

**BOARD OF DIRECTORS MEETING
OPEN SESSION**

Thursday, November 30, 2023
5:30 pm – La Verendrye General Hospital / Webex

A G E N D A

Item	Description	Page
1.	Call to Order – 5:30 pm – Indigenous Acknowledgment & Reading of the Mission Statement 1.1 Quorum 1.2 Conflict of Interest and Duty	
2.	Consent Agenda 2.1 Board Minutes – October 26, 2023 * Pg 4 2.2 Board Chair & Senior Leadership General Report – D. Clifford, H. Gauthier, J. Loveday, C. Larson, J. Odgen, Dr. L. Keffer * Pg 7 2.3 Governance Committee Report – J. Begg 2.4 Audit & Resources Committee Report – B. Norton 2.5 Quality Safety Risk Committee Report – M. Kitzul * Pg 10 2.6 Auxiliary Reports * Pg 12	
3.	Motion to Approve the Agenda	
4.	Patient / Resident Safety Moment	
5.	Business Arising - None	
6.	New Business - None	
7.	Opportunity for Public Participation	
8.	Move to In-Camera	
9.	Other Motions/Business	
10.	Date and Location of Next Meeting: January 25, 2024	
11.	Termination	

* denotes attached in board package / **denotes circulated under separate cover / *** denotes previously distributed



**BOARD OF DIRECTORS MEETING
ANTICIPATED MOTIONS – OPEN SESSION**

Thursday, November 30, 2023

3.	Motion to Approve the Agenda	THAT the RHC Board of Directors approve the Agenda as circulated/amended
8.	Move to In-Camera	THAT the RHC Board of Directors move to in camera session at (time)
9.	Other Motions/Business	
11.	Termination	THAT the RHC Board of Directors meeting be terminated at (time)

Indigenous Acknowledgment:

Riverside acknowledges that the place we are meeting today is on the traditional lands of the Anishinaabeg people, within the lands of Treaty 3 Territory, as well as the home to many Métis.

VISION
Caring, Together

MISSION
Improving The Health of Our Communities

VALUES
Progressive • Integrity • Caring • Accountable

STRATEGIC PILLARS

ONE RIVERSIDE
Supporting a consistent and enabling organizational culture

INVESTING IN THE PEOPLE WHO SERVE
Creating a plan to strategically leverage human resources

TOMORROW'S RIVERSIDE TODAY
Making investments today, to support Riverside tomorrow

STRIVING TO EXCEL IN EQUITY, DIVERSITY & INCLUSION
We will support EDI in all we do

 **Riverside
Health Care**

**RIVERSIDE HEALTH CARE FACILITIES INC.
MINUTES
OPEN SESSION**

Date of Meeting: October 26, 2023

Time of Meeting: 5:30 pm

Location of Meeting: Webex / LVGH Board Room

PRESENT: H. Gauthier K. Lampi Dr. L. Keffer A. Beazley*
Dr. K. Arnesen M. Kitzul* B. Norton* D. Clifford
J. Begg E. Bodnar* J. Ogden *via Webex

STAFF: B.Booth, J. Loveday*, C. Larson

REGRETS: B. Calder

GUESTS: T. Janzen, P. Veldman, M. Lepage, P. Hargraves

1. CALL TO ORDER:

J. Ogden called the meeting to order at 5:30 pm. B.Booth recorded the minutes of this meeting. K. Lampi read the Indigenous Acknowledgment and the Mission Statement. J. Ogden welcomed everyone and reminded all of the virtual meeting etiquette. J. Ogden welcomed the BMI Group to the meeting. Round table introductions took place.

D. Clifford took a moment to acknowledge J. Ogden's last Board meeting as a Board member and her years of service on the Board of Directors. She thanked J. Ogden for her leadership, dedication and support she has provided the Board over the years. D. Clifford presented J. Ogden with a gift of appreciation. J. Ogden thanked the Board and Senior Leadership for their important work.

1.1 Quorum

Joanne shared there was 1 regret. Quorum was present.

1.2 Conflict of Interest

No conflict of interest or duty was declared.

2. CONSENT AGENDA

The Chair asked if there were any items to be removed from the consent agenda to be discussed individually. There were no items removed.

