



MEDIA RELEASE

FOR IMMEDIATE RELEASE

Investigator appointed to the Brant Community Healthcare System

Brantford, ON (February 27, 2017) – The Brant Community Healthcare System (BCHS) is informing its communities that on February 21, 2017, Dr. Eric Hoskins, the Minister of Health and Long-Term Care, informed the BCHS of the appointment of a hospital Investigator. Dr. Tim Rutledge, currently President and CEO of North York General Hospital, will conduct a review over several months, following up on concerns regarding operational reviews and plans.

Jim Hornell, President and CEO of the BCHS, spoke on behalf of the hospital’s leadership and Board, welcoming Dr. Rutledge. “We are grateful to have Dr. Rutledge review our current situation, and he comes to us with a great reputation and wealth of experience,” Hornell said. “Our hospital is hopeful the Investigator will help us chart an improved path forward, and help put to rest concerns of stakeholders in the process. We deeply value all the skilled professionals on our teams, and continue our commitment to provide the very best care to our community.”

Dr. Rutledge noted, “I am looking forward to working with the community, the hospital, the Ministry, and the Hamilton Niagara Haldimand Brant Local Health Integration Network to learn about the current challenges and make recommendations to improve care and efficiency at the Brant Community Healthcare System.”

In this role, Dr. Rutledge will examine governance and management at the BCHS, as well as quality of care and financial matters. He will also liaise with the Local Health Integration Network and other stakeholders before providing his final recommendations. Dr. Rutledge has already begun his review in earnest by meeting with hospital and medical staff leaders in Brantford. Dr. Rutledge is also interested in receiving input from the community and is currently considering approaches to community engagement.

As a bit of background, the Public Hospitals Act makes a provision that the government may appoint an Investigator by Order in Council, and that said person may conduct an investigation and provide a report to the government and the hospital’s Board. Typically an Investigator is assigned when a hospital is facing a particular challenge, or when community or other stakeholders express concerns. The Investigator does not replace the Board or leadership of the hospital; hospital leadership will cooperate fully and assist the Investigator in obtaining information.

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Frequently Asked Questions

1. Please describe the issue.

On February 21, Minister of Health and Long-Term Care Dr. Eric Hoskins informed the hospital of the appointment of an Investigator to examine quality and operational issues at the BCHS following concerns raised about proposed changes to local healthcare.

2. What is an Investigator?

The Public Hospitals Act makes a provision that the government may appoint an Investigator by Order in Council, and that said person may conduct an investigation and provide a report to the government and the hospital's Board. Typically an Investigator is assigned when a hospital is facing a particular challenge, or when community or other stakeholders express concerns. The Investigator does not replace the Board or leadership of the hospital; leadership will cooperate fully and assist the Investigator in obtaining information.

3. What led to the appointment of the Investigator?

In this case, the BCHS has faced financial pressure like many hospitals in Ontario. Following an operational review, plans are underway to realign some services, and this has caused dissatisfaction, particularly with the BCHS Medical Staff Association, who represent the interests of BCHS physicians. These concerns have included worries about hospitalist coverage, and how changes would affect patients.

4. How does the investigation work?

In a typical scenario the Investigator will meet with many leaders and others in the organization, and review background information including previous financial reports, quality reports, and any operational reviews. The Investigator will submit final recommendations to the Minister of Health and Long-Term Care.

5. What is the scope of the investigation?

The scope of the investigation extends to the governance, management, quality, performance, and financials of the hospital.

6. How long will the investigation take?

This is also unknown, however an investigation typically takes several months.

7. What will the investigation cost?

The hospital does not expect to incur costs related to the investigation.

8. Should the public be concerned?

The leadership of the BCHS would like to reassure the public, and expect the Investigator will be successful in finding the organization a better way forward while addressing the concerns of the Medical Staff Association. Otherwise the BCHS will continue to operate as it currently does.

9. Why is the hospital facing its current challenges?

Current challenges are financial in nature, and are being faced by hospitals across the Province.

10. What were the key findings of the operational review that's already occurred?

A review by Ernst and Young of Ambulatory services found there were non-core services that the hospital was offering which were also offered in the community, for example some follow-ups to procedures that are done by community-based physicians and clinics. A process has begun to change the services offered within the ambulatory areas of the hospital. More

information is available here:

https://www.bchsys.org/files/6914/8536/6827/AMServices_MediaRelease_9Dec2016.pdf

11. What does this mean for the hospital's plans to implement changes?

At this point, the BCHS continues to work with partners and the Local Health Integration Network (LHIN) to continue with the changes being made.

12. How will the Investigator's appointment affect the hospital's teams?

We anticipate that on the whole the operations of the hospital on the day-to-day will go unaffected by the investigation. Individuals may be asked to provide information for the investigation or directly to the Investigator, and we invite all members of the team to participate as needed.

13. Where may I find more information?

We anticipate having more information on the investigation soon, and more information on the operational review and our future direction can be found here:

<http://www.bchsys.org/hospital/media-centre/strategic-operations-review/>

14. Where may I contact the Investigator?

More information will follow shortly on how the Investigator plans to engage with the community.

About The Brant Community Healthcare System

The Brant Community Healthcare System is a fully accredited, award-winning healthcare organization, committed to patient and staff safety, and an affiliated teaching site of the McMaster University Michael G. DeGroote School of Medicine. Brantford General is a regional acute care hospital and the Willett, Paris provides urgent and ambulatory care.