



St. Joseph's Hamilton Joint Boards of Governors

February 2017

Open Agenda Package – Web Version

Mission: Living the Legacy – Compassionate Care.
Faith. Discovery.

Vision: On behalf of those we are privileged to serve, we will: deliver an integrated high quality care experience, pursue and share knowledge, respect our rich diversity, always remaining faithful to our Roman Catholic values and traditions.

Values: We commit ourselves to demonstrate in all that we undertake, the vision and values that inspired our Founders, the Sisters of St. Joseph. These are: **Dignity, Respect, Service, Justice, Responsibility and Enquiry.**

JBG Values

Enquiry – Seeking knowledge



Definition

A dedicated approach to seeking knowledge empirically through a blended approach of tested practices and a focus on experimentation.

Behaviours

- Practices based on evidence and theory
- Ethical research practices
- A desire for new knowledge

St. Joseph's Hamilton Joint Boards of Governors – Open Agenda
Thursday, February 23, 2017
3:30 – 6:00 p.m.

Dofasco Boardroom – 2nd Floor – Juravinski Innovation Tower – T2215

- Elected Members** Mr. Peter Tice (Chair), Mr. Carl Santoni, Mr. Sonny Monzavi, Dr. Mary Guise, Mr. Ray Rocci, Ms. Moira Taylor, Mr. Tony Thoma, Mr. David Tonin, Mr. Adriaan Korstanje, Ms. Lynn McNeil, Mr. Rod Dobson, Mrs. B. Beaudoin, Mrs. C. Olsiak, Dr. C. Byrne.
- Ex-Officio Members** Dr. Anil Kapoor, Ms. Winnie Doyle, Dr. Tom Stewart, Dr. David Higgins, Dr. P. O'Byrne, Dr. Kevin Smith.
- Senior Management Team** Mr. Derrick Bernardo, Dr. Carolyn Gosse, Dr. Jack Gauldie.
- Resource** Mrs. Jessica Fry, Mrs. Fadia Voogd, Ms. Sera Filice-Armenio, Ms. Maureen Ellis.
- Guest(s)** Dr. A. Adili, Dr. B. Shayegan

VALUES: D = dignity, R1 = respect, S = service, J = justice, R2 = responsibility, E = enquiry

Time	Item	Topic	Motion	Values	Lead	Page
3:35pm	1.0	Call to Order				
	1.1	<i>Opening Prayer and Reflection on ENQUIRY</i>		R2	A.Korstanje All	
	1.2	<i>Introduction of Guests</i>				
	1.3	<i>Declaration of Conflict of Interest</i>				
	1.4	<i>Approval of Agenda</i>	<u>All JBG Voting Members:</u> THAT THE OPEN AGENDA OF THE FEBRUARY 23, 2017 ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS COMMITTEE MEETING BE APPROVED	R2	P. Tice	
3:55pm	2.0	Consent Agenda				
	2.1	<i>Approval of St. Joseph's Hamilton Joint Boards of Governors Open Minutes</i>	<u>All JBG Voting Members:</u> THAT THE OPEN MINUTES OF THE JANUARY 26, 2017 ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS MEETING BE APPROVED	R2	P. Tice	

Time	Item	Topic	Motion	Values	Lead	Page
	2.2	<i>Governance Mission and Values Committee Minutes and Motions</i>	<p><u>All JBG Voting Members</u> THAT THE MINUTES OF THE GOVERNANCE, MISSION AND VALUES COMMITTEE OF FEBRUARY 7, 2017 BE ACCEPTED FOR INFORMATION</p> <p><u>SJHH Voting Members</u> THAT DR. TOM STEWART ASSUME THE ROLE OF CHIEF OF STAFF AND VICE PRESIDENT MEDICAL AT HALDIMAND WAR MEMORIAL HOSPITAL FOR AN INITIAL TERM OF TWO YEARS (SUBJECT TO ANNUAL RE-EVALUATION) BE APPROVED</p> <p><u>SJHH Voting Members</u> THAT THE ESTABLISHMENT OF A MODEL OF A SHARED CHIEF OF MENTAL HEALTH AND ADDICTION FOR NHS AND SJHH BE APPROVED</p>	R2	S. Monzavi	
	2.3	<i>Resource and Audit Committee Minutes and Motions</i>	<p><u>All JBG Voting Members</u> THAT THE MINUTES OF THE RESOURCE AND AUDIT COMMITTEE MEETING OF FEBRUARY 15, 2017 BE ACCEPTED FOR INFORMATION</p>		A.Korstanje	
4:00pm	3.0	Quality & Patient Safety				
	3.1	<i>Quality Committee Minutes, Motions and Report</i>	<p><u>All JBG Voting Members</u> THAT THE MINUTES OF THE QUALITY COMMITTEE MEETING OF FEBRUARY 14, 2017 BE ACCEPTED FOR INFORMATION</p>	S	R. Rocci	
4:15pm	4.0	Medical Advisory Committee Presentation				
	4.1	Department of Surgery – Dr. A. Adili Chief/Dr. B. Shayegan Presenter				

