

# Hamilton Board Committee

*Thursday, June 28, 2012*

*15:30 pm*

*Dofasco Boardroom – Juravinski  
Innovation Tower*

***Open Session***

St. Joseph's  
Villa  Dundas

St. Joseph's  
Healthcare  Hamilton

St. Joseph's  
Home  Care

**HAMILTON BOARD COMMITTEE (HBC)**

June 28, 2012 – Juravinski Innovation Tower –1530 hours

**OPEN SESSION**

	Page(s)	Time
1. PROTOCOL		
1.1 Call to Order – Mr. C. Santoni 1.2 Opening Prayer - Mr. T. Thoma 1.3 Introduction of Guests 1.4 Declaration of Conflict of Interest		3:30-3:35
2. APPROVAL OF AGENDA – Mr. C. Santoni		
3. ADDITIONS TO THE AGENDA – Mr. C. Santoni		3:35-3:40
4. APPROVAL OF THE HAMILTON BOARD COMMITTEE MINUTES OF MAY 31, 2012 (OPEN)  <u>Motions for Approval:</u>  <u>Hamilton Board Committee</u>  <b>4.1 That the minutes of the May 31, 2012 Hamilton Board Committee be approved</b>	1-3	
5. REPORTS		
5.1 Chair's Report – Mr. C.Santoni 5.2 President's Report – Dr. D. Higgins/Mr. S. Gadsby/Mrs. K. Ciavarella 5.3 President of the Medical Staff – Dr. T. Packer 5.4 St. Joseph's Healthcare Foundation and St. Joseph's Villa Foundation – Ms. S. Filice-Armenio/Ms. M. Ellis	4-9	3:40-3:45 3:45-3:50 3:50-3:55 3:55-4:00
6. OTHER BUSINESS		4:00-4:05
7. INFORMATION ITEMS		
8. MOTION TO ADJOURN – OPEN SESSION		
9. MOTION TO MOVE INTO THE ANNUAL GENERAL MEETING – ST. JOSEPH'S HOME CARE		

*Note: Trustees who wish to have items moved from the Consent Agenda to the Closed/Open Agenda should contact the President's Office prior to the Board Meeting. Trustees also have an opportunity to make this request when the agenda is presented at the Board Meeting.*



Committee: Hamilton Board Committee – OPEN SESSION

Date: May 31, 2012

Called to order at: 1530 hours

Adjourned: 1550 hours

Location: Dofasco Boardroom – 2<sup>nd</sup> Floor Juravinski Innovation Tower

Present: Mr. B. Gould, Chair, Mr. C. Santoni, Mr. T. Thoma, Mr. R. Rocci, Mr. S. Monzavi, Ms. W. Doyie, Dr. T. Packer, Mrs. Schachler, Mr. S. Monzavi, Dr. H. Fuller, Mrs. M. Taylor, Mrs. M. Dow.

Regrets: Dr. M. Guise, Mr. T. Valeri, Dr. J. Kelton, Mr. J. LoPresti, Mr. P. Tice.

Resource Staff: Dr. D. Higgins, Ms. V. Dodds, Mrs. K. Ciavarella, Ms. S. Filice-Armenio, Ms. F. Ros.

Guests: Dr. F. Crombie, Dr. K. Smith, Mr. J. Woods, Ms. S. Hollis, Mr. D. Bakker, Mr. M. Rizzo.

