



# Tyne Valley Community Hospital Authority

## Annual Report 2006 - 2007



Together... a healthy future  
Ensemble... pour un avenir en santé

Stewart Memorial Hospital



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## **Chairperson's Message**

On behalf of the Board of Directors of Stewart Memorial Hospital, I am pleased to present to the public, this the second annual report.

The Board met a total of 15 times in the past year. A great deal of the Board's time was spend in reviewing and approving the final report from the 2003 Accreditation visit, and then starting the process for the 2007 Accreditation visit. The Board, in partnership with SMH Managers, had 17 Leadership and Partnership standards to prepare for the SMH Self Assessment. This process started in late 2006 and carried on into 2007 in preparation for the September 2007 survey visit.

As a follow up to the Community Needs Assessment, budget preparation included those areas identified by the community, which included but were not limited to the request to government for a new Medical Services Centre which would provide doctors offices, exam rooms, meeting room for special education clinics, office space for visiting specialists, as well as room for a Nurse Practitioner in the future. At the time of printing of this report (October 2007), government provided dollars in the Capital Construction Budget of the Province to address this new Medical Services Centre.

The Board has adopted a Mission Statement, Goals, Objectives, and policies to govern the work of the board. This was a mandated responsibility of the Board through the legislation for Community Hospitals in this province.

As well the Board has adopted a set of Medical By-Laws which outlines the responsibilities of all staff working in the Hospital. The Board had presentation from the Friends of SMH., a presentation from Island EMS, to explain the manner in which ambulance services work in the province. The Board met to discuss hospital management issues with the attending doctors, and receives regular reports from the Administrator and Nurse Manager on issues pertaining to the Hospital for Board consideration.

I would like to extend thanks to the support provided to the Board from Administration, staff of S.M.H., the Ladies Auxiliary, S.M.H. Foundation, Volunteers, and the Medical Staff of the Hospital. The timely delivery of services would not be possible without the support provided by these people and groups.

On behalf of the Board of Directors  
of Stewart Memorial Hospital

Lorraine Robinson  
Chairperson

## **Administrator's Message**

It is my pleasure to submit the 2006-2007 Tyne Valley Community Hospital Authority's Annual Report. This is the second report for SMH as a Community Hospital Authority since the 2005 restructuring of the provincial health care system.

I would like to take this opportunity to thank the staff, physicians and volunteers of Stewart Memorial Hospital (SMH) for their dedication and commitment to providing high quality acute care hospital services to the residents of Tyne Valley, Lennox Island and surrounding communities. I would also like to thank the community for their tremendous support of the hospital and to the Board of Directors (BOD) for their dedication and hard work.

Many accomplishments occurred over the 2006-2007 fiscal year. SMH Managers along with the Department of Quality and Risk Management and the SMH BOD prepared two follow-up quality reports to the Canadian Council for Health Services Accreditation (CCHSA) in response to the 2003 accreditation rating. At the time of printing of this annual report, all of the outstanding accreditation recommendations for 2003 were met to CCHSA's satisfaction.

In addition to responding to outstanding CCHSA recommendations from the 2003 accreditation survey visit, SMH managers and staff worked very hard in reviewing national accreditation standards for the 2007 CCHSA survey visit. Managers, staff and the BOD of SMH as well as community volunteers sat on various Continuous Quality Improvement (CQI) Teams. SMH had 3 on-site teams (Leadership and Partnership, Environmental and Acute Care) and participated in the Long Term Care West CQI Team.

SMH is part of the provincial project to implement an Electronic Health Record, referred to as a Clinical Information System, in 2008. As a result of this provincial project, the hospital will receive new computers for documenting and maintaining patient information and all staff involved in patient care will be trained to use the new system. Computer training for some staff has already started.

Challenges in the past year were related to recruitment of nursing staff, accreditation issues and the restructuring of the health care system. Staff faced these challenges daily while providing quality patient care and maintaining professionalism.

The staff of SMH are the hospital's most valuable assets, their hard work and commitment to the community is the reason for the wonderful care provided at this small rural hospital. Once again I thank each and every one of them.

The following report contains a brief summary of the fiscal year 2006-2007.

