

BOARD OF DIRECTORS MEETING OPEN SESSION Thursday, March 28, 2024

5:30 pm – La Verendrye General Hospital / Webex

AGENDA

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 – February 29, 2024 * ^{Pg 4}	
	 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: April 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, March 28, 2024

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)

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:February 29, 2024Time of Meeting: 5:30 pm										
Location of Meeting: Webex / LVGH Board Room										
PRESENT:	H. Gauthier J. Begg*	M. Kitzul E. Bodnar	B. Norton* *via Webex	D. Clifford						
STAFF:	B.Booth, J. Loveday, C. Larson									
REGRETS:	K. Lampi, Dr. L. Keffer, Dr. K. Arnesen, A. Beazley, B. Calder, J. Ogden									
GUESTS:	C. Cole									

1. CALL TO ORDER:

D. Clifford called the meeting to order at 5:30 pm. B.Booth recorded the minutes of this meeting. D. Clifford read the Indigenous Acknowledgment and the Mission Statement. D. Clifford welcomed everyone and reminded all of the virtual meeting etiquette.

1.1 <u>Quorum</u>

D. Clifford shared there were 3 regrets. 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. The following was removed:

• 2.2 Board Chair & Senior Leadership General Report

3. MOTION TO APPROVE THE AGENDA:

ADD: 6.1 Board Chair & Senior Leadership General Report

It was,	
MOVED BY: J. Begg	SECONDED BY: M. Kitzul
THAT the Board approves the Agenda as amer	nded. CARRIED.

4. Patient / Resident Safety Moment

Julie shared a patient story regarding how to avoid Home and Community wait time for in home IV therapy submitted by Carley McCormick, Patient Flow Coordinator, on behalf of a patient. Julie shared the patients struggles noting the patient was diagnosed with a spinal epidural abscess and then after receiving more testing at Thunder Bay Regional was also diagnosed with bilateral psoas muscle abscesses. The patient had 2 drains inserted and had to receive IV antibiotics for a prolonged timeframe. The patient was returned to LVGH in Fort Frances and wanted to be discharged however the need to receive IV antibiotics 6 times a day was going to make this challenging as the patient lived roughly 2 hours away from the hospital and could not travel to the hospital several times a day for treatment. The

Minutes of the Open Board Meeting – February 29, 2024

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first plan was to receive home care services from Giishkaandago'ikwe Health Services, however, because the patient was going to be staying with family while recovering, and they lived roughly 5 minutes from the community that the patient lived in, they refused to provide the service. Plan B was investigated through Home and Community Care and a referral was sent for daily nursing orders for IV antibiotics every 4 hours, bilateral drain care, as well as PICC care. Supplies typically would come from Thunder Bay the following day, however the earliest Home and Community could have the supplies sent would take up to 5 days we were told. This would mean the patient would remain in hospital for essentially another week while waiting. The Flo Coordinator was aware of how desperately the patient wanted to go home; however, the patient recognized the seriousness of the infection and didn't want to compromise healing. The Flo Coordinator quickly thought outside of the box about how to make this happen. Riverside has a courier service that travels to and from Thunder Bay daily and therefore she reached out to the service to see if they could pick up the required supplies and return them to the hospital so the patient could go home the next evening. The courier service was easily open to this idea and the plan was communicated to Home and Community. The only outstanding piece was to ensure that the nursing service had been picked up as it was a rather long-term service plan. Paramed refused the contract unfortunately, however thankfully Riverside has an overflow contract with Home and Community and they picked it up. The patient is home and has Riverside nursing going in every day. The patient shared this is the kind of story that needs to be heard, all too often there is negativity about how people are treated in the health care system, however this patient noted they can contest that this experience has shown them the most caring group, the extra work done to ensure the patients wish came true.

Julie noted Riverside does go above and beyond to accommodate their patients. Discussion took place regarding possibly sharing this story in a communication (public and with staff as well). Further discussion took place regarding the importance of communication and collaboration with partners.