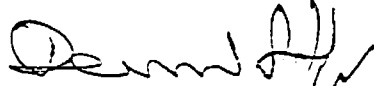
NEXT MEETING June 28, 2012


Subject	Discussion
<b>1. PROTOCOL</b>	
<b>1.1 CALL TO ORDER</b>	The meeting was called to order at 1530 hours by B. Gould.
<b>1.2 OPENING PRAYER</b>	R. Rocci opened the meeting with a prayer.
<b>1.3 GUESTS</b>	All guests in attendance were introduced.
<b>1.4 DECLARATION OF CONFLICT OF INTEREST</b>	There was no declaration of conflict of interest.
<b>2. APPROVAL OF AGENDA</b>	It was MOVED by C.Santoni, SECONDED by I. Schachler, VOTED AND CARRIED: <b>THAT THE HAMILTON BOARD COMMITTEE AGENDA BE APPROVED AS CIRCULATED</b>
<b>3. ADDITIONS TO THE AGENDA</b>	There were no additions to the open agenda.
<b>4. APPROVAL OF THE MINUTES</b>	It was MOVED by M. Dow, SECONDED by T. Thoma, VOTED AND CARRIED <b>THAT THE MINUTES OF THE HAMILTON BOARD COMMITTEE (OPEN) OF APRIL 26, 2012 BE APPROVED</b>
<b>5. REPORTS</b>	
<b>5.1 Chair's Report</b>	B. Gould reported the following: <ul style="list-style-type: none"> <li>A listing to the HBC of upcoming events and walkabout sessions were included on the blotter for information.</li> </ul>

Subject	Discussion
5.2 <i>President's Report</i>	<ul style="list-style-type: none"> <li>The 11<sup>th</sup> Annual Nursing Excellence Awards were held on May 8<sup>th</sup>. It was a successful event which highlighted the achievements of many of the nursing staff. There was a suggestion that consideration could be given to holding an awards event which is multi-disciplinary, thereby encompassing all health professionals.</li> </ul> <p><b><u>D. Higgins – President – St. Joseph's Healthcare</u></b></p>
5.3 <i>President of the Medical Staff</i>	<ul style="list-style-type: none"> <li>A video highlighting the March 23<sup>rd</sup> Topping Off Ceremony and Naming of the West 5<sup>th</sup> Campus was presented. The West 5<sup>th</sup> Campus will be known as the Margaret and Charles Juravinski Centre for Integrated Healthcare.</li> </ul> <p>The following was reported:</p> <ul style="list-style-type: none"> <li>An update was provided on the OMA Negotiations. There are some immediate changes which came into effect April 1, 2012 and further progressive cuts are anticipated. It was noted that the implications of these changes are not clear at this time and dialogue continues between all parties involved.</li> </ul>
5.4 <i>St. Joseph's Healthcare Foundation and St. Joseph's Villa Foundation</i>	<p><b><u>St. Joseph's Healthcare Foundation</u></b></p> <ul style="list-style-type: none"> <li>KPMG recently conducted an audit of Foundation operations and no major issues were identified.</li> <li>On June 13<sup>th</sup> a gift announcement will be made by the Roman Catholic Diocese of Hamilton.</li> <li>The Grateful Patient Program will be launched shortly.</li> </ul> <p>There was no other business.</p>
6. OTHER BUSINESS	
6.1 <i>Summary of HBC Closed Meeting Session</i>	<ul style="list-style-type: none"> <li>A summary of the March 29, 2012 HBC Closed Meeting Session was reviewed. The motions summary will be placed on the hospital website on a monthly basis.</li> </ul>
7. INFORMATION ITEMS	<p>There was no further business and the meeting adjourned at 1550 hours.</p>
8. MOTION TO MOVE INTO THE CLOSED SESSION	<p>It was MOVED by M. Taylor, SECONDED by R. Rocci, VOTED AND CARRIED</p> <p><b>THAT THE HBC MOVE INTO THE CLOSED SESSION OF THE MAY 31, 2012 HBC</b></p>

**Subject**                      **Discussion**

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Ben Gould, Chair

  
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David Higgins, Secretary

  
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Fadia Ros, Recorder

OPEN SESSION REPORT TO THE HAMILTON BOARD COMMITTEE – JUNE 2012

SECTION 1: HBC REPORTING

**1.0 Environmental Scan (Legislative, Health Care Industry and Government Update)**

**1.1 SJHC: MoHLTC Announcement: 900 New Nursing Positions**

In the September and October 2011 President's Report, SJHC reported on an announcement from CCAC of funding for new nursing programs:

