



LENNOX AND ADDINGTON COUNTY GENERAL HOSPITAL

MINUTES BOARD OF DIRECTORS

February 8, 2017
Airhart Conference Room

A meeting of the Board of Directors of the Lennox and Addington County General Hospital was held in the Airhart Conference Room at 6:30 p.m. on February 8, 2017.

PRESENT:

Board:	Allan MacGregor (Chair)	Dr. Kim Morrison
	Peggy Rice	Bob Clancey
	Diane Airhart	Deb Lowry
	Wayne Coveyduck	Bob Vrooman
	Norm Clark	Judge Geoff Griffin
	Elaine Stillwell	Michelle Smith

REGRETS:

Dr. Mark Waldron	Tony Brazda
Eric Smith	Christina Detlor
Chris Seeley	Tracy Kent-Hillis

Staff in attendance: Gert Switzer
Nancy Manion
Sheila Mabee (Recorder)

1. Call to Order/Opening Remarks

The meeting was called to order at 6:30 p.m. by Allan MacGregor. Allan expressed thanks for everyone's flexibility in rescheduling the Board meeting, due to the inclement weather.

2. Approval of the Agenda

The agenda was approved as circulated.

Motion 1

Rationale: Normal Practice

Motion: The Board of Directors hereby approves the agenda of February 8, 2017.

Moved by: Peggy Rice
Seconded by: Norman Clark

The motion was carried.

3. Conflict of Interest

The Chair inquired if any member of the Board wished to declare a conflict of interest based on items identified in the Agenda. There were no identified conflicts of interest.

4. Minutes of Previous Meetings

The minutes of the previous meeting were approved as circulated.

Motion 2

Rationale: Normal Practice

Motion: The Board of Directors hereby approves the minutes of the previous meeting dated January 12, 2017.

Moved by: Deb Lowry
Seconded by: Bob Vrooman

The motion was carried.



LENNOX AND ADDINGTON COUNTY GENERAL HOSPITAL

MINUTES BOARD OF DIRECTORS

February 8, 2017
Airhart Conference Room

5. Business Arising

5.1 Health Care Tomorrow

Allan reported the following from the Chairs/Vice Chairs meeting which took place in Kingston on February 2, 2017:

Troy Jones provided the group with a presentation on HIS, a project which is going forward. The main purpose for this initiative is due to a lack of standardization amongst IT systems within the region and hospital systems cannot “talk” to one another. HIS is currently working on a value based analysis and working towards costing. A proposal is anticipated for May or June to be submitted to Boards for approval.

Jim Flett has relayed that there has been discussions about initiating SECHEF with just the CEOs (no clinical), so that SECHEF meetings are more directional/decision-oriented. Allan noted that he cautioned that this may further strain relations with physicians who are currently at odds with the Ministry. Discussions on this topic are ongoing with the SECHEF CEO group. A course of action, if any, has yet to be determined.

5.2 Strategic Plan

Wayne noted that the Strategic Plan development is progressing well. Four priority areas have been developed. In no particular order, those sections are:

- 1) Access
- 2) Patient experience
- 3) Sustainability
- 4) Quality & Safety

Time is being spent on rolling up an operational plan into each priority area, each with its own goals and objectives. Wayne anticipated the final draft would be ready for review at the next Board meeting.

6. Reports

6.1 Quality Committee

Elaine Stillwell thanked Deb Lowry for Chairing the Quality meeting in her absence. The Quality Committee minutes of January 17, 2017 were reviewed as circulated.

6.2 Volunteer Services

Diane Airhart highlighted the following items from Volunteer Services:

- The 10 wheelchairs that were purchased for the Hospital by Volunteer Services have arrived and are being put to good use
- Christina Detlor has created a draft policy and procedure for Volunteers use of the Hospital's Fitness Facility. This will be reviewed by Volunteer Services for comment; Diane noted that many Volunteers are excited about this opportunity.

6.3 Audit Committee

Deb Lowry reviewed the Audit Committee minutes of January 31, 2017, noting that KPMG had attended the meeting to present the Audit Plan. The new KPMG lead for our Hospital is Lori Huber, with Breanne Bradshaw being our on-site auditor.

