

LAMONT HEALTH CARE CENTRE

BOARD REPORT TO LHCC ANNUAL GENERAL MEETING June 18, 2018

The past year has been very busy with some significant decisions tasking place.

We are very pleased with the appointment of Mr. David Diduck to our Board as the Alberta Health Services representative. Mr. Diduck's extensive banking career brings a much appreciated depth of expertise to our Board table. Equally appreciated is his comfortable familiarity with our area and his understanding of the peoples' needs.

We were saddened by the decision of our long time Executive Director Harold James, that he must begin the process leading to his retirement within the year. He has graciously offered to mentor his successor over the transition period. Subsequent to an intensive recruitment and interviewing process of a number of highly qualified and talented individuals, the Board selected Mr. Shahad Bharmal for the current position of Assistant Executive Director. Mr. Bharmal brings a strong financial background and experience with Catholic Social Services in both urban and rural settings.

The diligent efforts of Mr. James have resulted in the recruitment of two physicians who will become part of our Medical Staff. Dr. Bilal Rizvi, whose medical office adjoins that of Dr. Iordache, began on May 1st. Dr. Ebele Mgbor is completing her required practice evaluation and plans on moving here by the end of July. She and her husband look forward to purchasing a house in Lamont and becoming a part of the community.

Much of the Board's activity revolves around the work of its seven Committees. All of the Committees are comprised of varying combinations of people from the Board, Administration, Senior Management, Nursing Staff and Medical Staff. The Executive Director is a member of all Committees. The information and insight from those on the front lines is invaluable as we all strive to do our best for the vulnerable people whom we serve. Recommendations from the various Committees form the basis for many of the Board decisions. Committees include Executive, Finance, Patient Care, Ethics, Building & Grounds, Green Health Care and the Joint Conference Committee (where we meet with the Doctors).

The Board reviews a number of Hospital Policies each year to ensure that they are current and viable; the Strategic Plan is reviewed on a regular basis (at least yearly).

We have met with our MLA Jessica Littlewood to discuss funding, replacement of our Long Term Care facility and 24-hour Emergency Services. Our discussion was pleasant and our concerns were noted. She will reply when the necessary information becomes available.

Although we managed a small surplus this year, adequate funding is always an issue. We are grateful that many Staff members are aware of that and have come up with innovative ideas for raising funds to enhance the functionality of their Departments. Food Services has an ongoing fundraiser through Sysco for kitchen equipment and other comforts. Recreation Therapy is raising funds to improve their Garden Courtyard. The O.R. Staff will soon be sponsoring their Annual Golf Tournament to make equipment purchases. We have just completed a successful fundraiser to purchase a new mini-van and wheelchair lift to transport Residents to referrals and/or therapy. The Board is very grateful for all who have been so generous with their time, energy and gifts.

The Board also salutes the many Volunteers who bring joy and companionship to so many of our Residents.

Lamont Health Care Centre has a reputation for friendliness, cleanliness and its excellent work. That happens because of the community of deeply committed and caring people who work here and the support and appreciation of those who come here. On behalf of the Board of Management, our deep appreciation and sincere thanks goes out to all of you.

Respectfully submitted,



Kent Harrold

KH/ds

Lamont Health Care Centre

ANNUAL GENERAL MEETING

Date: Monday, June 18, 2018

EXECUTIVE DIRECTOR'S REPORT

Good afternoon!!

It is a pleasure to welcome you here.

My report will supplement information provided in our Community Newsletter in the past Fall/Winter and Spring/Summer Editions.

During the fiscal year 2017/18, our major strategic goals and objectives were directed to:

- Managing our fiscal situation in order to avoid falling into a trap of spending beyond what we can afford.
- Working closely with Senior Management, Medical Staff, Supervisors and Staff in order to ensure that we continue to provide quality Patient/Resident/Family Centered Care in a respectful, transparent manner and in accordance with required Standards and Best Practices.
- Working closely with Alberta Health Services to advocate for additional funding in order to address major extra-ordinary maintenance expenses.
- Preparing for Accreditation Canada 2018 Survey.
- Improving educational offerings to Staff in order to make a difference in the manner in which care and service is provided is provided/delivered.

I am honoured to say that with the assistance of the entire health team, we were able to manage and can now confidently report that our major strategic goals and objectives were achieved.

i) Fiscal Plan

Through careful management, the growth of expenditures was tightly controlled which allowed us to reduce the 2016/17 from a deficit of approximately \$800,000.00 to a small surplus of approximately \$86,000.00 in fiscal year 2017/18.

ii) Care and Service

We continue to work closely with members of the care team, Patients/Residents and families in order to present quality care and service to all.

- a) This measurement is reflected in the high level of satisfaction received from Patient/Resident Surveys which were circulated throughout the year.
- b) The Diagnostic Laboratory Service was granted a full 3-year Accreditation by a team of Surveyors who conducted a review of the Service in September 2017.
- c) A recent Continuing Care Health Services Audit which was conducted by an external Health Team in December 2017, provided recommendations to improve the care offered. The action plan which was provided to manage various aspects of care such as falls mitigation, wound management, skin integrity, focused documentation of events and other care perspectives were approved.

