

**Kemptville District Hospital  
Board of Directors Meeting  
Thursday, November 24, 2016  
Grenville Mutual Community Room,  
380 Colonnade Drive, Kemptville, ON  
6:30 pm**

**Minutes**

1. **Call to Order:** K. Cooper, Chair, called the meeting to order at 6:33 pm.
2. **Regrets / Quorum / Declaration of Conflicts:** Quorum was established and there were no conflicts declared. K. Cooper welcomed guests from the KDH Foundation, Dr. Jacques Lemelin of the Champlain LHIN, and Judy Mouland, Fundraising Consultant, to the meeting; round-table introductions followed.

Present:	K. Cooper C. Parsons C. Chisholm (T) S. Saslove (T)	R. Morais C. Burke M. Harrison	F. Vassallo F. Onasanya P. Currie	Dr. Leonard P.-E. Cloutier D. Ulrichsen
Regrets:	J. Neubauer	G. Poapst	A. Hysert	L. Angus
Management/Staff and Guests:	L. LeClair Dr. J. Lemelin	C. Van Vliet J. Mouland	J. Read	A. Pinhey
KDH Foundation Staff:	R. Noseworthy, M. Gaynor	M. Norenberg G. Pincott	J. Mavis	M. Boucher

4. **Client Centred Care:**

A new video created by KDH was screened. The video, entitled “Kemptville District Hospital: The Patient Experience Starts Here” features KDH staff, a physician and volunteers talking about how they contribute to an exemplary patient experience. The video highlights the success of the KDH campaign to create a culture of Patient and Family Centred Care. The video is required viewing for all newcomers to KDH. A second version, aimed at the general public, is in production.

M. Harrison, who appears in the video, added that the KDH Mission of Building Healthier Communities is reflected in the Patient and Family Centred Care campaign.

C. Burke provided an overview of a complaint received from a patient, and the learning opportunities that were created as a result of the investigation of the complaint. The complaint centred around physician case management.

Several steps were taken to resolve the complaint. The patient appreciated the thoroughness of the review, with two former ED Chiefs participating, and the Chief of Staff providing a thorough discussion of the team’s findings and response to the learning opportunities. The patient appreciated the efforts and was satisfied with the process. This

complaint had also been shared with the Board Quality and Safety Committee and the Patient and Family Advisory Committee (PFAC) earlier in the month.

5. **Additions / Changes to the Agenda:** 6. Consent Agenda and 9.5.2 Capital Projects Update: Clinic Modernization Project will be addressed following the presentations.

6. **Approval of Consent Agenda Items:**

***Motion: On a motion duly moved, seconded and carried, the Board approved to receive for motion 8.0 Approval of Previous Minutes: October 27, 2016, and to receive for information 9.1.1 Compliance Report, 9.1.2 CEO Report, 9.1.3 CNO Report, and 9.5.3 2016-2017 Q2 Financial Update.***

7. **Education: Dr. Jacques Lemelin - Primary Care**

C. Van Vliet introduced Dr. Jacques Lemelin, the Primary Care Physician Lead with the Champlain LHIN. Dr. Lemelin provided an overview of Integrated Care in the Champlain region. His informative presentation addressed the following topics:

- Champlain Integrated Health Service Plan 2016-19
- Health Links
- Patients First
- SONG Primary Care Network
- Primary Care Engagement

Dr. Lemelin also shared the November 2016 SONG Health Link: Project Manager Report with additional information and relative data. A brief question period followed the presentation.

*Following his presentation, Dr. Lemelin left the meeting at 7:35 pm.*

9. **Reports**

9.6 **KDH Foundation: Presentation – Capital Campaign Process**

R. Noseworthy provided an overview of recent activities undertaken with respect to the Campaign and introduced Judy Mouland, Fundraising Consultant. Ms. Mouland provided a presentation on the process that the KDH Foundation will follow to prepare and launch a successful Capital Campaign for the Clinic Modernization Project.

Ms. Mouland indicated that members of both the hospital Board and the Foundation Board would be interviewed about the Clinic Modernization Project prior to Christmas, as per the project timeline. She added that M. Boucher would be in contact with all members in the days following to arrange the interviews. R. Noseworthy noted that a different proposed building project that included clinic space had been discussed 18 months previously; since that time, however, the project had changed from a new build to the Clinic Modernization Project now being discussed.