Diane and Henry thanked Julie for sharing this story.

5. BUSINESS ARISING:

There was no business arising.

6. NEW BUSINESS:

6.1 Board Chair & Senior Leadership General Report

Discussion took place around Bearskin airlines and if they go out of business would this affect the air ambulance. Henry noted we have not been informed of this as of yet. Henry discussed the cost effectiveness of Bearskin. He confirmed if air transport is affected there will be conversations. Further discussion took place regarding the RHC helipad. Henry recalled previous conversations around this noting the helipad is on the list to reset. Henry confirmed if the airport closes, discussions will need to occur regarding ORNGE services and how transport will occur.

Diane commented that it's nice to see RHC staff going to AdvantAge Ontario as presenters.

Conversation ensued around what the plan is for the LVGH third floor, and the money being invested into this. Henry clarified the funds have come from the government and are specific to air handling units. Henry shared the potential plan is that pharmacy will be relocated to the third floor to meet NAPRA standards. Henry discussed the need for us to do better with accessing HIRF dollars.

7. OPPORTUNITY FOR PUBLIC PARTICIPATION

There was no public participation.

8. MOVE TO IN-CAMERA:

	It was,							
	MOVED BY: E. Bodnar	SECONDED BY: B. Norton						
	THAT the Board go in-camera at 5:58 pm.							
		CARRIED.						
9.	OTHER MOTIONS/BUSINESS:							
	There was no other motions/business.							
10.	DATE AND LOCATION OF NEXT MEETING:							
	March 28, 2024							
11.	TERMINATION:							
	It was,							
	MOVED BY: J. Begg							
	THAT the meeting be terminated at 8:21 pm.							

CARRIED.

Chair

Secretary/Treasurer

Minutes of the Open Board Meeting – February 29, 2024



Board Chair, Chief of Staff & Senior Leadership – March 2024 Open Session

Strategic Pillars & Directions

Investing in Those Who Serve - Strategically Leveraging our Human Resources

Food & Environmental Services Recruitment

Human Resources and Food Services leadership attended the NCDS Job Fair recently. As a result, seven new staff have been recruited for these two service areas. Congratulations to the team on an amazing recruitment effort and we look forward to a number of new faces in our support services areas.

LTC Rounding

Recent collaboration between the Director of Care and Professional Practice focused on Care and Comfort Rounds at Rainycrest LTC. These rounds are scheduled at set intervals to proactively anticipate resident needs. These needs include pain, positioning, prompted toileting, proximity to personal items and other comfort and safety issues. Resident rounds have been shown to reduce call bell use, pressure ulcers, falls rates and increase resident satisfaction with nursing care. Employee rounding has been shown to strengthen relationships, improve communication, improve employee satisfaction, and reduce turnover.

One Riverside - Promoting a Consistent and Empowering Culture

Rainycrest Activity Programs

At Rainycrest Calli Vandenbrand and her team continue to provide numerous creative quality events in support of

our long-term care residents. A few examples of recent events include:

- O St. Patrick's Day Party (hosted by the Rainycrest Auxiliary)
- O Monthly Birthday parties
- O Drumfit Classes
- O Tai Chi
- O Indoor lawn bowling
- O Bingo and Card Keno
- Walmart Days

Senior Prom 2024

Planning is underway for the 2nd annual Rainycrest Senior Prom in June 2024. This event will also be held in both Emo and Rainy River this year. The event was well received last year, and we look forward to increased support from our volunteers to create an even more fantastic event this year.

Crisis Response

The Crisis Response program redesign continues to improve as staff enhance their familiarity with the service. This past month (February) there were two individuals admitted to our community crisis bed and five calls to attend the emergency department to provide crisis support. A number of staff are completing the Assessing and Managing Suicide Risk (AMSR) training as this has become mandatory for all staff.