Time	Item	Topic	Motion	Values	Lead	Page
4:40pm	5.0	Reports				
	5.1	<i>Report of Chair</i>		R2	P. Tice	
	5.2	<i>Report of the President and CEO, St. Joseph's Health System</i>		R2	K. Smith	
	5.3	<i>Report of Presidents</i>		R2/S	D. Higgins D. Bernardo C. Gosse	
	5.4	<i>Report of the Chief Nursing Executive</i>		R2/S	W. Doyle	
	5.5	<i>Report of the Vice President Research</i>		R2	J. Gauldie	
	5.6	<i>Report of the Chief of Staff</i>		R2	T. Stewart	
	5.7	<i>Report of President, Medical Staff Association</i>		R2	A.Kapoor	
	5.8	<i>Report of the President SJVD Foundation SJHH Foundation</i>		R2	M. Ellis S. Filice-Armenio	
4:50pm	6.0	Information / Education Items				
	6.1 6.2	JBG Closed Summary Executive Visit Schedule		R2 / E	P. Tice	
4:50pm	7.0	Adjournment				
	7.1	<i>Motion to adjourn</i>	<u>All JBG Voting Members:</u> THAT THE OPEN SESSION OF THE ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS MEETING BE ADJOURNED		P. Tice	
4:50pm	8.0	Break followed by Closed Session				

Committee: St. Joseph's Hamilton Joint Boards of Governors – OPEN SESSION Date: January 26, 2017
Called to order at: 1530 hours Adjourned: 1800 hours

St. Joseph's Healthcare Hamilton Voting Members:

Mr. P. Tice, Mr. S. Monzavi, Mr. A. Korstanje, Ms. L. McNeil, Mr. C. Santoni, Mrs. C. Olsiak, Dr. C. Byrne.

St. Joseph's Villa Dundas Voting Members:

Mr. P. Tice, Mr. S. Monzavi, Mr. A. Korstanje, Mr. R. Rocci, Mrs. M. Taylor, Mr. T. Thoma, Mr. R. Dobson.

St. Joseph's Homecare Hamilton Voting Members:

Mr. P. Tice, Mr. S. Monzavi, Mr. A. Korstanje, Dr. M. Guise, Mrs. M. Taylor, Mr. D. Tonin, Mrs. B. Beaudoin.

Location: Dofasco Boardroom – Juravinski Innovation Tower
Present: Mr. P. Tice – Chair, Dr. M. Guise, Mr. A. Korstanje, Mr. R. Dobson, Ms. L. McNeil, Dr. A. Kapoor, Mr. D. Tonin, Dr. I. Preyra, Mr. C. Santoni, Mr. T. Thoma, Mrs. M. Taylor, Mrs. C. Olsiak, Mrs. B. Beaudoin, Dr. C. Byrne, Dr. K. Smith, Ms. W. Doyle.
Regrets: Dr. T. Stewart, Mr. R. Rocci, Mr. S. Monzavi, Dr. P. O'Byrne
Resource Staff: Dr. D. Higgins, Mrs. J. Fry, Mrs. F. Voogd, Mr. D. Bernardo, Dr. C. Gosse.
Guests: Ms. B. Alexander, Mr. F. Burke, Dr. J. Douketis, Ms. S. Hollis, Mr. B. Guest, Ms. K. Albanese.
NEXT MEETING February 23, 2017