- Mental Health and Addictions Nurses in District School Boards Program
- Rapid Response Nursing Program
- Nurse Practitioner Integrated Palliative Home Care Program

At that time, the service providers raised concerns that the announcement is not in alignment to procurement directives within the home care sector, representing a change in practice, since the role of CCAC to date had been to provide case management, but not to serve clients directly. A second concern raised was that the *Full Time Equivalent* (FTE's) for these programs will most likely come from the community, further straining the human resources needed to provide community care nursing, while making it necessary for CCAC to increase its management structure to support the programs, which would entail a duplication in the structure already existing within the service providers. Over the winter months the MoHLTC collaborated with the service provider groups, the CCAC and the LHINs on a consultation process regarding the nursing positions.

On May 10<sup>th</sup>, the MoHLTC announced that the funds to hire 900 nursing positions would be made at the Local Health Integration Network (LHIN) level. The announcement said the purpose of the decision was to help patients throughout the health care system - in home care and community care, primary health care, hospitals, long-term care homes and mental health care programs in schools.

Among the new nursing positions are:

- 126 rapid response nurses who visit patients with high-risk conditions in their home 24 hours after being discharged from hospital.
- 200 nurses to care for long-term care home residents with complex and challenging behaviours.
- 191 telemedicine nurses to support patients in remote areas while they receive care from specialists through video hook-up.
- 144 nurses working in schools to identify and help students with mental health or addiction issues.

The HNHB LHIN has announced that the CCAC will receive the funding for the Mental Health and Addictions Program and will be hiring the nurses and providing those services directly. The senior team is following up with the LHIN and CCAC regarding the plans for the other two nursing programs (Rapid Response Nursing Program and Nurse Practitioner Integrated Palliative Home Care Program) and how service providers can contribute.

## 2.0 Mission, Vision and Values Update (Strategic Planning, Quality, Patient Safety, Partnerships and Community Engagement, SJHS Mission Integration)

### 2.1 St. Joseph's Health System in Hamilton: Strategic Plan Launch

On Tuesday, June 5<sup>th</sup> the 6<sup>th</sup> Annual SJHH Leadership Convention took place. More than 450 staff and physicians attended the event to hear knowledgeable and inspiring keynote speakers in addition to attending two of eight available workshop sessions. The keynote speakers included Dr. David Higgins, President of SJHH who presented on the journey and development of the new Strategic Plan, Dr. Brian Goldman, Host of CBC's "White Coat, Black Art" and Dr. Nick Kates, Acting Chair, Dept. of Psychiatry & Behavioural Neurosciences, McMaster University who spoke on topic of "Better Care through Stronger Partnerships". The Convention title this year was "Mapping our future" to commemorate the release of the new St. Joseph's Health System in Hamilton Strategic Plan. The Plan is based on a continuum between hospital, long term and home care and features the strategic directions until 2017. The strategic pillars are: Transforming How We Work, Research & Education, Engaged People and Breaking Down Barriers. The interactive plan and all related information can be found at <http://www.mappingourfuture.ca/>.

### 2.2 SJVD: New Attending Physician

St. Joseph's Villa has been fortunate to hire an attending physician, Dr. Wale Ayeni beginning June 1 and he will also be part of the Assess and Restore physician rotation. Dr. Ayeni is originally from Nigeria and his current practice is in Hamilton.

### 2.3 SJVD: Secondment to Guelph

Kim MacKinnon, St. Joseph's Villa Director, Performance Quality and Systems has been seconded to St. Joseph's Health Centre, Guelph for two days a week beginning June 18, 2012. She will be involved with special projects such as quality and Accreditation Canada. This opportunity is a great example of the synergies we can create for our staff to the benefit of those we serve.

### 2.4 SJVD: Grand Opening

The Grand Opening of the Seniors in Motion Gym (S.I.M Gym) is June 21 at 3:00 p.m. Board members are welcome to attend. The expansion will accommodate a significant increase in membership.

