

**BOARD OF TRUST**

DATE: Tuesday, May 27, 2025

In the Boardroom

TIME: 5:00 p.m.

PRESENT: Ms. P. Hilderley (Chair), Ms. T. Crockford, Mr. R. Mitchell, Ms. J. Soden, Mr. D. Wallet, Ms. B. Taylor, Mr. P. Lang, Ms. K. Lavelle, Ms. C. Smart, Ms. C. Lauder (City Rep), Mr. E. Andreola, D. Westcar, L. Symons, Mr. B. Kennedy, Ms. A. Fortin, Dr. M. MacLeod, Dr. K. Green, Dr. I. Hons, Dr. P. Howatt

REGRETS: Ms. S. Wolfe, Mayor J. Acchione (County Rep), Ms. M. Ross (Pt. Advisor)

Recorder: Ms. H. Scherer (Executive Assistant)

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| **AGENDA ITEMS** | **DISCUSSION** |
| CALL TO ORDER | The meeting was called by Ms. Hilderley, Chair at approximately 5:00 p.m. |
| LAND ACKNOWLEDGMENT  | Ms. Hilderley read aloud the land acknowledgment.  |
| PRESENTATION | **Communications and Public Relations:**Chelsea Fagan, Communications and Public Relations Officer, highlighted the following:* + - * Communications is vital to any organization, but it’s especially crucial in a healthcare setting. It ensures that staff and patients receive accurate information and education.
			* How we communicate with the public, using clear and concise language that aligns with our Strategic Plan, helps connect WH to the community we serve.
			* We have a corporate communications plan that establishes what methods we use to communicate with internal and external stakeholders.
			* The hospital’s town hall sessions are well received and help to update staff on key initiatives.
			* The hospital newsletters have been published for well over 30 years and help communicate programs and initiatives with our community.
			* We receive local, regional and national news coverage. Topics covered include measles protocols, Oxford HART Hub announcement, accreditation achievement and unveiling the new Strategic Plan.
			* We have great social media engagement with an 84,000 post reach between January and May 2025.
			* WH developed a crisis communication plan outlining a crisis communication team, graphics and templates.
			* We all have a part to play in upholding the hospitals brand and culture.
			* In response to a question, it was noted that copies of the Synergy and Pulse newsletters will be shared with the Board.

Ms. Hilderley thanked Ms. Fagan for her presentation.  |
| DECLARATION – CONFLICT OF INTEREST  | No one declared a conflict of interest.  |
| ADOPTION OF AGENDA | **MOVED** by Mr. Mitchell to adopt the agenda as circulated, seconded by Ms. Symons. **CARRIED.** |
| HUDDLE | **Emergency Medicine Services:**Mr. Wallet gave an overview of the emergency medicine services at WH and highlighted the following:* There were over 52,000 visits to the ED in 2024/25.
* There are dedicated treatment areas for high acuity (acute zone) and lower acuity (fast track) patients. With a total of 29 treatment rooms, and negative pressure capabilities in 5 of those rooms. There is a trauma room, that holds up to 3 patients and a sub waiting room, which has most recently been used for measles. There are also 2 triage rooms, one equipped with a treatment area.
* Emergency nursing and physician staffing is designed to meet the needs of the community, increasing staff ratios at higher volume times of the day.
* Recently a Physician Assistant was hired to target more of the lower acuity patients at times of high volume.
* 84% of staff are triage certified, 80% of staff have experience working in trauma, 62% of staff are code certified for transporting patients and 55% are highly competent to take on a leadership role.
* The 2024/25 final budget for the Emergency Department was $7,166,515.
* Woodstock Hospital ED is currently ranked #1 for Pay for Results performance. Focus areas have been on EMS offload times and time to physician initial assessment.
* The ED has implemented safety huddles which has allowed for two-way communication about safety concerns and performance improvement ideas.
* To date, the ED has seen 115 measle related visits, 72 of which have been positive cases and 6 have been admitted to the hospital. They have also administered prophylaxis to 9 patients. The ED is in constant communication with SW Public Health and have provided education to the community through the hospital website and social media.
* Some initiatives from 2025 are implementing the GEM nurse to assist with discharges for patients presenting with frailty, improved DI access and processes to expedite treatment, improve efficiencies in portering, fully convert to an electronic interface and continue to build our pediatric urgent care clinic.
* Some challenges the ED is facing is limitations in physical space, competing projects, Oracle and consistency in the ED Resource Team.
* Mr. Wallet thanked the ED staff and physicians for the wonderful job they do and for being ranked #1 in the province is quite impressive.

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| PREVIOUS MINUTES – April 29, 2025 | **MOVED** by Ms. Taylor, seconded by Ms. Fortin to approve the previous minutes of April 29, 2025. **CARRIED.** |
| BUSINESS ARISING  |  |
| Finance Committee  | **Q4 HSAA Scorecard:**Ms. Westcar presented the Q4 HSAA scorecard and noted there were not a lot of changes from Q3, other than the CT scans moved closer to the performance corridor and the complex care days were up, which is based on the timing and number of discharges we have. **2024/25 Capital Equipment Status:**Ms. Westcar reviewed the year end status of the 2024/25 capital equipment list. She noted majority of the equipment was purchased other than the Tim’s renovation (Corporate) and RTLS replacement (I.T.) Both items have been moved over to the 2025/26 capital equipment list.  |
| City Report  | No report |
| County Report | No report  |
| Foundation Report | Ms. Symons provided the following update:* James Foster was the grand prize winner of the April 50/50, winning $44,220.
* The Dairy Capital Run took place on May 24th. There were around 200 participants, down from the 300 last year, although the weather was much improved this year despite the cool temperatures.
* The golf tournament is scheduled for June 11th. There is currently 168 registered, with an expectation of reaching a sell out of 200. Confirmed sponsorship of $91,100 is expected to increase to last year’s level of $125,500.
* We are getting good response to the spring Direct Mail that went out early April, but we may be impacted again by a postal strike. Proceeds will support the mammography units in Diagnostic Imaging.
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| Correspondence  | Two patient letters complimenting the staff and care provided during their hospital stay were read aloud.  |
| Adjournment  | The meeting adjourned to LPP on motion at 5:35 p.m. CARRIED.  |

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Ms. P. Hilderley, Chair Ms. L. Symons, Secretary