Subject	Discussion
<p>1. PROTOCOL</p>	
<p>1.0 CALL TO ORDER</p>	<p>The meeting was called to order at 1530 hours by P. Tice.</p>
<p>1.1 OPENING PRAYER</p>	<p>C. Santoni opened the meeting with a prayer. There was reflection with respect to the value of RESPECT.</p>
<p>1.2 INTRODUCTION OF GUESTS</p>	<p>All invited guests were introduced.</p>
<p>1.3 DECLARATION OF CONFLICT OF INTEREST</p>	<p>There was no conflict of interest declared.</p>
<p>1.4 APPROVAL OF AGENDA</p>	<p style="text-align: center;"><u>All JBG Voting Members</u></p>
<p></p>	<p><i>ON MOTION DULY MADE AND SECONDED THE FOLLOWING RESOLUTION WAS PASSED:</i></p>
<p></p>	<p>THAT THE ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS AGENDA BE APPROVED AS CIRCULATED</p>
<p>2. CONSENT AGENDA</p>	<p style="text-align: center;"><u>All JBG Voting Members</u></p>
<p>2.1 APPROVAL OF ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS OPEN MINUTES</p>	<p><i>ON MOTION DULY MADE AND SECONDED THE FOLLOWING RESOLUTION WAS PASSED:</i></p>
<p></p>	<p>THAT THE MINUTES OF THE DECEMBER 22, 2016 ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS COMMITTEE (OPEN SESSION) BE APPROVED</p>

Subject**Discussion****2.2 GOVERNANCE,
MISSION AND VALUES
COMMITTEE MINUTES
AND MOTIONS****2.3 RESOURCE AND
AUDIT COMMITTEE
MINUTES AND
MOTIONS**

- There was no Governance, Mission and Values Committee Meeting in January.
- It was noted that the Engagement Survey discussion will occur in the Closed Session section 2.1
- It was noted that a search committee will be struck for the Deputy Chief Financial Officer position. In the interim, A. Weatherston has been named Acting Deputy Chief Financial Officer.

All JBG Voting Members

ON MOTION DULY MADE AND SECONDED THE FOLLOWING RESOLUTION WAS PASSED:

THAT THE MINUTES OF THE RESOURCE AND AUDIT COMMITTEE OF JANUARY 18, 2017 BE ACCEPTED FOR INFORMATION

- In response to a question, it was noted that SJHH strives to ensure that new employees are provided with comprehensive orientation. It was noted that technology will also play a key factor in future models of care.
- It was noted that there is potential to explore opportunities within the SJHS and NHS to further enhance and integrate patient services.

