

**Board Report
From CMH President & CEO
August-September, 2011**

This report provides a brief update on some key activities within CMH as an FYI to the board. While it is organized against our strategic themes, it may include strategic, corporate and other projects as necessary.

Unparalleled Focus on Quality

MRI

- Negotiations with the preferred vendor have been conducted. We are awaiting some additional information from the vendor.
- Our plans are on track for a March 2012 start for the MRI service.

Quality Nursing Environments - Quality Patient Care Proposal

- CMH submitted a proposal to the *Quality Nursing Environments – Quality Patient Care* fund in early September
- The purpose of the fund is to promote initiatives that improve nursing environments, which in turn influences better patient care
- CMH's proposal is to use the fund to develop an expert team comprising a nursing lead, three nurses and 3 professional staff to develop, teach and sustain falls prevention initiatives based on the Safer Healthcare Now/RNAO National Falls Facilitated Learning program
- Hospital falls are resource intensive; the project aims to reduce falls by 20% when the project is complete
- If approved, approximately 105 nurses from 3B Pro and Acute Medicine, will be influenced by this quality initiative
- Susan Gregoroff is the executive lead and Janice McNab from 3B PRO is the project and team lead
- We expect to hear about our proposal in the next few weeks

Emergency Department

- We are planning for a small renovation to ED to create some extra capacity. The scope of this renovation is still under development. It is likely the renovation will be done in Q4.
- We continue to see a modest reduction in volume in the ED. For example, the 30 day rolling average of total daily visits was 155 on April 30, 152 on May 31, 151 on June 30, 150 on July 31, 146 on August 31 and 145 on September 22.

Interim Mental Health Program

- Contractor mobilized on site September 19 to set up trailer offices and plan construction logistics
- Construction set to begin at the beginning of October and will finish by June 2012

Accreditation

- Survey dates are November 27-30, 2011. Pat Somers, SVP and CNE at Hotel Dieu Grace Hospital in Windsor is the Team Lead.
- Weekly communication regarding ROPs (required organizational practices) in the form of posters and email communication
- Our CMH teams continue to work toward developing their roadmaps and action plans/quality improvement plans will be monitored on an ongoing basis via Quality and Operations Councils.
- ROP posters with key messages are rolling out across the hospital and we are encouraging all to review them.
- We are planning for an accreditation celebration week later in October to build momentum and increase staff involvement in the process.

C. difficile

- In July, we had 5 cases of C. difficile. In August, the number of cases was 2, which is considered normal and expected for a hospital of our size
- Many cleaning initiatives based on the most recent recommendations from the Niagara Health System expert report were implemented in July and August to help prevent transmission
- Thanks to our staff who continue to be very diligent in keeping the spread of C. difficile under control

Strength Through Our People

Isobel Boyle

- Isobel started the week of September 12 as interim manager for CMH's Women's and Children's program. She will be here for a few months.
- She had long and extraordinary career in nursing leadership, having retired as the Clinical Director of Children's Programs at Grand River Hospital
- She recently held the position of Director of Nursing Consultancy and Chief Nursing Officer at the new Children's Cancer Hospital in Egypt where she lead the coordination
- She is a clinical tutor at McMaster University

40 Years at CMH!!

- One of our peri-operative nurses celebrated her 40 years at CMH on September 7
- What a fantastic accomplishment!

Driving Value and Affordability

CMH sick time rates improve

- Adjusting for differences, the August data shows employees were off sick almost 10% less than last year at this time.
- Healthy workplace initiatives are being implemented and communicated to staff, including a new on-site Weight Watchers program, a new mental health website developed by our long-term care provider and reduced membership fees to the YMCA

Strategic Plan

- New four pager explaining how the strategic plan is being implemented is in the final stages of development/printing
- It will be circulated to all staff, physicians and volunteers
- Sessions will be held with staff to outline the strategic plan and the priority projects for this year
- See a separate handout on project status

Hand Hygiene

- We have started using an iPad and software program to accurately capture hand hygiene compliance. CMH is the first in the region to use this technology.
- A nurse with extensive experience at CMH has been assigned to this role
- Members of the senior team accompany her on a regular basis to interact with staff and reinforce the importance of hand hygiene

FIPPA

- Effective January 1, 2012 hospitals come under the provisions of the Freedom of Information and Protection of Privacy Act (FIPPA). FIPPA was extended to cover hospitals as a result of the Broader Public Sector Accountability Act, 2010, which received Royal Assent on December 10, 2010. Currently the Government of Ontario, municipalities, school boards, universities, Local Health Integration Networks and many other public institutions are subject to these provisions.
- The purpose of FIPPA is to provide the right of access to information under the control of institutions and to protect the privacy of individuals with respect to personal information about themselves in the custody and control of institutions.
- This will only apply to records that came into control or custody of the hospital after January 1, 2007. This is a significant legislative change and impact on hospitals.

- CMH is preparing for compliance with FIPPA with an Implementation Committee that includes stakeholders from many departments. Mike Prociw, the executive lead for this project is responsible for the successful implementation of the plan. Information sessions on FIPPA have been provided for the management team over the summer and staff education will commence in the fall.
- According to the Act, the Board Chair is responsible for the overall administration of and decision making related to FIPPA. The Board Chair may delegate all the powers and duties under FIPPA to one or more officers of the hospital. It is our intention that these powers will be delegated to the position of Vice President of Finance and Corporate Services. The delegation process/details will be presented at the November board meeting.
- CMH will have all FIPPA requests forwarded to the Privacy Officer and have the requests reviewed for compliance with the act by the Privacy Officer, Risk Manager and Communications Specialist. Request that require more consideration will be sent to the Vice President Finance and Corporate Services for review. The CEO and Board Chair will be involved, as appropriate.
- As you know, we post a significant amount of information on our website – minutes from board meetings, full board packages, quality indicators, financial performance, etc. Organizations are encouraged to continue and expand, where appropriate, such practices.
- Further updates will be provided to the Board as CMH continues in our FIPPA compliance journey.
- There is a 1 hour video provided by the OHA posted in the board portal that I would encourage board members to watch.