**Respectfully Submitted,**

**Shauna Chisholm  
Interim Administrator  
Stewart Memorial Hospital**

## **Stewart Memorial Hospital Board of Directors**

The first Board of Directors for Stewart Memorial Hospital, since the 2005 restructuring of the healthcare system, has five interim appointed Directors. In the future, the Board will be comprised of 7 elected members from the hospital's geographical service area. The responsibilities of the Community Hospital Authority Board includes: meeting the regulations of the Community Hospital Authorities Act and Hospital Act; identifying and prioritizing the health services needs of the community; preparing an annual business plan; holding an annual meeting and reporting of the hospital's performance and results to the Minister of Health and the local community.

The current Directors of the SMH Board are:

**Lorraine Robinson – Chairperson**

**Chief Darlene Bernard**

**Denis Marantz**

**Allan Lewis**

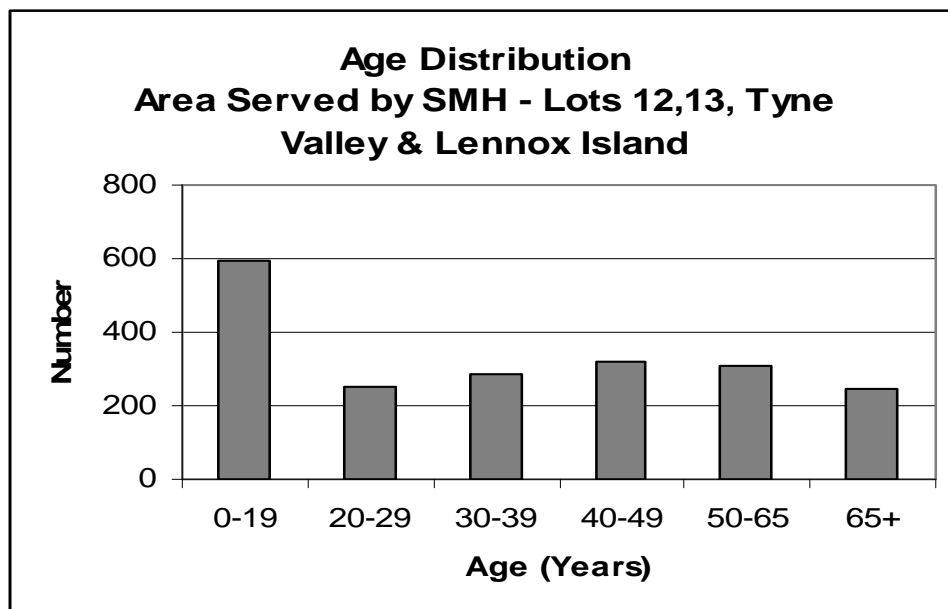
**Susan Williams**

## Stewart Memorial Hospital – Overview

Stewart Memorial Hospital is one of five rural community hospitals under the Continuing Care and Community Hospitals Division of the Prince Edward Island Department of Health. Located in Tyne Valley and with over 50 staff members, SMH provides primary acute care services to over 2000 residents from the surrounding communities including the First Nations community of Lennox Island. The hospital, with its Outpatient Department, provides medical services to all age groups from newborns to senior citizens. In addition to acute care, SMH provides palliative care, respite care, convalescent care and long term care. More than half of all residents in the geographical service area are under the age of 40; the distribution of ages in the service area is shown in Graph 1.

The hospital has a Board of Directors to help govern the hospital as well as strong community support and input. The SMH mission is to provide high quality acute care services to residents of the community it serves and that the delivery of these services exceed the highest standards of excellence in healthcare.

