming strategic plan update.

ONE HITS:

- WNGH and all “wave NO1” hospitals’ Meditech Expanse go-live date has moved from April to early June, as the region was not ready to safely go live with Lab modules.
- This will impact the proximity of staff and physician training to go-live, but we are proceeding as planned, and will determine what support needs to be added as June approaches.

New External Committees:

- Sue has been invited to participate in the North East and North West Region Health System Recovery and Transformation Table. Sue’s role will be to chair and represent the Pan-Northern HHR Secretariat.
- Sue will also be joining Ontario Health Association’s Hospital Advisory Committee, as the representative for small hospitals.
- Participation on such committees gives our region a voice, and also enables us to know and influence decision-making at a systems-level.



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.2 Chief of Staff Report

Dr. Ben Lalonde updated the Board with the following:

- He spoke with the Family Health Team and there is still no movement. At this point, Dr. Lalonde believes that WNGH taking over the Family Health Team would be beneficial for the hospital's physician recruitment as it offers more opportunities.
- Dr. Lalonde would like to open up a pain clinic in the hospital.
- He has talked to the Emergency Department physicians and they explained to him that volumes and acuity of patients are higher than usual and they are starting to burn out and are doing their best. Dr. Lalonde would like to share to be patient with the physicians during this time.
- Sue LeBeau shared that they have posted the physician assistant position to cover a maternity leave.

.3 Medical Advisory Committee Recommendations – January 16, 2024 & February 20, 2024

Moved by Daniel Richard and seconded by Fern Crépeau

«THAT THE RECOMMENDATIONS ARISING FROM THE MEDICAL ADVISORY COMMITTEE MEETING OF JANUARY 16, 2024 AND FEBRUARY 20, 2024 BE ACCEPTED AS PRESENTED. »

Carried M-24-09

.4 Finance Update

Steffi Wittmaack provided a detailed update in the meeting package and explained the following topics:

- Corporate Services – Information Technology;
- Staffing in Finance;
- Cash Flow;
- Budget;
- Finance – Other Risks;
- Suggested Additions to the Corporate Scorecard.

.5 Clinical Update

Jennifer Moore updated the Board on the following:

Emergency Department:

- Have developed a targeted approach as part of the Quality Improvement Plan to actively seek feedback regarding the Emergency department services.
- Jenn tested our proposed QIP process to follow up with patients after their visit, to evaluate satisfaction. She chose ten ED charts at random, two days after a busy ED day, and got the following feedback:
 - Regarding the wait times, almost half of the patients felt they did not have a long wait.
 - Every patient felt they were treated with courtesy and respect; they received the emotional support they needed to help with any anxieties, fears or worries they had; and care providers did everything they could to ease their discomfort or symptoms.



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- The majority of patients felt they received enough information from hospital staff about what to do if they were worried about their condition or treatment after they left the hospital.
- The average overall score given for the experience was 8/10. Wait times were the primary concern.
- WNGH was fortunate to be recipients of funding to backfill and pay for staff to attend education specific to Emergency medicine and have been able to offer this to staff to do on their own time at no cost to WNGH. The feedback has been very positive so far.

Alliance Centre:

- The Alliance Centre has successfully hosted three students this year so far.
- Will be hosting a traditional teachings workshop in Collaboration with the Community Health Centre (CHC).

Patient Safety:

- Charge nurses will be piloting a project to address RN/RPN patient assignment concerns and we will be partnering with the Canadore College Research Excellence Centre on this work.

Staffing/Scheduling:

- New agreements signed with revised pricing for Agency staff.
- Reduction plan for Agency staff has been implemented and after March 18th, we will be reduced down to three full time agency staff (2 RNs and 1 RPN).

Meditech Expense:

- Validation, testing, and training are continuing without schedule adjustments. Rescheduling these would have significant impacts on resources, and ONE HITS does not recommend member sites to pause these activities.
- Local risks are tied to lack of resources, particularly in Informatics and Information Technology, which impact readiness, cutover, and Go-Live support. We are currently exploring additional temporary Go-Live support through NBRHC's Medical Informatics Team.
- Training for front end users is 54% completed. Physician training is scheduled to begin Friday, March 15.

.6 Quality Improvement Plan

a) 2023/24 Progress Report

Sue LeBeau presented the 2023/24 Progress Report and mentioned that WNGH has exceeded the target. In the progress report there is two focus indicators:

- Improve staff training to assist in reducing workplace violence incidents. For this indicator, 35.4% of staff are now trained. There have been change ideas put in place to reach this target such as: implement a structured training schedule, roll-out training sessions, and monitor compliance.
- Increase patients' overall understanding of their care plan. There have been change ideas put in place to reach this target such as: ensure survey results



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are relevant and accurately capture the necessary data, provide necessary information to patients about their care, and increase overall survey participation to determine hospital performance.

Moved by Renée Ragnitz and seconded by Kimberley Lachapelle-Palamar
«THAT THE 2023/2024 PROGRESS REPORT BE ACCEPTED AS PRESENTED. »

Carried M-24-10

b) 2024/25 Quality Improvement Plan

Sue LeBeau presented the 2024/25 Quality Improvement Plan and explained the three quality dimensions and their objectives:

- Safe & Effective Care; Improve Staff Training, which will aid in reducing workplace violence incidents.
- Service Excellence; Enhance opportunities to incorporate meaningful patient and family feedback into service delivery.
- New based on issues to address – Safe & Effective Care; Identify, define and plan process improvements for patient care in the areas of Incident Review of Falls, Skin and Wound, Pain Management, by identifying gaps and preparing action/education plans to close these gaps.

Moved by Robert Sutherland and seconded by Daniel Richard
«THAT THE 2024/2025 QUALITY IMPROVEMENT PLAN BE ACCEPTED AS PRESENTED. »

Carried M-24-11

.7 Strategic Plan 2024

Sue LeBeau explained that WNGH will be working with partners, staff, Board of Directors, clients, patients, residents, physicians and the community by sending surveys with questions to develop the new strategic plan.

The Board of Directors will be a part of early consultations through a scheduled session with questions to inform the plan. In a later session, a summary of findings will be shared, to enable us to draft our new strategic plan.

.8 Director Recruitment and Nomination

Megan Lacelle shared that she is just waiting for input from a few Directors to update the matrix and then will send a communication to the community in the coming week.

8. **Correspondence**

1. Ontario Health

Sue LeBeau presented a letter from Ontario Health regarding the recent arbitration award funding for Bill 124. Sue also presented another letter from Ontario Health regarding the balanced budget waiver. Sue will follow up with a letter to Ontario Health again, as was done with the last BBW, to share our concern with the terms should our funding pressures not be addressed.

9. **Adjournment**

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



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Moved by Daniel Richard and seconded by Renée Ragnitz

« THAT THE MEETING OF THE BOARD OF DIRECTORS OF MARCH 11TH, 2024 BE
ADJOURNED AT 20:35 HOURS. »

Carried M-24-12

Jamie Restoule, Chair

Megan Lacelle, Recorder