The Foundation had met earlier in the week and been provided with a tour of the current clinic space, and had been shown the new space. This had provided them with a solid understanding of the project; they would be preparing a video that would be used to emphasize the need for new clinic space to potential donors. R. Noseworthy indicated that Foundation staff would be working in parallel with the Consultant in order to meet timelines. Next steps included setting goals and establishing leadership for the campaign.

J. Read and C. Van Vliet briefly spoke about the *Strategic Plan at a Glance* booklet that had been provided to all members and guests, indicating that it had been produced as a Patient and Family Centred version of the Strategic Plan. K. Cooper thanked the Foundation members and Ms. Mouland for attending and for the presentation.

*The members of the KDH Foundation and Judy Mouland left the meeting following the presentation at 7:55 pm.*

**9.2. Chief of Staff**

**9.2.1 Chief of Staff Report:** Dr. Leonard provided a verbal report on recent activities regarding the hospital and its physicians. He indicated that everything is in order, particularly in terms of the physician shortage that occurred earlier in the year. There are now physicians scheduled up to Summer, 2017. There were no other areas of concern.

**9.2.2 Credentialing**

***Motion: On a motion duly moved, seconded and carried, the Board approved hospital privileges for the following physicians, who have been credentialed as set out under Article 4 Appointment and Reappointment to Professional Staff of the Professional Staff Bylaws:***

Re-Application	Application	Physician	Privilege Category
	✓	Dr. Lindsay BRADLEY	Courtesy – S/OR (Surgical Assist)
	✓	Dr. Ismail EL-SALFITI	Courtesy - Emergency
	✓	Dr. Rohin MALHOTRA	Courtesy – Radiology - Realtime
	✓	Dr. Anil SHASTRY	Courtesy – Radiology - Realtime
✓		Dr. Neera AGGARWAL	Active
✓		Dr. James BLAKSLEE	Active
✓		Dr. Balpreet BRAR	Courtesy – General Surgery
✓		Dr. John BRISEBOIS	Courtesy – Emergency
✓		Dr. Suzanne CHRISTIE	Neurology
✓		Dr. Andrea DONOVAN	Courtesy – Radiology - Realtime
✓		Dr. John EVANS	Active
✓		Dr. Christian FARAH	Courtesy – S/OR (Anaesthesia)
✓		Dr. Benjamin FINE	Courtesy – Radiology - Realtime
✓		Dr. Robert GAUVREAU	Courtesy – S/OR (Surgical Assist)

✓		Dr. Alexander HALIL	Courtesy – Laboratory
✓		Dr. Daniel HOLMAN	Active
✓		Dr. Karl-Andre LALONDE	Courtesy – S/OR (Orthopaedics)
✓		Dr. Owen LEE	Active
✓		Dr. Gabriela LEWIN	Active
✓		Dr. Loan LUONG	Active
✓		Dr. Miklos MATYAS	Courtesy – Otolaryngology
✓		Dr. Penelope McGREGOR	Courtesy - Hospitalist with Admitting
✓		Dr. Paul MILLER	Courtesy – S/OR (Anaesthesia)
✓		Dr. Shawn O'DONNELL	Courtesy – Emergency
✓		Dr. Steven PAPP	Courtesy – S/OR (Orthopaedics)
✓		Dr. Anne Marie PELLETIER	Courtesy – Emergency
✓		Dr. J. Whitcomb POLLOCK	Courtesy – S/O (Orthopaedics)
✓		Dr. Stefan POTOCZNY	Courtesy – Radiology - Realtime
✓		Dr. Jonathan RATHWELL	Active
✓		Dr. Robert RIDDELL	Courtesy - Emergency
✓		Dr. Magdy RIZK	Courtesy – S/OR (Surgical Assist)
✓		Dr. Rehana ROUF	Courtesy – S/OR (Anaesthesia) / Emergency
✓		Dr. Zahra SALEH	Active
✓		Dr. Benoit ST. JEAN	Courtesy – S/OR (General Surgery)

There was a query as to why there is always a list of physicians requiring credentialing every month, in response to which it was explained that all physicians are credentialed for 12 month terms, and therefore credentialing is ongoing. At this time, F. Vassallo took a moment to congratulate Dr. Leonard on his efforts in attracting new physicians to KDH.