Graph 1





## ***Continuous Quality Improvement***

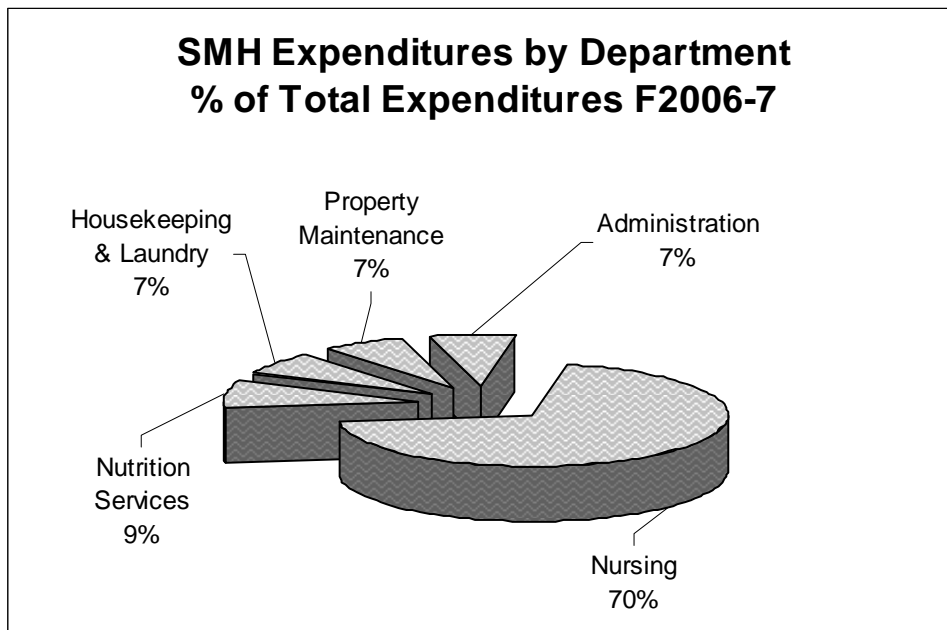
In 2004 East Prince Health Region was awarded accreditation status with report and focused visit by the Canadian Council on Health Services Accreditation (CCHSA). There were several recommendations stemming from the report and several were related to SMH. In fall of 2005 SMH had a follow-up visit from CCHSA. All but 5 of the thirteen recommendations were addressed satisfactorily at this visit. The remaining five recommendations were addressed in reports prepared by Management of SMH and the Department of Quality and Risk Management in August 2006 and in April 2007. All recommendations were implemented and approved by CCHSA (at the time of printing this report) including monthly pharmacy audits, participation in a province wide external review of pharmacy services, improvements to nursing documentation, an SMH Board initiated community health service needs assessment and participation in the Safer Healthcare Now campaign.

In late fall 2006; staff at SMH began preparation for the 2007 CCHSA accreditation survey. Many staff members and all of the SMH managers sat on at least one Quality Improvement Team. SMH actively participates in province wide improvement teams for both Acute Care and Long Term Care.