3. MOTION TO APPROVE THE AGENDA:

It was,	
MOVED BY: J. Begg	SECONDED BY: D. Clifford
THAT the Board approves the Agenda as circulated.	
CARRIED.	

4. Patient / Resident Safety Moment

J. Loveday shared a story regarding the Situation Table, a remarkable collaboration. The Situation Table is an interagency group that has representatives from a number of allied health and social service agencies from across the district. The group convenes when one of the members identifies an incident where the need to gather to mitigate risk becomes evident. Julie shared a heartwarming success story that highlights the power of community partnership and compassionate care. At the heart of this journey is a senior client who, after enduring a series of traumatic experiences, found herself in a place of

vulnerability, struggling with victimization, homelessness, addiction, and a host of significant physical and mental health concerns. Her path towards healing and hope began when a vigilant community care worker recognized the impending danger this elderly woman faced. With unwavering concern and determination, our Situation Table participants rallied together and intervened to mitigate these risks. Collaborating closely with CMHA, OPP, Mobile Crisis worker, United Native Friendship Centre Wellness worker, Riverside's Transitional Housing worker, and Riverside's Health Systems Navigator, a coordinated effort unfolded. Exploitation and victimization were key contributors to this person's downfall, which she experienced for years. A complex web of physical and social conditions including undiagnosed mobility concerns resulting in multiple falls, unaddressed open wounds, issues with food security that resulted in dangerous weight loss, problems with medication compliance, addiction struggles all combines to pose obstacles in securing a safe and appropriate place for her to heal. With the support and advocacy of the worker at the UNFC, and within the caring embrace of our hospital staff at the emergency department, and in-patient unit, this person received the critical medical support she so desperately needed.

Through the collective dedication of our hospital and our community partners, this senior client was given a real chance to recover. The effort and collaboration put forth between medical expertise and community outreach proved to be the key to her success, ultimately leading to her improved well-being and quality of life, thanks in large part to the Situation Table group.

At Riverside Health Care, we extended a safe haven for her to find refuge, recognizing that a safe environment is the cornerstone of any journey towards healing and well-being. It's crucial to note that while this story stands as one shining example, we regularly encounter similar cases, each echoing the pressing issues of trauma, addiction, and unstable housing. Through our services, we have been able to deliver the essential care and security that this individual deserved and will continue to do so.

J. Ogden thanked J. Loveday for sharing this story.

5. BUSINESS ARISING:

There was no business arising.

6. NEW BUSINESS:

There was no new business.

7. OPPORTUNITY FOR PUBLIC PARTICIPATION

There was no public participation.

8. MOVE TO IN-CAMERA:

It was,

MOVED BY: K. Lampi

SECONDED BY: A. Beazley

THAT the Board go in-camera at 5:42 pm.

CARRIED.

9. OTHER MOTIONS/BUSINESS:

There was no other motions/business.

10. DATE AND LOCATION OF NEXT MEETING:

November 30, 2023

11. TERMINATION:

It was,
MOVED BY: J. Begg
THAT the meeting be terminated at 7:30 pm. CARRIED.

Chair

Secretary/Treasurer



Board Chair, Chief of Staff & Senior Leadership Report – November 2023 Open Session

Strategic Pillars & Directions

Investing in Those Who Serve - Strategically Leveraging our Human Resources

- **Quality Assurance**
Quality Assurance continues to review quality audit management tools to ensure implementation of a fulsome audit program. Engagement with the nursing practice lead has occurred to support further alignment of both position roles.
- **UKG Scheduling System**
Advancement of process redesign and system configuration for our new UKG Scheduling System has advanced to the point where testing will begin shortly. Four months remain before planned go-live of this system; however, significant testing and design adjustments will be necessary to ensure we meet our planned go-live date.

One Riverside - Promoting a Consistent and Empowering Culture

- **Rainy River District Paramedic Services (RRDPS) Deployment Plan**
The RRDPS shared their updated Deployment Plan with RHC and Atikokan General Hospital. A meeting was held by the three partners to discuss issues/concerns and ensure a thorough understanding of the plan and its impact on district hospitals. This was positive engagement, and we are appreciative that RRDPS leadership has been working collaboratively with our team as matters arise.
- **Ontario Health North (OHN)**
Bi-weekly touch base meetings continue with our district OHN representative to provide an opportunity to discuss opportunities and challenges from both RHC's or OHN's perspectives.

