

**Perth and Smiths Falls District Hospital
Board Quality Committee
Thursday, April 14th, 2022
Via Zoom
7:30 a.m. – 9:00 a.m.**

Present: L. Drynan (Chair), D. Thomson, K. Clupp, H. Mostamandi, M. Quigg, M. Cohen, K. Kehoe, Dr. W. Hollis, C. Dolgowicz and S. Bird
Guests – D. Hodgins and B. Hirst

Regrets: A. Thomlinson G. Church and Dr. A. Kuchinad

In Attendance: C. Rustan, Recording Secretary

1. Call to Order – L. Drynan

L. Drynan, Chair, called the meeting to order at 7:34 a.m.

2. Adoption of Agenda – L. Drynan

MOVED by K. Clupp
SECONDED by Dr. W. Hollis

That the April 14th, 2022 Board Quality Committee Agenda be approved as circulated.
CARRIED.

3. Approval of Minutes – L. Drynan

Deferred

4. Closed Session Items

Deferred

5. Education Presentation

M. Cohen provided an education session on Enterprise Risk Management (ERM).

The thought is to create a living ERM document that will be reviewed/monitored regularly and reported to the board annually.

M. Cohen discussed the following items:

- Cybersecurity - The IT team has currently been working on improving our Cybersecurity as we also continue to move forward with the Lumeo Project. A third party has been brought in to help with monitoring any potential cyber-attacks and to assist with any recovery, should an attack occur.

J. Fenik stated that it only takes one employee to accept a link to open the doors to a successful cyber-attack. The county has implemented a cyber education module; which consists of three modules that educates employees on what to look for, how to identify it and how to respond. J. Fenik suggested that this education be provided across the organization as an extra precaution.

D. Hodgins advised that we have implemented a “tips/tricks” page that pops up when users first sign in and education is ongoing. PSFDH has also created a phishing e-mail where staff can forward any suspicious email and IT will block and dispose of the email appropriately.

J. Fenik will send M. Cohen the coordinates for the cyber-attack training.

- Access to Information – It’s critical to provide care to patients and it would cause delays to provide the appropriate care should we be unable to access information.

- IT infrastructure – There are significant requirements that are required to take advantage of Lumeo and to use it effectively. PSFDH will have to invest money to ensure that other systems/documents are also up-to-date to function well with the Lumeo system. Another factor to consider is that it is high risk to try and continue to operate on a paper system, when majority of the new physicians and students have been taught on a paperless system.
 - Recruitment and retention – Staffing was a challenge prior to the pandemic and it has only declined since the sixth wave of Covid-19. M. Cohen discussed concerns surrounding the smaller departments, such as Urology. There is currently only one urologist and should the Urologist become ill or leave this could affect PSFDH across the board.
 - Infrastructure – The GWM site doesn't meet the current needs in terms of IPAC or safety, as well the aging facility doesn't allow for growth. M. Cohen discussed privacy and the impacts it has from a financial perspective, should a breach occur. With all of the IT upgrades coming, PSFDH will have a better system to easily monitor and audit who accesses charts and when.
 - Security – M. Cohen is unaware of any security risks at PSFDH; however our processes can always be improved to monitor and control the loss of medications, supplies, finances and etc...
 - Financial Fraud - The Senior Leadership Team recently updated the Signing Authority policy to ensure strengthened measures are in place.
 - Government Changes – M. Cohen discussed the upcoming election and the potential change that may affect our funding. If a new party is selected, there will still be change in personnel as the Minister of Health will not be running
- J. Fenik did comment that the million dollars from the municipality will be at risk with this upcoming election. Individuals who support the Conservative party feel that it is an Ontario based issue and not a municipal issue.
- Capital Acquisition (Technology) – Hospitals have multiple capital sources and the Foundation has one source. The money from the core capital campaign will be put towards decreasing our debt. If funds are not generated for capital needs, there is a potential risk to the organization.
 - Medical Planning – M. Cohen would like to follow a better practice to improve activities pertaining to clinical operations.

K. Clupp suggested adding space under the risk board to outline the data over the past 1-5 years. This will make the data more clear to those viewing the chart and will allow for a better understanding to see if we are improving or not.

K. Clupp suggested narrowing down the highest of high risks vs. the moderate risks. The current chart has many items listed and a lot of red is displayed so when viewing the chart it comes across as everything is a priority. It's difficult to know where to focus when there are so many items listed.

Discussion ensued regarding adding a directionality arrow to help outline that it's red, but the green arrow displays that there has been an improvement. It would be helpful to also outline what the score was previously and what the score was after mitigation has been completed.

M. Cohen agreed to adjust the chart to display a better overview of what we are doing and how it has made an overall impact.

M. Cohen will go back and alter the chart to incorporate K. Clupps suggestions.

6. Business Arising from Minutes

6.1 Board Quality Committee Workplan – 2021-2022

Deferred

7. Standing Items – N. Shaw

7.1 Strategic Operational Plan – M. Cohen

Deferred

7.2 Performance Metrics

i. Balanced Scorecard

Deferred

ii. Patient Satisfaction Surveys – NRC & OBS

Deferred

iii. Incident Reports

Deferred

7.3 Patient and Family Advisory Council (PFAC) Update – D. Thomson

Deferred

8. New Business

8.1 HR Union Matters (Corporate Scorecard)

Deferred

9. Other Business

9.1 COVID-19 Update

Deferred

9.2 NRC Update

Deferred

10. Next Meeting date:

The next Board Quality meeting is scheduled for Thursday, May 12th, 2022 at 7:30am via Zoom.

11. Adjournment - L. Drynan

MOVED by C. Dolgowicz

SECONDED by M. Quigg

THAT the April 14th, 2021 Board Quality Committee meeting adjourned at 8:08a.m.

CARRIED.