Back To Home Program

The Nelson House/Back to home program continues to be utilized regularly with six individuals currently utilizing the breadth of support in the home. There are seven others in progress at various stages of the application process.

ALC Process Review

Our Patient Experience and Flo Coordinator participates in monthly Ontario Health Access and Flo ALC discussions to discuss wait time data, review the current state, and identify both challenges and opportunities to enhance community partner involvement in the management of ALC prevention and/or mitigation.

Tomorrow's Riverside Today - Investing Today to Support Tomorrow

• Local Priority Funding (LPF)

The MLTC has established a Local Priorities Fund that aims to enable targeted investment in specialized staffing, equipment, and services to support the specialized needs of existing and new long-term care Residents, to prevent unnecessary hospitalizations and enable better transitions from hospitals and LTC homes. Rainycrest received \$372k in approved funds for 2023-24 to support pressure relief boots, specialty mattresses, body wedges for repositioning, an ultrasound unit, door widening for accessibility of bariatric Residents, bed trapeze equipment, tub chair lifts, shower chairs, transfer wheelchairs and IV pumps.

• Enhanced Medically Stable Patient Transport (MSPT)

RHC is focused on development of an enhanced model for MSPT to support district needs through addition of a 2nd individual on each transport trip, enhanced service access (days, hours), and an increased coverage area (communities in district and tertiary centres).



Board Chair, Chief of Staff & Senior Leadership – March 2024 Open Session

• Specialist Care Transportation

The RRDOHT Transportation committee has initiated proposal development for a regional transportation project that will address the many residents of the district who struggle with finding affordable, reliable, and accessible transportation to regional health centres, primarily in Thunder Bay. The OHT leadership team has given consensus to complete the first step of this project, hiring a coordinator. Efforts are ongoing to gather consensus support for the purchase of the shuttle bus.

Ontario Health Teams – New Designation

Under the Connecting Care Act (CCA), 2019 there is a proposed New Regulation for 'Designated OHTs'. The Ministry is asking all OHT partners to provide feedback to the Ministry on the potential impact of this change to the RRDOHT and/or its foundational organizations by March 28, 2024. The new regulation will establish additional requirements before the Minister of Health (Minister) may designate an Ontario Health Team (OHT), as well as to address exemptions from the integration-related provisions of the CCA with respect to OHT formation activities.

Proposed requirements for inclusion in the prospective regulation include:

- Creating a not-for-profit co-ordinating corporation with specified characteristics
- Involving patients, families, and caregivers
- Establishing a primary care network
- Demonstrating home care delivery readiness

Highlighted Capital Projects

- Hospital Infrastructure Renewal Funding
 - Upgrades to oxygen, medical air, and vacuum gases distribution system 1952 Wing LaVerendrye Site
 - Domestic Water distribution system upgrades 1952 Wing LaVerendrye Site
 - Replacement of Generator System 1952 Wing LaVerendrye Site
 - LVGH 3rd Floor Ventilation Replacement 1952 Wing LaVerendrye Site
- Local Priorities Funding
 - Shower Room Renovations Rainycrest LTC
 - ADA Compliant Doors Rainycrest LTC

Pay For Results (P4R) Program

The Emergency Departments at the LaVerendrye General Hospital and Rainy River Health Centre are both completing the site readiness preparation and planning phase the P4R initiative. The following is a summary of progress to date on key milestones:

- 1. eCTAS Implementation
 - Our team will be visiting another hospital on April 9, 2024, to view their implementation of the eCTAS system and status board in order to prepare for our own rollout.
- 2. OH-Approved Survey Implementation
 - Questions required as part of P4R being incorporated into our new survey. We will begin issuing the new survey April 1, 2024.
- 3. EDRVQP ED Return Visit Quality Program
 - o Requirement to complete 50 audits annually.
 - Estimated start date: September 2024
- 4. ERNI Implementation
 - Health Records hiring an additional clerk with the approved funding to assist with the ED record data entry that will be required for monthly submission.

