



## *President & Chief Executive Officer and Senior Management Report December 9, 2019*

### ***Vice President – People and Transformation***

#### **Patient Safety: Vanessa's Law – Unsafe Drugs Act**

- Vanessa's Law is a piece of Canadian legislation that is intended to increase drug and medical device safety in Canada by strengthening Health Canada's ability to collect information and to take quick and appropriate action when a serious risk is identified. Central Health has been working collaboratively with the Department of Health and Community Services and the other regional health authorities to prepare for this new legislation that will be in effect as of December 16, 2019.
- Vanessa's Law 'Advancing Mandatory Reporting' will be implemented as per deadlines.

#### **Human Resources: Recruitment**

- There are a number of recruitment activities ongoing and there has been some success in recruiting for vacant positions with a special focus on Personal Care Attendants (PCAs).
- Registered Nursing recruitment is ongoing. Three fulltime positions have been filled in the rural sites (LHC, NDB, CNF) as well four PFT positions have been filled by students that will commence employment in May 2020.

#### **2018 PRIME Rebate**

- All OHS Committee members and managers are to be commended for their continued commitment to our OHS program. There are currently 184 trained and certified OHS committee representatives throughout Central Health. These representatives and members support all Central Health worksites and over 20 OHS committees.

#### **Strategic Planning for 2020-2023**

- Phase 2 of the 2020-2023 Strategic Planning cycle, Engagement, is underway with the '5 Partners in Health' engagement sessions taking place throughout the region between October 2019 and January 2020. Three sessions have taken place with another four sessions scheduled for January 2020. The sessions thus far have been well attended and the input from participants has been excellent.

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## ***Vice President – Integrated Health and Chief Nursing Executive***

### **Person and Family Centered Care**

- Two meetings were held with Patient Advisors regarding the renovations to the Medical Imaging Department at the Central Newfoundland Regional Health Centre. Final design revisions have been submitted to the consultant for review.

### **Better Value**

- Diabetes Care Program is moving towards a case management service delivery model. Phase 1 is focused on insulin start and insulin dose adjustment. A small working group has been formed to engage with Professional Practice and begin framework development. The jurisdictional scan within NL and Canada is underway. A second case management model component has been identified and work initiated for foot assessment & foot care.
- Central Health, along with the other Regional Health Authorities (RHAs), and the Department of Health & Community Services are working with “Quality of Care NL” and establishing a standardized LTC quality indicators “report card”

### **Better Health**

- Funding has been received from the Department of Health & Community Services for the purchase of technology devices to be used in both community and inpatient settings. Tablets will be used to facilitate demonstrations of e-mental health tools and to increase individual’s knowledge of available services. These devices may also be used to enhance group work being completed on the Mental Health Unit, as well as at Hope Valley Centre and Juniper Place.

### **Better Care**

- Continued support and development with Telehealth within the Lactation Consultant role and an initial program identified to trial Home Based Telehealth. Team is working to identify initial trial process, partnering with the Occupational Therapy Program and Patient Advisors.

## ***Vice President – Corporate Services & Provincial Shared Services Supply***

### **Finance & Fiscal Accountability**

- As a follow up to the Budget 2020/2021 submission we have been asked to provide additional information to the Dept of Finance. The actions or information requested are;
  - perform a zero-based budgeting exercise on select expense line items. - Advertising, Insurance, Municipal Taxes, Postage and freight, Rental, Repairs and Maintenance, Supplies (excluding Medical & Surgical, Training, Travel and entertainment, Sundry/Other.
  - Detailed property information on all property associated with Central health.
  - Information on the Planning and Finance Committee to inform Government on how it may expand the role of the Government-wide Audit Committee.

### **Provincial Shared Services - Supply Chain**

- Shared Services supply chain is supporting the Government of Newfoundland and Labrador (GNL) to identify shared strategic sourcing opportunities. There have been many people involved

(Finance, IT, Supply Chain, Facilities, Fleet, etc.) in each of the Health Organizations to support the recent data collection requests for this project. Along with their “regular jobs”, they have attended training and information sessions specific to this project and gathered an extensive amount of data in a short period of time. These sessions and data requests will continue into December.

#### Facility Maintenance and Engineering

- The capital planning for 2020/2021 is underway and the Director and his team have had several meetings dealing with equipment and repairs and renovations with various stakeholders in the region.

#### Housekeeping and Laundry Services

- In November we had a very successful training day with more the 40 maintenance, housekeeping project workers, and EVS managers in attendance. Surveys were sent out on each in-service/ demo and feedback was very positive

#### Food Services

- The cafeteria renovation at Central Newfoundland Regional Health Centre (CNRHC) in Grand Falls-Windsor continues with an expected end date of mid-December. The staff appreciation dinner for CNRHC will be served December 16. The Food Service Departments across the region will be busy preparing for staff appreciation dinners at each facility throughout the month of December. The Food Service employees enjoy preparing meals for all staff to enjoy.

### **Vice President – Medical Services**

#### Person and Family Centered Care

- Rural recruitment continues to be a challenge with vacancy in Glovertown. Suggest to explore having an NP join the group in Glovertown clinic to help provide stability when we struggle with physician recruitment issues.

#### Better Value Through Improvement

- Starting work with recruitment agency (CanAm) which will hopefully help to recruit for our vacant positions which many are difficult-to-fill.
- Project manager hired temporarily to support change management of the new physician leadership structure.

#### Better Care

- The following services have vacant positions: internal medicine, general surgery, radiology, pediatrics, family medicine, hospitalist program.

#### Physician Positions *(as of December 4, 2019)*

- Total Number of Physician FTE Positions – 174.55
- Total Number of Filled Physician FTE Positions – 159.15
- Total Number of Physician FTE Vacancies – 15.4

<b>Location</b>	<b>Filled Positions</b>	<b>Vacant Positions</b>
JPMRHC in Gander	50.7	7.4
CNRHC in Grand Falls-Windsor	68.45	4
Rural	40	4
<b>Totals</b>	<b>159.15</b>	<b>15.4</b>

Summary of Filled Physician FTE Positions - Referral Centres

<b>Position Type</b>	<b>JPMRHC</b>	<b>CNRHC</b>
Specialties	28.7	37.65
Emergency Medicine	5	5
Family Medicine	14	23.8
Hospitalists	1	2
Surgical Assist	2	0
<b>Totals</b>	<b>50.7</b>	<b>68.45</b>

Summary of Physician FTE Vacancies

<b>Department</b>	<b>JPMRHC</b>	<b>CNRHC</b>	<b>Rural</b>
Radiology	1	0	Baie Verte
Pediatrics	0	1	Glovertown
Ob/Gyn	0.4	0	St. Alban's
Pathology	1	0	Brookfield
Anesthesia	0	1	
Internal Medicine	1	1	
Psychiatry	1	0	
Palliative Care	0	1	
Surgery	1	0	
FM/Hospitalist	2	0	
<b>Totals</b>	<b>7.4</b>	<b>4</b>	<b>4</b>