Subject	Discussion
<p>3. QUALITY AND PATIENT SAFETY</p> <p>3.1 QUALITY COMMITTEE MINUTES, MOTIONS AND REPORT</p>	<ul style="list-style-type: none"> • A patient story related to medication safety was relayed. Work continues on medication reconciliation between all clinical stakeholders and will be dramatically improved with the implementation of Dovetale. • A webex on patient safety priorities/medication safety was presented. • Fiduciary review of the new Quality Improvement Plans (QIP) 2017/18 was undertaken. • Monthly critical incidents were also reviewed. Noted that all recent incident reviews have been completed. <p style="text-align: center;"><u>All JBG Voting Members</u></p> <p><i>ON MOTION DULY MADE AND SECONDED THE FOLLOWING RESOLUTION WAS PASSED:</i></p> <p>THAT THE MINUTES OF THE QUALITY COMMITTEE OF JANUARY 10, 2017 BE ACCEPTED FOR INFORMATION</p>
<p>4. MEDICAL ADVISORY COMMITTEE PRESENTATION</p>	<ul style="list-style-type: none"> • Dr. A. Ingram introduced Dr. J. Krepinsky. • Dr. J. Krepinsky was thanked for her excellent and informative presentation "Preventing Chronic Kidney Disease: One Step Closer". • Discussion ensued with respect to the new format for MAC presentations, which will now focus on innovation and academic teaching excellence. It was felt that the new format worked extremely well and provided opportunity for further discussion and engagement by members of the JBG.
<p>5. REPORTS</p> <p>5.1 REPORT OF CHAIR</p>	<ul style="list-style-type: none"> • The "Best of Hamilton" was published in the Hamilton Spectator. A placemat which showcased a few SJHH highlights was distributed – and some highlighted "firsts" included: <ul style="list-style-type: none"> - partnering a mental health worker with police to respond to 911 crisis calls - first in Ontario to revolutionize healthcare delivery using integrated comprehensive care - one of thirteen hospitals in Canada to achieve the Baby Friendly designation - largest Kidney and Urinary Program in Canada - one of the first robotic lung cancer surgeries performed in Canada • The Research Institute 2016 Annual Report was circulated for information. • Dr. A. Kapoor was welcomed to his first meeting of the JBG as President of the Medical Staff Association. • Dr. I. Preyra was thanked for leading the Emergency Department team efforts during the recent surge. • Three members of the JBG attended the NHS Board Meeting on January 24th. • New JBG Member Orientation Session Refresher will be held on February 3rd. It was noted that should any JBG members wish to attend they are welcome to do so. • The Around the Bay Road Race will be held on March 26th. P. Tice challenged members of the JBG Team to participate and also to challenge members of the Foundation Board of Directors. • JBG members are encouraged to submit names for recruitment to the JBG to J. Fry or F. Voogd. J. Fry will circulate the skill matrix to all JBG members. The Nominating Committee will be reviewing the applicants at a future meeting of the Committee. • JBG members asked that D. Martin be contacted to request a recirculation of the information email with respect to the February 16 SJHS Planning Session.

Subject	Discussion
<p>5.2 REPORT OF PRESIDENT AND CEO, ST. JOSEPH'S HEALTH SYSTEM</p> <p>State of the Union</p>	<ul style="list-style-type: none"> • K. Smith led a generative discussion on the "State of the Union". • Highlights overviewed included: Living the Mission, Quality of Our Care, Financial Stewardship, Politics of Health Care, Strategic Plan for Integrated Care, Building SJHS Capacity and our Legacy. • Extensive discussion ensued and further discussion will occur within the Closed Session.
<p>5.3 REPORT OF PRESIDENTS</p>	<ul style="list-style-type: none"> • There was no further report.
<p>5.4 REPORT OF THE CHIEF NURSING OFFICER</p>	<ul style="list-style-type: none"> • W. Doyle and I. Preyra provided an update on the surge situation. Noted that it is an issue which is affecting all hospitals across the Province.
<p>5.5 REPORT OF THE VICE PRESIDENT RESEARCH</p>	<ul style="list-style-type: none"> • There was no report.
<p>5.5.1 SJHH Periop, Anticoagulant, Antiplatelet and Bridging Clinic – An Overview</p>	<ul style="list-style-type: none"> • D. Higgins introduced J. Douketis. It was noted that this presentation is an excellent example of translating research evidence to clinical practice. • It was noted that research is only successful if there is a template to provide an atmosphere that fosters research and provides a collaborative environment for high quality research, and J. Douketis noted that this is very evident at SJHH.
<p>5.6 REPORT OF THE CHIEF OF STAFF</p>	<ul style="list-style-type: none"> • An update was provided on physician recruitment. • Drs. M. Anvari and A. Kam Chuen Chan were two of the exceptional honourees appointed to the Order of Ontario.
	<p>ACTION: A LETTER OF CONGRATULATIONS FROM THE JBG WILL BE SENT TO DRs. M. ANVARI AND A. KAM CHUEN CHAN ON THEIR APPOINTMENT TO THE ORDER OF ONTARIO</p>
<p>5.7 REPORT OF THE PRESIDENT PROFESSIONAL STAFF ASSOCIATION</p>	<ul style="list-style-type: none"> • It was noted that members of the Professional Staff Association are continuing to work together to address various clinical and fiscal issues.
<p>5.8 REPORT OF PRESIDENT SJVD FOUNDATION</p>	<ul style="list-style-type: none"> • It was noted that the SJVD Foundation Gala will be held on April 28, 2017 at LIUNA Station.