Deb noted that the materiality has been increased from \$700,000 to \$800,000 for this fiscal year. No concerns were noted by the Audit Committee or the Board of Directors.



LENNOX AND ADDINGTON COUNTY GENERAL HOSPITAL

MINUTES BOARD OF DIRECTORS February 8, 2017 Airhart Conference Room

Motion 3

Rationale: Normal Practice

Motion: The Board of Directors hereby approves the Audit Planning Report for fiscal year ending March 31, 2017, as recommended by the Audit Committee.

Moved by: Deb Lowry
Seconded by: Bob Clancey

The motion was carried.

6.4 Finance Committee

Deb Lowry reviewed the following from the January 31, 2017 Finance Committee meeting:

6.4.1 – Board, CEO, and Senior Management Expenses

The Finance Committee reviewed the Board, CEO, and Senior Management Expenses for November 2016 which totaled \$4,712.19. The Finance Committee recommends to the Board, that the following expenses be approved:

Motion 4

Rationale: The Broader Public Sector Accountability Act requires that the expenses of the Board, CEO, and Senior Management be reviewed and/or approved by the Board.

Motion: The Board of Directors hereby approves the following Board, CEO and Senior Management Expenses which totaled \$4,712.19, as recommended by the Finance Committee.

November 2016

Name	Meals	Hospitality	Accommodation	Vehicle Rental/Own Used Mileage	Incidentals (Parking, tolls, etc.)	Fares	Total
Wayne Coveyduck	248.07		543.37			153.30	944.71
Peggy Rice	186.30		543.38			191.55	921.23
Allan MacGregor	158.96		543.37			153.30	855.63
Chris Seeley						23.43	23.43
Kim Morrison	158.96		543.37	36.07	14.42	153.29	906.11
Gert Switzer	34.50						34.50
Tracy Kent-Hillis	196.46		548.46	54.11	16.23	211.32	1,026.58
TOTAL	983.22		2,721.95	90.81	30.65	886.19	\$4,712.19

Moved by: Elaine Stillwell
Seconded by: Deb Lowry

The motion was carried.

6.4.2 – Board, CEO and Senior Management Expenses

The Finance Committee reviewed the Board, CEO, and Senior Management Expenses for December 2016 which totaled \$135.07. The Finance Committee recommends to the Board, that the following expenses be approved:



LENNOX AND ADDINGTON COUNTY GENERAL HOSPITAL

MINUTES BOARD OF DIRECTORS

February 8, 2017
Airhart Conference Room

Motion 5

Rationale: The Broader Public Sector Accountability Act requires that the expenses of the Board, CEO and Senior Management be reviewed and/or approved by the Board.

Motion: The Board of Directors hereby approves the following Board, CEO and Senior Management Expenses which totaled \$135.07, as recommended by the Finance Committee.

December 2016

Name	Meals	Hospitality	Accommodation	Vehicle Rental/Own Used Mileage	Incidentals (Parking, tolls, etc.)	Fares	Total
Wayne Coveyduck				82.96			82.96
Gert Switzer	21.64			10.37			32.01
Nancy Manion	20.10						20.10
TOTAL	41.74			93.33			\$135.07

Moved by: Peggy Rice
Seconded by: Norman Clark

The motion was carried.

6.4.3 – November Cheque List

The Finance Committee reviewed the November 2016 Financial Statements and Cheque List which totaled \$2,326,415.74. No concerns were noted by the Finance Committee or the Board.

Motion 6

Rationale: Normal Practice

Motion: The Board of Directors hereby approves the November 2016 Financial Statements and November 2016 Cheque List totaling \$2,326,415.74, as recommended by the Finance Committee.

Moved by: Elaine Stillwell
Seconded by: Diane Airhart

The motion was carried.

6.4.4 – December Cheque List

The Finance Committee reviewed the December 2016 Financial Statements and Cheque List which totaled \$2,665,851.57. No concerns were noted by the Finance Committee or the Board.

Motion 7

Rationale: Normal Practice

Motion: The Board of Directors hereby approves the December 2016 Financial Statements and December 2016 Cheque List totaling \$2,665,851.57, as recommended by the Finance Committee.

