

**Quinte West Deputation
David MacKinnon, Chair
QHC Board of Directors**

November 2, 2020

COVID:

I want to ask the community to continue to practice physical distancing, be diligent about hand hygiene and wearing those masks when you are out and about in our communities.

Please get the flu shot this year. The combination of the second wave of COVID-19 and the flu season could be very difficult for the hospital.

Our teams have been planning for that potential problem and how we could respond, without necessarily shutting services down to the same extent as we did in the first wave.

I know I speak for all members of the QHC board when I say I continue to be grateful and proud of our team of staff and physicians at all four hospitals during a very difficult time.

Purpose of this Presentation:

For some years, there has been some anxiety in this community about the state and the future of Quinte Health Care Trenton Memorial Hospital.

I believe this anxiety to be misplaced. For the past ten years, the hospital has developed rapidly and substantially and I will describe what has happened.

Current and Future State:

Our capital projects team is planning a much-needed expansion of the emergency department at TMH and the inpatient unit. We currently see over 34,000 patients each year in the ED at QHC Trenton Memorial and we anticipate a 9% increase over the next 5 years and 12% over the next 10 years.

People in our region have access to care at their local hospitals, in addition to specialized services throughout the region. QHC TMH offers a number of surgical clinics and procedures including urology, dental surgery and cataracts.

The number of patients having outpatient surgery at QHC TMH has more than doubled - let me emphasize that, doubled - in the past decade - from 3900 in 2010 to 9500 last year.

Ambulatory visits have increased from about 30,000 in 2010 to 38,000 last year.

Other service additions over the past decade include moving the 20-bed Complex Continuing Care unit from BGH to TMH and the Domestic Violence and Sexual Assault Team from Belleville to Trenton.

We've added a medical day clinic, an internal medicine clinic, diabetes education, clinical nutrition support, inpatient therapies and a pulmonary functions lab.

I should also emphasize the importance of the COVID testing centre we have established in close partnership with the City of Quinte West. We are also planning a new physician-led assessment clinic at TMH for those with moderate respiratory symptoms, to support those in need of physician care in addition to COVID testing.

Finally, I should note that QHC provides a master plan to the provincial government providing a guide to the capital projects needed for the next fifteen years.

You may be interested to know that, as part of this process, we have given preliminary attention to the replacement hospital for the current facility that will likely be needed in about fifteen years!

Pride in regional system:

And while we must continue to take great pride in the hospitals within each community, I hope everyone can expand that thinking to include pride in being a part of a strong and vibrant system serving everyone living in the Quinte region.

It is important to note that in the past year, 77% of the patients having procedures at TMH came from outside Quinte West including residents of Belleville, Picton, Brighton and Bancroft, as well as Frontenac, Northumberland and Lennox and Addington Counties.

586 Quinte West residents had endoscopy procedures at QHC PECMH, approximately 3000 Quinte West residents received cancer care at QHC BGH, and 7600 had diagnostic tests at BGH such as an MRI scan.

When I say we are four hospitals, with one system of care – I want you to understand what that means in practical terms. Three times a day, every day, 7 days per week, 365 days a year – our teams from all four hospitals, come together to ensure our patients are at the right place at the right time to receive the care they need.

Each department including the ED and inpatient units call in to report on the patients, their needs, their staffing levels and their availability to accept patients.

Great communication is absolutely essential to effective crisis management.

Physician specialists regularly provide virtual consults to patients across our four hospitals.

QHC's partnerships and support in the QW community:

The pandemic has highlighted the essential role of partnerships and collaboration not just within our four hospitals, but as a community.

We have been privileged to work alongside our municipal partners, public health, the local paramedics, family health teams and even school boards.

I would particularly like to note ten hospital beds that we located in a retirement home facility.

Some of you may recall the important work done over a six-month period in 2015 by a group of 16 patient and community representatives, municipal and health care leaders led by Glenn Rainbird.

That group worked together, and engaged the community, to identify creative and feasible solutions for health care delivery in the Brighton/Quinte West area.

QHC was a willing partner in supporting the engagement. We extended the expert support of QHC Vice President Susan Rowe, which included compiling the final report. That report became the basis to move ahead with the Community Health Hub.

The QHC Board of Directors approved the donation of land beside the hospital in order to show our support and commitment to the Hub project.

We believe that the more health facilities are located in the same general area, the better. This is the reason for this important contribution to Trenton.

It is also important to note that a QHC executive, acting as a volunteer, serves as Chair of the Community Health Centre and has been associated with it for some time. I'd like to take this opportunity to thank Brad Harrington for this exceptional contribution to this community.

Another important aspect of the Rainbird report that remains relevant today is the number one expressed priority: access to primary care. The continued focus to attract family care providers to the area is essential work to ensure care is provided in the most appropriate place.

We continue our focus on attracting physicians that will provide primary care in the community and serve as emergency department physicians at QHC TMH.

We recognize the support of Quinte West Council to help fund the Physician Recruitment and Retention Coordinator and their active involvement in "Docs by the Bay".

Change in health care:

Before the pandemic we did about 100 virtual care appointments every month. We now are doing about 1000! The pandemic is bringing some much needed change.

Health care has never been static and we expect to see as much change in the next ten years as we've seen in the past 100!

In the coming months, you will hear about a regional health information project. All the hospitals in Eastern Ontario are working to put a common system in place. Right now we have different systems and none of them talk to each other. That creates a lot of duplication and frustration for both the patient and the clinician.

The protocols in this system will permit transformative delivery of care to patients. It will be more consumer friendly, have higher quality and hopefully will lower costs.

Having the same, connected system regardless where a patient's journey takes them - whether it's a QHC hospital or Kingston or Napanee – means better, more consistent care. It means improved patient safety and less medical error. Also, this is in line with the move toward a more integrated, collaborative model of care through the development of Ontario Health Teams.

Foundations and their scope:

The three Foundations and one fund development committee supporting QHC are essential partners in care. While their scope and skill does not extend to hospital operations, their work as fundraising professionals is absolutely essential in ensuring our clinical team have the tools they need to extend exceptional care.

It's essential we work in partnership – with the experts within our hospitals setting operational priorities and then supporting the efforts of our fundraising experts to work with our communities in addressing those needs. The government does not fund equipment, so the donors and foundations play a vital role in supporting community hospitals.

I want to end by recognizing the financial support of the City of Quinte West for health care in this community. Your contribution in support of the health hub, and your ongoing support of physician recruitment are very important.

You are valued partners and it's been my pleasure to provide this update.

I hope you will invite me back next year!

Mary Clare and I are happy to take any questions you may have.