Subject**Discussion**

SJHH FOUNDATION

- There was no report.

**5. INFORMATION
EDUCATION ITEMS**

- Executive Visit Schedule
- OHA Letter re: Health System Capacity Pressures

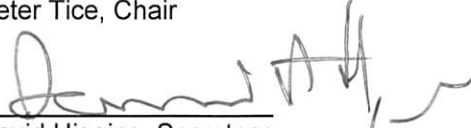
6. OTHER BUSINESS

There was no further business.


7. ADJOURNMENT

THAT THE OPEN SESSION OF THE ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS BE ADJOURNED

Peter Tice, Chair



David Higgins, Secretary



Fadia Voogd, Recorder

St. Joseph's Hamilton Joint Boards of Governors (JBG)

Summary of December 22nd, 2016 Closed Meeting Session

Motions Summary

Recommending Committee	Motion
The Medical Advisory Committee	<p>It was voted that the:</p> <ul style="list-style-type: none"> ▪ Minutes and Recommendations of the November 3rd, 2016 Medical Advisory Committee be approved (St. Joseph Hamilton Joint Boards of Governors – St. Joseph's Healthcare Hamilton Voting Members). ▪ Recommendation(s) on Credentials of the December 1st, 2016 Medical Advisory Committee be approved (St. Joseph Hamilton Joint Boards of Governors – St. Joseph's Healthcare Hamilton Voting Members). ▪ Recommendations of the Research Committee of the December 1st, 2016 Medical Advisory Committee be approved (St. Joseph Hamilton Joint Boards of Governors – St. Joseph's Healthcare Hamilton Voting Members).

Presentations and Reports to the JBG – Summary

- Drs. Paul O'Byrne and Kevin Smith provided an update on the future of academic health sciences.
- Dr. Chris Hayes, Ms. Tara Coxon and Ms. Danielle Sanagan provided an update on the Dovetale HIS solution.

St. Joseph's Hamilton Joint Boards of Governors (JBG)

Summary of January 26th, 2017 Closed Meeting Session

Motions Summary

Recommending Committee	Motion
The Medical Advisory Committee	<p>It was voted that the:</p> <ul style="list-style-type: none"> ▪ Minutes and Recommendations of the December 1st, 2016 Medical Advisory Committee be approved (St. Joseph Hamilton Joint Boards of Governors – St. Joseph's Healthcare Hamilton Voting Members). ▪ Recommendation(s) on Credentials of the January 5th, 2017 Medical Advisory Committee be approved (St. Joseph Hamilton Joint Boards of Governors – St. Joseph's Healthcare Hamilton Voting Members). ▪ Recommendations of the Research Committee of the January 5th, 2017 Medical Advisory Committee be approved (St. Joseph Hamilton Joint Boards of Governors – St. Joseph's Healthcare Hamilton Voting Members).

Presentations and Reports to the JBG – Summary

- Dr. Kevin Smith provided a 'State of the Union' update.

OPEN REPORT TO THE ST. JOSEPH'S HAMILTON JOINT BOARDS OF GOVERNORS
FEBRUARY 2017

1. Environmental Scan

SJHH: St. Joe's in the News:

Renee Williams, 33 years old, was referred to St. Joseph's Healthcare Hamilton by a doctor to begin receiving treatment for mental illness and addiction. Renee shared her story with Global News at the link below:

<http://globalnews.ca/news/3202769/ontario-mental-health-how-do-you-get-help/>

The Hamilton Spectator release an article on recent patient flow concerns at Hamilton hospitals. Details can be found in the link below:

<http://www.thespec.com/news-story/7089813-hamilton-hospitals-running-at-120-per-cent-capacity/>

SJHH: Research Institute of St. Joe's Hamilton: 2016 Annual Report Now Available

Each year, the Research Institute of St. Joe's Hamilton publishes an annual report that highlights how research at St. Joe's impacts the science of medicine and the lives of patients around the world. A link to the report can be found below:

<https://rsjh.ca/news/2016/StJ-2016-RI-AR-FNL-screen.pdf>

2. Mission, Vision & Values Update

SJHC: SJHC Corner – Internal Staff Newsletter

- The newest issue of SJHC Corner was released and distributed February 3, 2017 to include update information on the SJHC/Bayshore strategic partnership, staff highlights, and more. Newsletter is attached.