### 2.5 SJHC: Ontario Home Care Association (OHCA) Symposium

SJHC presented *Operationalizing Strategy: Quality where you need it most – at home!* at the OHCA conference May 24<sup>th</sup>, 2012. The presentation was received well and many participants in attendance were interested in acquiring more information for their agency.

### 2.6 SJHC: OACCAC and Health Quality Ontario (HQO)

SJHC has participated in the OACCAC Quality Indicator Working Group by teleconferences on May 4<sup>th</sup>. The Group has chosen the following indicators to recommend to HQO and is looking for feedback on the preliminary list of possible indicators for public reporting from Nursing Practice Council, Ontario Community Support Association (OCSA), OHCA and service providers. The indicators chosen are:

- Client Satisfaction: Percentage of home care clients who are overall satisfied with service providers and with handling of their care by Case Managers

- Pressure ulcers: Percentage of home care clients with a new pressure ulcer (stages 2 to 4) or failed to improve
- Pain Control: Percentage of home care clients having daily, intense pain or with pain severe enough to disrupt normal activities

Input was sought in the following areas:

- Is there clarity required related to the definitions used for this data query?
- Are there any outliers that should be considered?
- What variables should be taken into account?
- What variables can be addressed through local process changes?

The next HQO and OACCAC Home Care Working Group meeting are set for Monday, June 4<sup>th</sup>.

### 2.7 SJHH: SJHH Emergency Department/PES & Hamilton Police Services

The Schizophrenia and Community Integration Service (SCIS) has been working collaboratively with Hamilton Police Services to address the wait times for patients arriving under police accompaniment/custody. A recent PDSA (Plan, Do, Study, Act) cycle revealed the average wait time has been reduced from 150 minutes to 80 minutes.

### 2.8 SJHH: Mental Health & Addictions Program: Restraint and Seclusion Reduction Initiative

The pilot phase of the new Debriefing Process was completed in the Schizophrenia inpatient service. The staff was exemplary in reducing their use of seclusion during this pilot phase and decreased their seclusion incidents by 50%, from an already reduced number. The Debriefing Process has been altered and will be piloted again before moving to the rest of the services.

## **3.0 Planning and Development (Redevelopment, Integration and SJHS Integration Projects; Regional Partners (LHIN, CCAC, MOH, HHS, etc.)**

### 3.1 SJHC: Integrated Comprehensive Care (ICC) Project Update

The Congestive Heart Failure (CHF) and Chronic Obstructive Pulmonary Disease (COPD) chronic care path client groups have been launched, completing all the clients' streams selected for the Integrated Comprehensive Care (ICC) Project.

Personal Support Workers have been hired to complete the community team. Process for information transfer from the hospital to home care has been improved from a paper fax to a database that can be accessed by hospital and home care staff in real time. This has improved the process and decreased the possibility of a delay in client support in the community. With this improvement, the process for admission to discharge has been completed and mapped out for the team to follow. This process will ensure that all contact with the client is standardized and the navigator can ensure the expected progression through the process and determine if intervention is required.

SJHC upgraded its database and retrained staff to ensure consistent data collection throughout the team.

The SJHS ICC Project was featured in an editorial published in The Hamilton Spectator on June 4<sup>th</sup>. This editorial will be provided on the blotter at the June HBC meeting.



### 3.2 SJHC: Best Foot Forward (BFF) Program Update

The BFF Program goal was to increase the number of the clients receiving foot care. With all the improvements SJHH and SJHC have made to the way the Program is delivered, the number of clients receiving the service has increased as has their satisfaction in the options available to them. The BFF Team will continue to monitor the clients receiving care to ensure we maintain a quality program that supports clients' foot care needs.