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

Black Health Plan – North West Region

Rainycrest LTC is participating in the Northwest Discussion led by the Black Health Alliance. This is a community consultation to foster inclusivity and address systemic challenges. It will provide a platform for organizations to share insights, priorities, challenges, and barriers we encounter in serving Black communities (includes patients and staff) effectively.

• 2nd annual Pushing Up Daisies Fair

The 2nd annual Pushing Up Daisies Fair will be held on May 15, 2024, in Hallet Hall at Rainycrest. A death doula will be the guest speaker at this year's event.

RRDMA - District Committees

At the 2024 RRDMA Annual Meeting held in January, Doug Hartnell/President and Mike Behan/Vice President brought forward discussion with regards to the creation of district groups to meet/work with Riverside Health Care. The membership is pleased to hear of the positive communications between RRDMA and Riverside Healthcare and very much the Riverside's CEO suggestion for engagement at the more localized level.



Board Chair, Chief of Staff & Senior Leadership – March 2024 Open Session

Please note the members and their contact information for each committee below:

- 1. West District Committee
 - a. Town of Rainy River Deb Ewald
 - b. Township of Morley Telford Advent
 - c. Township of Lake of the Woods Colleen Fadden
 - d. Township of Dawson Doug Hartnell
- 2. Central District Committee
 - a. Township of Chapple Trish Neilson
 - b. Township of Emo Philip Whatley
 - c. Sioux Narrows-Nestor Falls Holly Chant
 - d. Township of LaVallee Brendan Hyatt
- 3. East District Committee
 - a. Township of Alberton Diane Glowasky
 - b. Town of Fort Frances To Be Determined
- 4. Indigenous Committee
 - a. To Be Determined (recommended 5 representatives)

The RRDMA members thanked the Riverside Executive Board and CEO for the opportunity to meet, engage and remain informed. Rainy River First Nation also engaged Riverside to support development of an Indigenous Committee as per Riverside's recommendation through the RRDMA. Once we have engaged the Town of Fort Frances to confirm their representative and engaged further with our Indigenous communities our team will begin to coordinate meetings with the four groups.

• Ceremonial Space

The ceremonial Space is now being utilized by our Indigenous communities. The ICCs bring patients down to the room for smudging. GHAC and the local Elders are still working to have the artwork and furnishing of the room complete.

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

Respectfully Submitted,

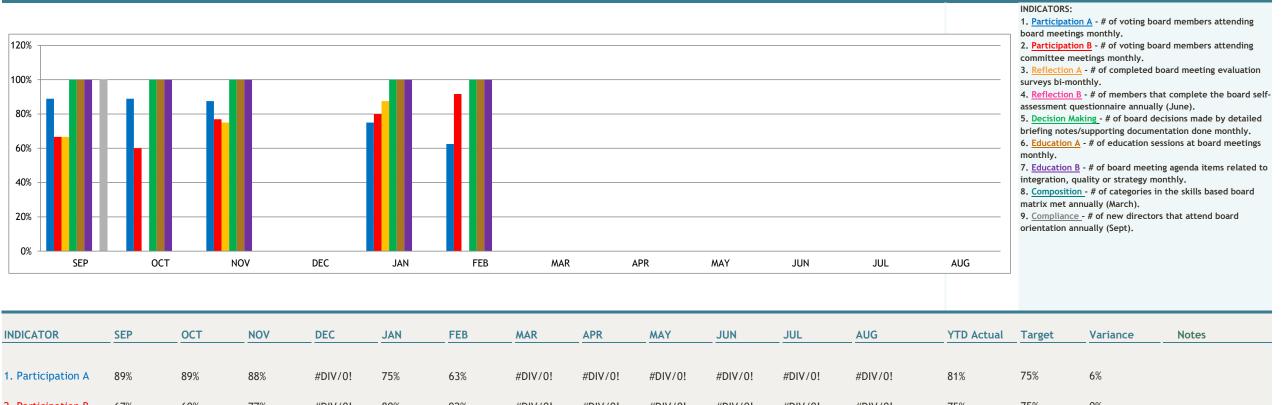
Diane Clifford, Board Chair Dr. Lucas Keffer, Chief of Staff Julie Loveday, Executive Vice President, Clinical Services & CNE Carla Larson, Chief Financial Officer Joanne Ogden, Quality Assurance & OHT Executive Lead Henry Gauthier, President & CEO