Quarterly financial review meetings with OHN will once again begin starting on November 28, 2023. These meetings are focused on discussion surrounding financial challenges, funding opportunities, efficiency opportunities, and balanced budget requirements. At this time, balanced budget requirements are not a focus for OHN in light of the extensive financial challenges being experienced across Northern Hospitals.

Tomorrow's Riverside Today - Investing Today to Support Tomorrow

- **Regional Surgical Services**
Centralized Waitlist Management Project Deliverables impacting Riverside – fiscal 23/24
 1. Regional Paediatric Dentistry – RHC, LWDH, SLYMHC
 2. Regional Gynaecology, General Surgery – including Endoscopy - all sites
 3. Regional ENT – RHC, LWDH
 4. Regional Diagnostic Imaging MIRM implementation at the 5 surgical sites above

Orthopaedic Volume Completion Year To Date

Ontario Volumes			
TBRHSC	DRHC	LWDH	RHC
341	100	74	100

Manitoba Volumes		
DRHC	LWDH	RHC
30	113	45

The Surgical Innovation Fund (SIF) and the Surgical Professional Training Fund (SPTF) submitted by the Regional Surgical Team have both been approved. This will result in over \$286k to support new equipment in our operating rooms and provide funds to assist with building up our health human resources through a training program. Equipment funded includes: Portable US, fluid warming cabinet, Urology supply cart equipment, Endoscopy equipment, Sports Medicine instrumentation and MTP fusion instrumentation, Cautery units, US Probe cleaner, Laparoscopic equipment/4Kmonitor, OR beds remanufactured, 2 Stretchers, and a Quantitative Neuromuscular Transmission Monitor.

- **Ontario Health Team (OHT)**
Our OHT Executive Lead met with Amanda Roy of the RROHT and updated on Leadership goals and objectives for the OHT and the lead has reviewed materials related to the OHT including minutes, Terms of Reference and Workplans. One on one meetings with OHT Committee Chairs and Partner Leads are also being coordinated.

**Board Chair, Chief of Staff & Senior Leadership Report – November 2023
Open Session**

A meeting was also held with 807 Management to review their transportation proposal to obtain additional clarity and outline concerns/gaps in the proposal. Gaps/concerns have been formally shared via email with both 807 Management and the RROHT lead.

- **Electronic Health Record (EHR)**

A presentation on loan arrangements related to the new Meditech EHR system was provided at the November Regional CEO meeting. A follow up meeting is being held on November 27, 2023, with the CEOs and CFOs to discuss the EHR agreements and final decisions as we approach December deadlines. The RHC Board of Directors, along with our peer North West Hospitals, previously committed to support replacement of the current antiquated end-of-life EHR in use across the region.

- **Accreditation**

Our Accreditation lead has had a follow up meeting with our primary contact at Accreditation Canada. RHC continues to await its formal report from Accreditation Canada.

- **Pay for Results (P4R) Program**

LaVerendrye General Hospital and the Rainy River Health Centre Emergency Departments are implementing the P4R program through the Ministry of Health and Ontario Health.

The programs intended to provide funding to incentivize EDs to support local planning and implementation to:

- reduce ED Length of Stay;
- increase patient access to quality health services; and
- improve ED patient experience

Six Key Performance Indicators (KPIs) will be used to measure performance including (1) Ambulance Offload Time, (2) Time to PIA, (3) ED Length of Stay for non-admitted low acuity patients, (4) ED Length of Stay for non-admitted high acuity patient, (5) ED Length of Stay for admitted patients, and (6) Time To Inpatient Bed.

Key Project Deliverables Include		
Deliverable	Due Date	Note
P4R Action Plan	October 27,	Details how funds will be spent/used
Confirm Program Participation	December 8, 2023	Hospitals can decline participation
Site Readiness Assessment (SRA)	December 8, 2023	Completed by Site MPOC and/or ED Director/Manager
Site Project Timelines	January 31, 2024	Details on site specific timelines to onboard to program
ERNI Implementation	March 31, 2025	All hospitals new to ERNI must start reporting within 10 days of month end by April 1, 2025
eCTAS Implementation	September 30, 2025	Focus on remaining ON hospitals not currently using eCTAS to implement and start using tool by October 1, 2025

- **Laboratory**

Riverside received a rave review from Transport Canada for proper compliance with dangerous goods handling. Rainycrest was approved for 2 ID Now for COVID testing; this is one of the first LTC approvals in Ontario. ID Now Strep validation has been picked up by UHN and Sick Kids.