SJHH: Professional Advisory Committee (PAC) Research Award Program

The SJHH Professional Advisory Committee (PAC) Research Award Program is designed to support health professionals engaging in independent research activities at SJHH. Through the generous support of the SJHH Research Institute, these awards are aimed to foster ongoing research activity conducted by professionals from across the health disciplines, facilitate initial pilot data to support future external research funding applications, and serve as a catalyst to take new research ideas to action.

The PAC is pleased to announce the 2017 award winners:

- New Researcher Category

Mr. Nigel Bone, Spiritual Care

Project: The Spirit Study: Spirituality in the Intensive Care Unity

- Experienced Researcher Category

Dr. Sheryl Green, Psychology

Project: Group Cognitive Behavioural Therapy for Insomnia (G-CBTi): A Pilot Study Evaluating Efficacy, Acceptability, and Impact of Comorbidity on Outcome.

Dr. Christie Yao, Psychology

Project: Evaluating an Intervention for Executive Dysfunction for Individuals with Depression.

We would like to thank everyone who submitted a proposal for the award. We would also like to thank the PAC members and SJHH/McMaster researchers who contributed their time to complete the review process.

3. Planning & Development

SJVD: Hospice Project Update

Project meetings continue and a business and funding plan re: costing was presented to the JBG Finance and Audit Committee. Currently, the land feasibility study continues and potential building layout options continue to be reviewed and discussed. The leadership team from Villa management who are partaking in a LEAP course are:

- Chief Nursing Executive
- Volunteer Coordinator
- SJV Chaplain

These individuals will be assisting in the oversight of 3 hospice programs:

- Clinical/Residential Program
- Volunteer Program
- Spiritual Care Program

Cost of these educational opportunities were waived due to the recent funding for Palliative Education within the HNH B LHIN.

SJHH: AnneMarie VanSickle, Director of Clinical Transformation and Nursing Education, shares what the Dovetale experience will be like for patients.

Will Dovetale improve patient safety and the delivery of effective care?

I've worked on the front line as a nurse in the ICU for many years and technology has always been a compelling and enabling part of my job. Now that I'm helping to lead the clinical change for Dovetale, I am more aware of why technology in health care is a necessity. We work in complex healthcare delivery systems and technology will provide the support we need to function optimally. Today, "where is the patient chart?" is a common phrase in many clinical areas. Dovetale has been developed with the aim of improving patient safety. New technologies can reduce adverse events through good design, facilitating a response should an adverse event occur, and providing feedback after an event. Dovetale can operate at the level of the individual clinician delivering care, or at a systems level aggregating patient data or providing access to information surrounding an adverse event.

How will Dovetale improve the patient experience?

A patient's story is sometimes all they have when they come to St. Joe's and with Dovetale we are joining compassion with technology so they only have to tell their story once.

Spending time with patients and their families, the smile, regular updates, touch, transferring accountability at the patient's bedside – none of this will change. Dovetale will be an enabler. It will improve communication between care providers, which we know directly impacts the patient experience. This will empower our patients and inspire us to be more creative and innovative. Currently, when we review all aspects of the patient journey, they answer the same questions over and over again. With Dovetale we will only need to ask them their story once and we will have the right data in real time, which will dramatically improve the patient experience.

Do you think screens and devices are a barrier to providing compassionate, attentive care at the bedside of patients?

With the use of hand-held devices, we can document, and review information with our patients, without leaving the room. Currently when our patients ask a question frequently our response is, "sorry, let me get your chart, and I will find out that information for you." With Dovetale, we are creating an ability to communicate in real time with the patient right inside of their room. We will be able to engage the patient and their family and work as a team to develop care plans. It will be different, and there will be a time of adjustment to increase our comfort. Including our patients in our implementation journey will support their understanding and provide opportunities for their feedback. With Dovetale we are making a bold heart-felt change and being a caring and compassionate place to receive care will always be part of who we are.

How will Dovetale make patient information more accessible, while keeping it secure?