### **9.3 Quality and Safety Committee**

#### **9.3.1 Quality and Safety Committee Chair Report**

D. Ulrichsen provided a verbal report on the recent activities of the Committee. The Committee will be conducting a review of Quality Indicators in January, 2017, and are looking for interested members to join the Ad Hoc Committee. There will be a teleconference on December 15<sup>th</sup>, 2016, and anyone interested is asked to contact L. Mignault to register. Further details can be found in the Committee Draft Minutes on the Board Portal.

#### **9.3.2 Quality Improvement Plan Status Report**

L. LeClair and C. Burke provided an update on the status of the current year QIP and reviewed three of the indicators in detail:

- **123 Resident Satisfaction on ILTC/CCP – Having a Voice:** We are above target at Q2.

- **125 Alternate Level of Care (ALC) Rate – Acute:** We have had a substantial decrease in ALC days as a result of an integrated team approach focused at the time of the patient’s presentation in the Emergency Department on providing the Right Care in the Right Place at the Right Time for that patient.
- **127 “Would you recommend” in the ER and Inpatient:** Because of the redesign of the patient survey and our review of its use, we will not get our Q1 and Q2 data until January 2017.

#### **9.4 Governance Committee**

##### **9.4.1 Governance Committee Chair Report**

P.-E. Cloutier gave a verbal report on the activities of the Governance Committee, including the review of Executive Compensation; he noted that a Sub-Committee had been formed for this task, and its work would begin early in 2017. Recommendations on this matter will be brought to the Board through the Governance Committee and the Corporate Services Committee to the Board. Further details can be found in the Committee Draft Minutes on the Board Portal.

#### **9.5 Corporate Services**

##### **9.5.1 Corporate Services Chair Report**

P. Currie provided a verbal report on the Committee’s activities.

Members of the KDH Foundation attended the November 17, 2016, Corporate Services Committee meeting with respect to the Clinic Modernization Project and advised that their feasibility study and final report will be produced by the end of January, 2017. As there will be some cash flow challenges for KDH due to the timing of pledges, management is working on scenarios and will update both the Committee and the Board at the next meeting. A notable milestone, discussed at the meeting, was the vendor bidding selection process, which has now been completed. All bidding was done in compliance with public service guidelines.

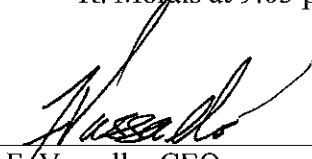
The Draft budget for 2017/2018 was tabled and is a work in progress. The Committee will prepare a detailed review of the final budget prior to it being submitted in February 2017 to the Ministry. The Board will see the review prior to submission.

Recommendations for the Investment Portfolio were made and the Committee approved the recommended solution. Further details on these and other agenda items can be found in the Approved Minutes, which will be posted following the next Committee Meeting.

#### **9.7 KDH Auxiliary Report**

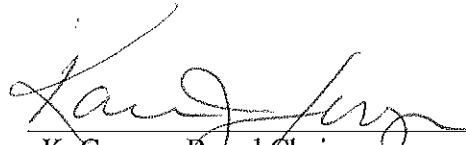
The Report was provided for information, with C. Parsons clarifying that the “Coffee Bar continues to meet the bronze level of standards for nutritious foods and beverages.”

10. **KDH Board Action Registry:** There were no outstanding items to report. K. Cooper reminded members to update their Director Manuals with the package provided, including documents being added or updated.
11. **Next Meeting:** Thursday, January 26, 2017, 6:30 PM at Grenville Mutual.
12. **Moved In Camera at 8:28 pm.**
13. **Moved out of In Camera at 9:05 pm.**
14. **Adjournment:** There being no further business, the meeting was adjourned on motion by R. Morris at 9:05 pm.



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F. Vassallo, CEO



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K. Cooper, Board Chair