Moved by: Elaine Stillwell
Seconded by: Deb Lowry

The motion was carried.



LENNOX AND ADDINGTON COUNTY GENERAL HOSPITAL

MINUTES BOARD OF DIRECTORS

February 8, 2017
Airhart Conference Room

6.4.5 – Capital Equipment Requests

The Finance Committee reviewed a request for the allocation of \$10,020 towards the purchase of: Respiratory Therapy Pulmonary Function testing software (\$4,400), software upgrade for device; Hospital electric car (2) charging stations (\$5,620) to allow for electric car charging. No concerns were noted by the Finance Committee or the Board.

Motion 8

Rationale: The Board of Directors is required to review and approve Capital Requests

Motion: The Board of Directors hereby approves the following Capital Requests totaling \$10,020, as recommended by the Finance Committee:

- Respiratory Therapy Pulmonary Function testing software (\$4,400), software upgrade for device
- Hospital electric car (2) charging stations (\$5,620) to allow for electric car charging

Moved by: Elaine Stillwell

Seconded by: Deb Lowry

The motion was carried.

6.4.6 – Volunteer Appreciation Dinner

The Finance Committee reviewed and were supportive of a request to allocate \$2,500 towards the annual Volunteer Appreciation dinner.

Motion 9

Rationale: The Hospital has traditionally held a Volunteer Appreciation dinner to honour members of the Volunteer Services group. Approval from the Finance Committee and Board of Directors is required for requests which fall outside the annual budgeting process

Motion: The Board of Directors hereby approves the allocation of \$2,500 for the Volunteer Appreciation dinner, as recommended by the Finance Committee.

Moved by: Diane Airhart

Seconded by: Elaine Stillwell

The motion was carried.

6.4.7 – Capital Equipment Threshold

The Finance Committee reviewed a request to raise the capital equipment threshold from \$1,000 to \$2,000. This increase will result in less labour hours for asset management tracking with the anticipation that this will offset any expense increase for year one.

Motion 10

Rationale: Normal Practice.

Motion: The Board of Directors supports having the capital equipment threshold raised from \$1,000 to \$2,000 to commence April 1, 2017, as recommended by the Finance Committee.

Moved by: Bob Vrooman

Seconded by: Diane Airhart

The motion was carried.



LENNOX AND ADDINGTON COUNTY GENERAL HOSPITAL

MINUTES BOARD OF DIRECTORS

February 8, 2017
Airhart Conference Room

6.5 Foundation

Further to the written report provided in the Board package, Bob Vrooman noted the Foundation has approved a change in their Letters Patent to state that the Foundation has been established for the sole purpose of the Hospital being the beneficiary. Bob also noted that the Foundation Gala is coming up; it was noted that if any Board members were still interested in attending, this could be accommodated.

Bob shared an unsolicited positive patient experience of a business associates relative. The relative had suffered a stroke and was admitted to LACGH. The patient was noted as a “fussy” eater who is thrilled with the meals at our hospital.

6.6 Chief Executive Officer’s Report

Further to the written report provided in the Board package, Wayne Coveyduck shared the following:

- The OHA has been making inquiries about local challenges to which they can take to the Ministry. Wayne has provided the following:
 - o Physician disenchantment – physicians are not happy with provincial negotiations and this is spilling over into hospitals
 - o ER status – changes to the status of ER should be kept on the OHA’s radar
 - o Overcapacity challenges – on a continuous basis we, like many other hospitals, are operating at greater than 100% capacity. This is reaching the tipping point and needs to be addressed.
- Wayne and Bev McFarlane (CEO, Perth and Smiths Falls District Hospital) had recently met with MPP Randy Hillier. Hospital budgets were discussed. MPP Hillier noted that if there are issues that need represented, he is prepared go to bat on our hospital’s behalf.
- A CT proposal is being prepared for presentation at the March SECHEP meeting. If the proposal is endorsed by SECHEP, it will then go to the LHIN Board who will have 60 days to make a decision. If the LHIN Board endorses the proposal, it will move up to the Ministry for a decision on approval. This will take at least a further 60 days.
- Our SCU bed utilization will be a focus in the coming months and will be rolled up into the Strategic Plan.

