

Scorecard, Q3 2018-19 were reviewed;

- SHN Emergency Departments are operating at 2-3 times the volume they were designed for; with more than 197,000 annual visits.

2019/20 Quality Improvement Plan (QIP) Development

- Confirmation of 2019/20 QIP indicators arising from the themes identified and performance targets proposed is complete;
- The 2018-19 Work plan has been updated and prepared for submission to HQO;
- 5 change ideas not implemented in 2018-19 will continue over a multi-year cycle;
- Engagement and communication plan has been developed and strategies are in place to seek feedback and confirm input from patients, families and community partners;
- The final QIP will be approved at the March 2019 Board of Directors meeting.

3.2 Report from the Community Advisory Council

O. Jamal provided an update on behalf of the committee, with highlights of discussion as follows:

- The members celebrated Chinese New Year at their meeting;
- Mental Health and Addictions Presentation from Pathways Housing and 25 Neilson Road;
- A progress report was provided on the development of the Patient Declaration of Values;
- L. Calhoun and Dr. Zoutman provided an update on the Women's and Children's Program Review and provided an explanation around the process used to review the program and level of staff, physician, patient/families and community engagement before making changes to the Women's and Children's Program;
- The CAC is working with management to collaborate with community agencies, inviting various groups to present.

3.3 Report from the Board Chair

M. Adamson thanked the CEO, COS and Staff for managing and implementing the important clinical service change(s) required to provide safe, timely care to our community.

3.4 Report from the President and CEO

E. Buller spoke to the written report provided in the materials, with highlights as follows:

- On Tuesday, The Minister of Health and Deputy Premier announced sweeping changes coming to the Health System. The Minister created two new bodies: Ontario Health and Ontario Health Teams.

Ontario Health will replace:

- Cancer Care Ontario
- Health Quality Ontario
- eHealth Ontario
- Trillium Gift of Life Network
- Health Shared Services Ontario
- HealthForce Ontario Marketing and Recruitment Agency
- LHINS

- The new Ontario Health Agency is meant to be a more efficient approach to coordinating health care services for patients, improving the patient experience and enabling innovation. The new agency will be rolled out in phases, more details on how it will be structured and operated are pending;
- Ontario Health Teams will be created to help patients navigate the system 24/7. These teams would support continuous access to care and smooth transitions as patients move between one provider to another, and receive care in different locations or health care settings. Over time, Ontario Health Teams would provide seamless access to various types of health services, which could include:
 - Primary Care
 - Hospitals
 - Home and community Care
 - Palliative Care
 - Residential long-term care
 - Mental health and addictions.
- Ontario Health Teams will be funded and held accountable for improving the patient experience and people’s health;
- Critical care staff have been invited to participate in a Mock Simulated External Disaster with Centennial College where the team will actively participate in the exercise to glean insight into Code Orange and Surge processes, in order to improve SHN standard work/policies;
- Ronald MacDonald House 3rd year anniversary took place at Centenary;
- SHN has been identified as a mentor organization for Humber River Hospital to support their Registered Nurses Association of Ontario Best Practices Spotlight Organization candidacy;
- SHN attended the Health Action Group meeting in January and participated in a discussion around the lack of services available to LGBTQ+ newcomers, immigrants and refugees in Scarborough.

3.5 Report from the Chief of Staff

Dr. D. Zoutman spoke to the written report provided in the materials, with highlights as follows:

- Medical record completion: the number of incomplete charts at the Centenary Hospital has been higher than desired on a long standing basis. Through continuous feedback of performance and developing better work processes we are seeing improvements in the chart completion rates.
- Medical Leadership Recruitment update was provided;
- Radiology department merger is complete.

4.0 ITEMS FOR APPROVAL / DECISION

None

5.0 OTHER BUSINESS AS REQUIRED

None.
6.0 NEXT MEETING
Thursday March 28, 2019 4:00 - 8:00 Birchmount Hospital - Irene Stickland Education Centre
7.0 TERMINATION
M. Adamson declared the meeting terminated at 5:00p.m.