Trust is key to everything we do. Patients have to trust us with their stories. With the adoption of Dovetale, patients will feel safer knowing that their vital health information is both secure and accessible by healthcare providers during times of critical decision making. Every user of Dovetale will have secure log-in requirements and each user will only access the information they need to provide the care they are responsible for delivering. We have spent time with front line staff in every area to ensure our staff will have the right access at the right time. Dovetale will also register who is logged in, at what time and what information was viewed. Our vendor, **Epic**, is one of the leading vendors in the world, and they have designed a solution that will enable us to audit usage very quickly. With Dovetale we will have an opportunity to intervene and follow-up. Patients will also have new options to see their records and exercise control over how their information is shared.

What technological advancement has changed your life?

I immigrated to Canada by myself when I was 21. I was lonely and homesick – it was so overwhelming and I didn't anticipate that. At that point the only way to communicate with my family was via snail mail or a once-a-month phone call. It was so expensive to talk on the phone that it couldn't last longer than 5 minutes. Fast-forward many years later, into the age of the computer, and I'm now able to Skype with my mom. We have a lap top that we set up during dinner time, facing out to our family, and we have dinner together with my family in Scotland. My mom is able to see her grandkids in real-time. She knows what is happening in their lives, and my kids know their grandparents in a way that otherwise would not have happened. I think this experience really relates to what we are doing here at St. Joe's. We will know our patients, we will know their story and most importantly our patients will know us.

4. Operational Information

SJHC: Quality Update

- Q3 Big Dots, QIP Results and Q&A at Quality Board Meeting on February 15, 2017

- Preparing Q3 scorecards
- Quality Committee on February 14, 2017
- Accreditation: Finalize Corporate Plan for Engagement (Work-Life Pulse survey) and begin implementation

SJHH: Manager, Spiritual Care

We are pleased to announce the appointment of Gary Payne as the permanent manager for Spiritual Care for St. Joseph's Health System (SJHS). Gary will have operational responsibility at St. Mary's General Hospital, Kitchener and at St Joseph's Healthcare Hamilton.

As the SJHS lead for Spiritual Care, Gary will be working with all SJHS partners to ensure we are fulfilling the SJHS Mission - Living the Legacy of Compassionate Care, Faith and Discovery. In addition, he will be advancing the SJHS Spiritual Care strategic plan that includes promoting spiritual care as a vital part of holistic care at all sites and strengthen the academic profile of spiritual care.

Gary has over 20 years' experience in healthcare working in the United States and in Ontario. He has been the Professional Practice Leader and is certified as a teaching supervisor in Clinical Pastoral Education. Gary has a B.A. in Philosophy and M.A. in Divinity. We are very pleased to welcome Gary to this permanent role.

SJVD: HNHB Regional Palliative Care Network Council Update

Regional Education Plan

The Ontario Palliative Care Network (OPCN) will be providing each Regional Palliative Care Network with \$50k in a one-time funding that needs to be spent by the end of March 2017. The purpose of this funding is to support the development of regional governance structures and/or educational activities for the regions. Our region has elected to support educational activities.

The education plan will focus on priority sectors and providers including:

- Generalist health care providers of primary care and home care to enhance their role in providing a palliative approach to care;
- Specialist palliative care providers who are best positioned to mentor and support these generalist providers.

Providers Include:

- CCAC Care Coordinators; Six Nations Care Coordinators and Home Care Visiting Nurses
- Primary Care Practices
- Palliative Care Specialist Physicians and Nurses

Educational Approaches Include:

- LEAP Mini
- LEAP Core
- Workshop on Palliative Care Network
- 3-Day "Boot-Camp"

Approximately 400 participants will take part in one or more of the educational approaches. Please note, 3 staff members from St. Joseph's Villa be taking advantage of this great opportunity in preparation for the 6-bed residential hospice.

Performance and Quality Committee

A newly formed Performance and Quality Committee has been formed and this will be a Subcommittee of the HNHB Regional Palliative Care Network Council. Please note that there is a representative from a St. Joseph's Health System on the Committee. The Committee is comprised of individuals with expertise and knowledge in one or more of the following areas:

- Performance Measurements/Reporting;
- Quality Improvement Measurements/Reporting;
- Hospice Palliative Care Service Delivery Data Collection/Reporting;
- Research and Evaluation.