### 3.3 SJHC: InterRAI Community Health Assessment (CHA) Tool

SJHC has been advised by Community Care Information Management (CCIM) that we have reached the interRAI Community Health Assessment Tool Go Live milestone and that we have successfully launched the interRAI CHA tool to assess all our Community Support Service clients. This common assessment tool will be used by all agencies to qualify clients for supportive housing. Agencies will also share information to avoid duplication of assessments by different agencies.

### 3.4 SJHH: West 5<sup>th</sup> Campus Redevelopment

All project components including construction, and furniture and equipment planning are moving forward on time and on budget.

## SECTION 2 – OPERATIONAL INFORMATION (Changes to Clinical Programs and Services, Financial/Budget Status, Human Resources and Quality of Work Life)

### 1.0 SJHC

#### 1.1 Personal Support Worker (PSW) Registry

Effective June 1<sup>st</sup> 2012 the Personal Support Worker (PSW) registry is open. This registry has been developed to recognize PSWs for their role in health care and to help the province and employers address the health needs of Ontarians.

Employers will be able to verify that their PSW employees are registered; clients and family caregivers will also be granted access to the registry for the purpose of verifying a PSW's training and experience.

This registry will establish a process for reviewing, suspending or terminating PSW registration to ensure that a PSW listed does not present a known risk to the public.

Registration is mandatory for all SJHC PSWs because they are employed in the publically-funded home care sector. Our PSWs have been informed that they are to be registered by July 1<sup>st</sup>. In future only registered PSWs will be hired by SJHC.

### 2.0 SJHH

#### 2.1 Nursing Week 2012 Celebrations

May 7 - Celebrating Nursing: Leading the Way to Excellence - The first event of nursing week featured presentations showcasing Releasing Time to Care and Senior Friendly initiatives, both of which were outstanding examples of the theme "Celebrating Nursing - Leading the Way to Excellence" which built on the National Theme of "Nurses - the Health of Our Nation". Both programs were innovative in presentation and featured video clips.

May 8 - Nursing Excellence Awards - This was a record breaking event. We had 155 nominations and 201 tickets sold for the awards dinner. Celebration featured the achievements in many projects including Releasing Time Care update. The Releasing Time To Care project focuses on improving unit processes and environments to help staff spend more time on patient care. The ultimate goal is to improve safety and efficiency.

May 9 - Knowledge Café at West 5<sup>th</sup> - This event was well attended and showcased several research projects and research related work. Highlights included a poster about unit specific Releasing Time to Care achievements; work completed on Horizontal Violence; Smoking Cessation; Seclusion & BPG Oral Care and several interdisciplinary posters on a variety of research topics.

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## Hamilton Board Committee (HBC) – Summary of April 29, 2012 Closed Meeting Session

### **Presentations and Reports to the HBC - Summary**

- An informative presentation entitled “Operating Room Start Time Accuracy” was provided by Dr. A. Adili. It was noted that efficiencies and processes in the Operating Room are being reviewed to further improve the defining metrics leading to surgery cancellations.
- The Quality Committee reported on a patient story discussion with regard to a typical patient journey through the Emergency Department and the potential reasons that cause below benchmark performance.
- The Building and Planning Committee report noted West 5<sup>th</sup> Campus redevelopment is moving forward according to plan. The construction design phase has been completed. Focus will now be on operational readiness and transition planning over the next two years. The “Topping Off” Ceremony will take place in May.
- B. Gould and D. Higgins attended a session organized by the HNHB LHIN on topic of governance and transformational change. The goal of the session was to discuss key action steps required to develop a roadmap to system-wide quality improvement.
- W. Doyle provided a detailed explanation with regard to the Integrated Care Project processes and new patient care technology being used. For example, an electronic device would enable a nurse to view and attend to a patient’s wound via the internet.
- K. Smith provided an update with regard to the on-going Health System Funding Reform Model being endorsed by the Ministry of Health, Long Term Care (MOHLTC). Update was provided on various projects within the St. Joseph’s Health System including Integrated Care. International Outreach Program update was provided and impact from recent global events was described.