Striving To Excel in Equity, Diversity & Inclusion (EDI)

- **Ceremonial Space & Multi-Faith space**

The Indigenous Ceremonial space redevelopment is now complete, and we are in the process of transitioning this room to our Indigenous communities via Gizhewaadiziwin Health Access Centre. An artist has been selected by the Elders to bring the room to a full readiness state.

Our multi-faith space is nearing completion with some signage still outstanding.

Our Team looks forward to these new spaces being formally announced to serve the needs of those across the District.

Thank you to the Riverside Team for their submissions, they are invaluable in the preparation of this report.

Respectfully Submitted,

Diane Clifford, Board Chair

Dr. Lucas Keffer, Chief of Staff

Julie Loveday, Executive Vice President, Clinical Services & CNE

Carla Larson, Chief Financial Officer

Joanne Ogden, Quality Assurance & OHT Executive Lead

Henry Gauthier, President & CEO



Quality, Safety, Risk Committee Report – November 2023

2.5.1 Board Quality Metrics *

BOARD OF DIRECTORS - QUALITY METRICS - 2023-2024



INDICATORS:

- Participation A** - # of voting board members attending board meetings monthly.
- Participation B** - # of voting board members attending committee meetings monthly.
- Reflection A** - # of completed board meeting evaluation surveys bi-monthly.
- Reflection B** - # of members that complete the board self-assessment questionnaire annually (June).
- Decision Making** - # of board decisions made by detailed briefing notes/supporting documentation done monthly.
- Education A** - # of education sessions at board meetings monthly.
- Education B** - # of board meeting agenda items related to integration, quality or strategy monthly.
- Composition** - # of categories in the skills based board matrix met annually (March).
- Compliance** - # of new directors that attend board orientation annually (Sept).

INDICATOR	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	YTD Actual	Target	Variance	Notes
1. Participation A	89%	89%	#DIV/0!	89%	75%	14%										
2. Participation B	67%	60%	#DIV/0!	64%	75%	-11%										
3. Reflection A	67%	#DIV/0!	67%	100%	-33%											
4. Reflection B										#DIV/0!			#DIV/0!	100%	#DIV/0!	
5. Decision Making	100%	100%	#DIV/0!	100%	90%	10%										
6. Education A	100%	100%	#DIV/0!	200%	100%	100%	min of 1 session/mtg									
7. Education B	100%	100%	#DIV/0!	100%	100%	0%	min of 2 items/mtg									
8. Composition							#DIV/0!						#DIV/0!	89%	#DIV/0!	XX/18 skills met
9. Compliance	100%	#DIV/0!	#DIV/0!										#DIV/0!	90%	#DIV/0!	Board Orientation took place in September 2023



Auxiliary Report – November 2023

Emo

No Report.

La Verendrye General Hospital

No Report.

Rainycrest

No Report.

Rainy River

The Rainy River Hospital Auxiliary met on November 1, 2023, and discussed the following items:

- The painting of “the Ark” done by Diane Peroby was picked up and will be auctioned at the 2024 Rainy River Reunion taking place in July 2024. It will be on display at the Rainy River Legion until that time.
- A Remembrance Day wreath was purchased for the ceremony at the cenotaph.
- Unfortunately, Donna Moen cannot fulfill the position of treasurer at this time, so that position is available to be filled.
- Planning is beginning to take place for Christmas gifts for the long-term residents with haircuts being purchased from Lorie Kuzyk for each resident.
- Our annual Christmas luncheon for members will take place on December 7, 2023.
- Our Christmas Bazaar planning is complete, with admission set at \$5.00 and penny table tickets set at 1 for \$5.00 or 3 for \$10.00. A letter campaign is under way to request donations for the draw and penny tables. We will also have tables with lottery, membership, and tuck shop items.