- ii) Care and Service - continued ..
- d) An Accommodation Standards Audit completed by an Alberta Health Compliance Officer in June 2017 confirmed that LHCC met the required Standards in Long term Care and Morley Young Manor after clarifying/validating water temperature checks for both Units over a three-week period.
- e) AHS Support
Alberta Health Services provided additional funding for extra-ordinary maintenance which was required for repairs to the boiler, replacement of a hot water system and repairs to crumbling brick works around the facility.
- iii) Accreditation Canada Readiness
Our facility continues to work on preparing for an Accreditation Canada Survey in September 2018.
- Policies are being reviewed in order to ensure compliance with Standards and Best Practices.
 - Surveys and re-surveys of Staff, Professionals and Board are being conducted in-house in order to gain a pulse regarding compliance with safety, Infection Prevention, Governance, environmental standards and the Employer's commitment to its Staff and community.
- iv) Educational Offerings to Staff
We continue to advocate to AHS and Government for funding a Staff Educator. To date, funds for this enhancement have been limited. However, a number of mandatory education offerings have been provided to Staff. These include, Safe Lifting, Wound care education, Fire Training, Infection Prevention, CPR, Advanced Cardiac Life Support among others. These were also supplemented with Advanced Trauma, STARS response for rapid transfer, Ethics, Nursing Assessment Triage in Emergency, Dementia Care, Team Work and others.

Facility Operations

Our facility operations have remained relatively stable amid the restrictions placed to control expenditures.

However, two significant changes in personnel affected the operations:

- i) Medical Services
Dr. John Slanina suddenly retired from his Active Family Practice on August 29th, 2017 to take effect on November 30th, 2017. Thankfully, through a carefully scripted plan for replacement via advertising in journals, local area newspapers, Indeed and Alberta Health Services we were able to recruit Dr. Bilal Rizvi to the team. He has now started a partnership with Dr. Claudiu Iordache. I expect that his practice will continue to grow as he becomes established.
Dr. Mohamed has also expressed his desire to be engaged in more Anaesthesia Services at the expense of his Clinic practice.

Facility Operations

i) Medical Services – continued ..

Fortunately, with the support of Alberta Health Services, we were able to sponsor Dr. Ebele Mgbor who is expected to join the Medical team at the end of July 2018.

ii) Nursing Services

The Long Term Care Nursing Coordinator resigned in April 2018.

We have now restructured the Nursing Services whereby the RN in the Auxiliary Wing will be the principle contact for Residents and families. The current NCC in Acute Care has been given an expanded role to cover the entire Nursing Services. An LPN has been added to the team in order to provide Nursing Care Monday – Friday. The RN is expected to work closely with the Social Worker and other team members in order to ensure that the LTC Services which are offered will not be compromised.

This change in structure and method of delivery of care will be evaluated at the end of November 2018.

Partnerships

As you can tell, our partnership with Alberta Health Services remains strong.

The Board continues to offer Management and Financial Services to Lamont County Housing Foundation; our association with Heartland PCN, various Government agencies and colleges/universities remains strong.


Two CXLT Students from NAIT will be onsite to complete a one-year practicum commencing July 30th, 2018; likewise, Medical Students and Residents in Family Practice will once again be placed at Lamont Health Care Centre under the capable hands of our Physicians in order to offer a broad knowledge of rural family medicine.

Finally, in closing, I would like to extend my heartfelt thanks to the Board, Medical Staff, Senior Management Team, Supervisors and facility Staff for the support provided during this past year. We have worked collectively as a team for it is truly by working together as a team that we will continue to achieve and accomplish success as we move forward in the future.

I extend a warm welcome to Mr. Shahad Bharmal who is expected to take on the role of CEO upon my retirement in June 2019. On behalf of the entire LHCC family, we wish him much success.

Thank you and blessings to all.

Respectfully submitted,


Harold James
Executive Director

**LAMONT HEALTH CARE CENTRE
ANNUAL GENERAL MEETING
June 18, 2018
CHIEF OF MEDICAL STAFF REPORT**

Good afternoon members of the Board, LHCC CEO and guests!

Presently we have five Physicians working in Lamont as Family Doctors who serve in the Acute Care and LTC facility as well as in the ER/OPD. We also work in the Operating Room as needed.

We are expecting a new doctor who will join us at the end of July or early August.

We extend a warm welcome to Dr. Bilal Rizvi who has recently joined the team. He now shares an office in partnership with Dr. Iordache.

It was a successful year for us all; we had no significant issues with regards to our practices. We did experience a recruitment issue with the retirement of Dr. Slanina.

Medical Advisory Committee meetings are held monthly. Various issues including conflict matters or procedural changes are discussed with an opportunity to find meaningful solutions to same. As per our professional requirements we do manage and keep up with the expected Continuing Medical Education.

With respect to the following Departments:

- i) ER continues to function as per past practice. Physician Services are provided on a rotation on-call basis. The number of visits in the ER has remained stable; however, a number of these visits can easily be seen in a family physician practice.
- ii) The Operating Room continues to operate as per past practice. The Department will be closed for one month beginning July 23rd, 2018.
- iii) Acute Care has an average occupancy rate of approximately 69% with no major issues except for the fact that it still takes 6 to 8 weeks for a Patient to be processed for admission to Long Term Care. This has been addressed with the Central Zone and efforts are in place to resolve this issue.

We continue to have the services of the following Specialists – Orthopedics, General Surgery, Ophthalmology, Podiatric Surgery, Podiatry, ENT and Obstetrics/Gynaecology. These Specialists provide our community with a valuable service which is most appreciated.

A request to have an U/S machine in Emergency to assist with an initial diagnosis in critical cases has been of a great benefit to us. On behalf of myself and my Colleagues, I'd like to thank the Board and Administration for providing this valuable diagnostic tool.

It has been a pleasure to work with the community and facility. I appreciate everything which has been done to support the Medical team. Thank you.

Sincerely,

Dr. Eyad El-Hajj