Motion 11

Rationale: Normal Practice

Motion: The Board of Directors hereby accepts the reports from the Quality Committee, Volunteer Services, Audit Committee, Finance Committee, Foundation and the CEO.

Moved by: Deb Lowry

Seconded by: Elaine Stillwell

The motion was carried.

7. Other

7.1 Correspondence Received up to January 30, 2017

There was no additional correspondence to report.



LENNOX AND ADDINGTON COUNTY GENERAL HOSPITAL

MINUTES BOARD OF DIRECTORS

February 8, 2017
Airhart Conference Room

8. New Business

8.1 NRC Picker Patient Satisfaction

Nancy Manion reported that at the last Quality Committee meeting, discussion had occurred around whether or not to continue with in house patient satisfaction surveys (approved by Accreditation Canada) or to go back to using the National Research Council (NRC) Picker patient satisfaction surveys. We have used NRC Picker in the past and it was quite costly, with slow turnaround time to receive results.

We currently do our own in house surveys for the OR, IPU, ER, DI and CVC. Response rates are higher at 34% (ER) and almost 50% (IPU) with fairly quick results. As well, a survey coming directly from the hospital is a more personalized approach (marketing).

The Quality Committee requested that we explore using NRC Picker to benchmark against other hospitals' patient satisfaction results.

Results:

- The cost will be just over \$7,000
 - o ER - \$4,500
 - o IPU - \$2,600
- 39% of hospitals in Ontario are using NRC Picker (not a lot of uptake)
- There are still turnaround challenges and the national survey is quite cumbersome (49 questions for inpatient survey)
- Response rate is about 25%

With the Ontario hospital uptake so low at 39%, the significant cost and slow turnaround time for results, it was felt that this would not be a good value or a good benchmark for the hospital.

The Board felt that there was a strong case to argue against using NRC Picker and were supportive of continuing to use in-house patient satisfaction surveys. We will monitor the evolution of the NRC product and determine if their changes will represent a good reason for us to change.

8.2 Accreditation

Nancy Manion shared a video recently released from Health Standards Organization and Accreditation Canada's CEO, Leslee Thompson.

The video shared some changes at Accreditation Canada with the announcement of the launch of Health Services Organization (HSO), the new name and face of what has been known as Accreditation Canada International. Accreditation Canada claims they will have "*new and innovative products and services designed by HSO going forward so that we can deliver unprecedented value to [our patients] in years to come*".

The video also offered a preview of some of the changes already in progress and some of the emerging trends and "buzz words" (people-powered, people-centered) which we can anticipate for the next Accreditation cycle.

9. Closed Session

At 7:26 p.m., the Board moved into closed session.



LENNOX AND ADDINGTON COUNTY GENERAL HOSPITAL

MINUTES BOARD OF DIRECTORS February 8, 2017 Airhart Conference Room

Motion 12

Rationale: Normal Practice

Motion: The Board of Directors hereby moves into closed session.

Moved by: Peggy Rice
Seconded by: Norman Clark

The motion was carried.

At 7:48 p.m., the Board rose from closed session.

Motion 13

Rationale: Normal Practice

Motion: The Board of Directors hereby rises from closed session.

Moved by: Norman Clark
Seconded by: Peggy Rice

The motion was carried.

10. Other Business

Wayne Coveyduck inquired about interest of Board members to participate in a tour of the ABI suite before it is turned over to the tenants. Wayne will work with Bill Harrison to organize this before the end of February.

Diane Airhart relayed a reminder about the Volunteer Services Valentine's Day Tea taking place on Tuesday February 14 from 11 a.m. to 2:00 p.m., in the Airhart Conference Room.

11. Next Meeting

The next regular meeting of the Board is scheduled for March 7, 2017 at 6:30 p.m. in the Airhart Conference Room.

Christina Detlor will be providing an education session on the Health and Safety Orientation at 6:00 p.m., just prior to the Board meeting.

12. Adjournment

The meeting was adjourned at 7:52 p.m.

Motion 14

Rationale: Normal Practice

Motion: The Board of Directors hereby adjourns their meeting at 7:52 p.m. on February 8, 2017.

Moved by: Diane Airhart
Seconded by: Bob Vrooman

The motion was carried.