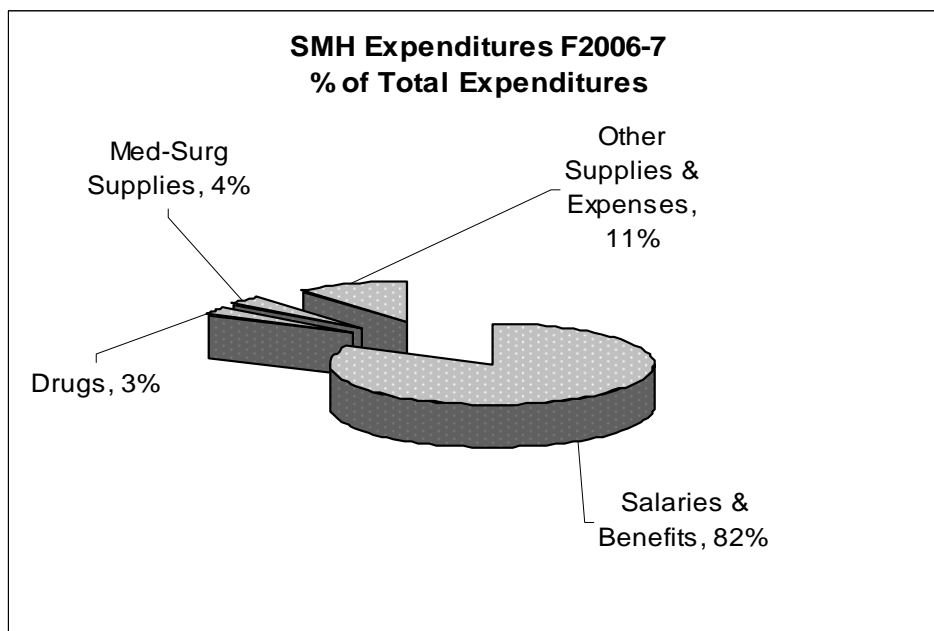
## ***Financial***

For fiscal year 2006-07, SMH had a \$2,358,840 budget and expenditures were within 0.35% of the budgeted amount. The breakdown of expenditures is outlined in Graph 2 with nursing care expenses accounting for 70% of the total expenditures. Salaries account for 82% of total expenditures, general supplies and other expenses 11%, medical-surgical supplies 4% and drugs 3%. Graph 3 shows the percentage breakdown of these expenses. Salaries and benefits were 12% higher than in 2005-6, drugs and medical-surgical supplies were 30% higher than in 2005-06 and the cost of drugs were approximately 20% higher than in the previous fiscal year.

Graph 2



Graph 3



## ***Statistical***

The following services were provided at SMH in fiscal years 2005-2006 and 2006-2007:

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Stewart Memorial Hospital Statistics		
<i>Year Ended March 31, 2007</i>		
	<b>2005-2006</b>	<b>2006-2007</b>
<b>Inpatient</b>		
Total Admissions	252	220
Patient Days		
- Acute	2,763	2,654
- LTC	4,344	4,206
ALOS (Acute Care)	16.11	12.46
Total Beds in Service		
- Acute	4	4
- LTC	12	12
- Respite/Convalescent/Palliative	7	7
 <b>Ambulatory Care</b>		
Outpatient Visits	3,943	5,137
Radiological Tests	470	369
Laboratory Tests	8,566	10,088
Physiotherapy Visits	247	309
Flu Vaccine Clinic	267	244
 <b>Hospital Staff</b>		
FTE's	29	29
Medical Staff	2	2
Auxiliary Members	27	27
Volunteer Hours (includes auxiliary volunteer hours)	3,518	3,436

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## **Community Support**

### ***SMH Foundation***

With generous support from the community the foundation of SMH was able to provide over \$15,000 worth of new equipment in 2006-2007. Among items purchased were 14 new over-bed tables, a physiotherapy treatment table, 2 new ceiling lifts and track, wall fans, a specialized recliner chair and a compression nebulizer.

Foundation Executive

Leigh Newcombe – President

Doug MacDougall – Secretary

Muriel Grigg - Treasurer

### ***SMH Auxiliary***

The Ladies Auxiliary had over 2,000 volunteer hours to serve SMH. Through various fundraisers the auxiliary provided several thousand dollars worth of comfort items to our patients and residents including curtains, art work, hammock slings, children's books for waiting room, nail care products for residents, sponsorship of new RN graduate digital camera and medical books.

Ladies Auxiliary Executive

Patti Richard - President

Ruth MacLennan– Secretary

Kim Cooke - Treasurer

## **Departmental Summaries**

### ***Nursing Department Summary***

Submitted by: Aleah MacLennan, Nurse Coordinator

I would like to thank you for the opportunity to report on the Nursing Department activities for the year 2006-2007. The past year has been a very busy year for the Nursing staff at Stewart Memorial Hospital. Preparing for Accreditation, working towards the implementation of the new Electronic Health Record, and the challenges with staffing shortages has greatly impacted on work life.

Nursing Services provided by Stewart Memorial Hospital include long term care; respite care; convalescence care, palliative care, acute care and ambulatory/outpatient care. In order to provide these services Nursing staff require a vast array of knowledge and skills. They need to know about various diseases, acute and chronic conditions such as strokes, cardiac and respiratory conditions, rehabilitation for post- op patients, dementia, and other such conditions experienced by people of all ages. Numerous skills are also required such as tube feedings; tracheotomy care; wound care; IV treatments; blood transfusions; specialized dressings for PICC lines, Port-a-caths; suture removals; and good assessment skills.