The goal of this Committee is to ensure all patients with progressive life-limiting illnesses and their families/caregivers with high quality hospice palliative care regardless of where they live. This Committee will be required to provide standing updates re: progress at Regional Palliative Care Network Council meetings, along with providing Quarterly Data updates.

Hospice Palliative Care Ontario (HPCO)

The HPCO is hosting their annual conference in Richmond Hill, from April 23-25. The focus of this year's conference is Accessing Compassionate Hospice Palliative Care Across the Continuum. This conference will host renowned industry experts and leaders who share cutting-edge, evidence-based research, hospice palliative care innovations and expertise with like-minded planners, researchers, policy makers and multidisciplinary, front-line practitioners from across the healthcare spectrum.

SJVD: Long Term Care Update

Critical Incident Update

Further to the most recent memo provided to the JBG Board re: the critical incident that occurred on January 28, please be advised that management continues to review all security processes and procedures along with keeping open lines of communication with all Villa residents, families and staff. A special thanks to K. Smith, D. Higgins, A. Bongers and M. Hayes for their ongoing support.

Ontario's Dementia Strategy Update

Further to previous report, Ontario's Dementia Strategy continues to be formalized through feedback from various stakeholders. Please refer to attached re: the 6 themes identified based on research and work to date. This will guide the continued development of Ontario's Dementia Strategy.

Behavioural Supports Ontario (BSO)

Further to the last report, St. Joseph's Villa has successfully recruited 5 new Behavioral Supports Ontario Transitional Leads. As mentioned, the role of these positions will be to enhance the Mobile BSO service currently provided within the HNHB LHIN. These new positions will support seniors that have been flagged by the CCAC as being at high risk for responsive behaviours when transitioning to a long-term care home. These new positions are anticipated to start by March 2017.

Future Site Development

Currently, management is exploring a potential partnership with a for-profit organization, to develop upon the remaining 1 acre of land within the Villa's campus. One concept of interest includes a 7-storey

retirement setting build. This build would include a mixture of assisted and independent living suites. Future meetings have been planned for further potential partnership and a fulsome report will be provided to the Resource Committee for review.

Study Supports Enhanced Quality of Care for Long-Term Care Home Residents

The Hamilton Niagara Haldimand Brant LHIN Emergency Services Steering Committee (ESSC) provides leadership to LHIN health service providers and the LHIN organization in the planning and implementation of initiatives to improve service quality and wait times for emergency services. In alignment with LHIN priorities, the Committee may also provide funding for local initiatives that support improved patient flow.

In 2016, the ESSC provided funding to support the LIVE Study: Evaluating Long-Term Care Homes' IntraVenous Therapy Experiences. The goal of the study was to ensure timely access to IV therapy in the most optimal setting for long-term care home residents – in the home – and also prevent (when possible) transfers to hospital for this treatment.

Currently, SJV accepts residents requiring IV therapy to ensure seamless transitions in healthcare while ensuring the best quality of life. A special thanks to the staff, for their commitment and dedication in excellence in care.

SJVD: Eldercare Update

Eldercare Initiative - Senior Friendly Hospital Emergency Room Departments

The Eldercare Task Group re: The Senior Friendly Hospital Emergency Rooms Initiative continues to meet and will conduct its first audit on March 24th at the St. Joseph's Hamilton Hospital. The goal is assess Emergency Room Departments, and identify strategies to help ensure these areas are senior friendly in nature.

Mock Resident Quality Inspection (RQI)

A mock RQI exercise was held at the Villa on Thursday, February 2, 2017. To ensure the Villa's staff are prepared for the annual MOHLTC RQI, 8 visitors from our sister LTC Homes conducted observations and audits related to resident care and services. There were a few issues noted in the dietary and nursing departments, however, the mock inspection revealed great improvements from last year.

SJHH: External Review and Incidents

External Review: The external review into three tragic events of inpatient suicide has been completed and the report is awaited. The JBG has been aware of recent press coverage.