Quality, Safety, Risk Committee Report – March 2024

2.5.1 Board Quality Metrics *

BOARD OF DIRECTORS - QUALITY METRICS - 2023-2024



INDICATOR	SEP	ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	YTD Actual	Target	Variance	Notes
4. Deuticia stica A	00%	00%	0.00%		750/	4.204	//DIV//01				((D)) ((O)		0.1%	75%	4 9/	
1. Participation A	89 %	89%	88%	#DIV/0!	75%	63%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	81%	75%	6%	
2. Participation B	67 %	60%	77%	#DIV/0!	80%	92%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	75%	75%	0%	
3. Reflection A	67%	#DIV/0!	75%	#DIV/0!	88%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	76%	100%	-24%	
4. Reflection B										#DIV/0!			#DIV/0!	100%	#DIV/0!	
5. Decision Making	100%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100%	90%	10%	
6. Education A	100%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	125%	100%	25%	min of 1 session/mtg
7. Education B	100%	100%	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#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 – March 2024

Emo

No Report.

La Verendrye General Hospital

See Attached.

Rainycrest

No Report.

Rainy River

See Attached.

LVGH Executive Minutes March 5th 2024

LaVerendrye General Hospital Auxiliary Executive Meeting Minutes March 5th 2024

Call to order: The meeting was called to order at 1:30 p.m

Attendance: Marnie Cumming, Linda Booth, Irene Laing, Linda Plumridge, Margie Gibson, Donna Penney & Maureen Ross.

Regrets: Karen Silander, Linda Beadow, Jan Beazley, Susan Seiders, Janice Mundle.

Auxiliary Pledge: Recited by all.

Declaration of Conflict of Interest: None declared.

Approval of Agenda: Approved.

Minutes of March 5th 2024 Meeting: Accepted as circulated with correction in courtesies of a sympathy card sent to the family of Marlene McQuarrie.

Treasurer's Reports: Accepted as circulated. Government is requesting HST rebate applications every 6 months online. Submission made in March. Gift shop revenue of \$3501.50 was deposited for January and February. Total Hospital Auxiliary Funds as of February 29th 2024 are \$74599.69.

Correspondence: A thank you card was received from the June 2023 Bursary recipient Anna Johnson who is attending Brandon University in the pre-nursing program.

Director's Reports:

Foundation Rep: Marnie reported the Foundation meeting was cancelled. Allison has asked if we would sell tickets at the Gift Shop for the Foundation Spring Luncheon 'Cruisin into Summer'.

Gift Shop: Jan & Susan, Report attached. Pepsi vending machine is up and running and th Coke machine has been disabled and is awaiting removal from the cafeteria. Mechanical issue with the vending machine. Although it is still operational, the fan needs replacing. A quote has been solicited. Northwoods and Pharmasave are under new ownerships and both have agreed to continue to provide goods at discounted prices to the shop. Two new volunteers will be trained.

Membership: Marnie reported that there were 5 membership renewals and \$58.00 in donations.

Phoning/Courtesies: Donna Get well cards were sent to members Janice Mundle and Allison Cox. Sympathy cards were sent to husband Cal Robertson and Sandra Robertson in memory of Noreen Robertson. Donna is working to reestablish a phoning committee. If possible, members will be called to personally invite them to the 'Coffee and Conversation' event to be held at the Senior Centre on Monday March 11th.