Education and training are paramount to providing quality nursing care. The Nursing Department at SMH has been working diligently to provide educational opportunities for staff. Within the past year educational sessions have been incorporated into the Nursing meetings. Topics such as MRSA, incident reporting, occupational health and safety, focus charting have been presented. Nurses have a variety of nursing journals on-site to review. Nurses are encouraged to attend educational workshops, the challenge is in finding replacements when the nurses attend the workshops. There are mandatory training sessions such as CPR, Fire Safety and WHMIS which are provided for staff.

A new approach to dealing with confused or agitated clients was introduced to SMH staff. The course called Gentle Persuasion had one of its sessions taught on-site by Dr. Gloria McInnis-Perry. This course will be a required course for all staff working in the facility. It teaches staff

from all departments how to effectively manage persons with dementia. Future training sessions are to be scheduled. Some staff were able to attend a Palliative care workshop; Safer Healthcare Now workshops; Pandemic workshop; a Cardiac management workshop and a Diabetes workshop.

### ***Environmental Services Department Summary***

**Submitted by: Winnie Moores, Manager Environmental Services**

Employees within Environmental Services operations follow standards and special practices to help eliminate the spread of harmful materials while maintaining the cleanliness and physical appearance within Stewart Memorial Hospital.

Laundry and linen services are also carried out in-house at Stewart Memorial Hospital. Staff provide, collect, process and deliver linen and personal clothing for patients/residents within hospital. . The service is also responsible for the labeling, laundering and sewing repairs for long term care resident clothing.

#### ***Accomplishments:***

- All staff trained in the School of Sanitation provided by Wood Wyant.
- Safe Manual Handling (TLR) Program developed & rolled out to staff
- Purchase of 4 new linen hampers ( 2 for each unit) that have hands free step to open lid and eliminates odors.
- New laundry chemical dispenser for the laundry which eliminates the need for several containers.
- One staff trained in the new ‘Gentle Persuasion Program’ offered by Dr. Gloria McInnis-Perry.
- Implementation of new People Soft Computerized payroll system .
- Linen inventory taken annually to ensure adequate supply of linen.
- Information Sheet are now share with Environmental Services prior to new Long Term Care admissions.

#### ***Highlights:***

- Environmental Services Appreciation Week “ Teamwork that Shines” was held April 22-28, 2007. Staff enjoyed pizza, cake, secret angel and evening

out with their counterparts at two other LTC facilities. Cards and pins were presented to all staff.

- The introduction of Cerdian -all staff have been approved for e-learning licenses.
- Verbal praise from Public on how nice the hospital looks
- Accreditation
- 

### ***Property Maintenance***

**Submitted by: Pat Gallant, Manager Property Maintenance**

Patient safety and comfort rely heavily on a facility's physical environment. Property Maintenance employees provide a comprehensive maintenance program ensuring buildings are safe, comfortable and in good repair.

#### Accomplishments:

- WHMIS Training for Staff
- Gentle Persuasion Program Training for Staff
- Implementation of new People Soft computerized Payroll System
- Developed Working Alone Policy for Maintenance Staff
- Safety Manual - Proper use & handling of tools

#### Challenges:

- Providing on going maintenance on an aging building
- Lack of storage space for supplies etc.
- On going education & training for staff

#### Highlights:

- Accreditation
- The introduction of Cerdian - Staff have been approved for e-learning licenses.

## ***Nutrition Services Department***

**Submitted by: Kathy Evans, Manager Nutrition Services**

### Highlights:

- Staff representatives trained with Food Safety and Sanitation course offered by Dept. of Health.
- Provided educational opportunities and work experience for nutrition student over the summer months.
- Nutrition Service staff are active members of the SMH Acute Care, Environmental, Leadership and Partnership and CQI Teams.
- Staff prepare 1000 Meals-on-Wheels meals annually for area residents who need this service.
- Approximately 21,300 meals provided to residents and patients yearly and over 24,000 other meals/snacks (number includes catering and Meals on Wheels).
- Nutrition Services staff respond to 5-6 monthly catering requests to large on-site meeting groups.
- "Food Service Awareness Week" celebrated in March, 2007, during Nutrition month. Various treats were enjoyed by all !
- All nutrition staff have been approved for Ceridian e-learning licenses.

### Challenges

- Shortage of cooks in the spring/summer time, was able to hire interim staffing.