Social Activities: Diane reported everything is set for the 'Coffee and Conversation' event on Monday March 11th at the Senior's Centre. Ice Cream and cookies have been ordered as well as St.Patrick's Day themed decorations.

At this event there will be a questionnaire to ask members their thoughts and to discuss going forward with certain future fundraising events, e.g 50/50 raffles, Strawberry Social etc.

The Staff Appreciation date has been rescheduled to take place at the hospital on Wednesday March 27th 2024. Volunteer Auxiliary members will package a cinnamon bun, fruit cup and appreciation note in a bag on Tuesday March 26th at 1pm at the 3rd floor meeting room.

Directors at Large: Margie, Karen, Maureen, Linda, Janice: No Report

Patient Services: Judy Webster. Due to construction on the 3rd floor hospital wing the LVGHA storage room was temporarily moved to another room. Judy has the key to that storage room.

Unfinished Business:

- a. The **50/50 Raffle Report** and **Women's Wellness Workshop Report** are attachments with the minutes.
- b. **Rockin' for a Reason** update: Maureen Ross convener, will hand out pledge sheets and letters will be distributed to the membership, including letters to be hand delivered to businesses at the 'Coffee and Conversation' event on Monday March 11th.
- c. **Nominating Committee:** Committee meeting was held. Continue to looking for a Vice President who would also be the Foundation Board Rep, a Communications Director who would do news articles and update events on the LVGHA Facebook page and a Special Events Coordinator who would co-ordinate fundraising events throughout the year.

New Business:

A motion was presented for 2 x \$1000. bursaries to be awarded to two 2024 graduating Fort Frances High School students entering the heath care field. Motioned by Margie Gibson, 2nd by Maureen Ross, motion Carried.

Adjournment: At 2:55 pm. Next meeting on April 2nd 2024

Rainy River Hospital Auxiliary

Minutes of Meeting March 6, 2024

Nancy called the meeting to order at 2:10 and the Auxiliary prayer was read.

There were 10 members present. Eleanor Wiersema, Dorothy Wiersema, Carol Pratt, Lou Ricci, Jeanette Armstrong, Elsie Gerula, Nancy Schaak, Marlene McNally, Bev Langner, Dawn Jarvis.

Minutes of last meeting

Minutes of February 7th, 2024 meeting were read and there were no errors or omissions. Moved by Dawn Jarvis and seconded by Carol Pratt. Carried.

Old Business, Business Arising

Marlene McNally and Nancy Schaak went to help at the Long Term Care with the Valentine Party. They will also help with the St Patrick's Day Party.

Raffle ticket for the painting of the "Ark houseboat" were given 9ut. Draw will be at 5pm Friday July 19th, 2024.

Dawn Jarvis moved and Carol Pratt seconded that we give \$150.00 to the Evangelical Covenant Church for the use of their church for our meetings. Carried.

Financial Report

Treasures Report

Nancy Schaak gave the financial report for February for the General and lottery account (attached). Closing balance for the general account is \$4017.59 and the lottery account is \$82.24.

HELPP Report

Nancy Schaak presented the HELPP financial report for February with a closing balance of \$1961.08.

Tuck Shop Report

Elsie Gerula reported the Tuck Shop balance for the end of February 2024 was \$575.31.

Nancy Schaak moved the financial reports, seconded by EleanorWiersema. Carried.

Committee Reports

Membership

Eleanor Wiersema reported two new memberships.

Sick and Visiting

Bev Langner reported sending 1 sympathy card and 1 Get well card sent,

Foundation report

Bev Langner had no report as Allison Cox is out sick.

Social Committee Report

Carol Pratt had nothing to report.

Bev Langner moved and Marlene McNally seconded that we accept the committee Reports. Carried.

Correspondence

No Correspondence.

New Business

We set the date for the Christmas Bazaar for Saturday December 7th, 2024, time to be decided later.

Reminder to start plants for the plant table for the Strawberry Social

Nancy Schaak adjourned the meeting at 2:59.