Public Meeting

Le 9 septembre 2014 / September 9, 2014
Conseil d’administration du Centre universitaire de santé McGill

McGill University Health Centre Board of Directors

Claudio Bussandri
Président / Chairman
Le 9 septembre 2014 / September 9, 2014
Agenda

1 Call to Order
2 Quorum
3 Approval of the Agenda
4 Chairman’s Report
5 Report of the Director General and CEO – N. Rinfret
   5.1 Clinical Review: Glen Pharmacy Presentation – A. Bonnici
   5.2 Update on Glen project Status – W. Heuff
   5.3 Update by the DG and CEO on current matters
6 Consent Items Resolutions
   6.1 Report of the MUHC Council of Physicians, Dentists & Pharmacists
      • Nominations Report
7 Question Period
8 Termination
Normand Rinfret
Directeur général et chef de la direction / Director General and Chief Executive Officer

Report of the Director General and CEO
Le 9 septembre 2014 / September 9, 2014
André Bonnici
Chef, Département de pharmacie / Pharmacist-in-chief, MUHC

Clinical Review – Glen Pharmacy

Le 9 septembre 2014 / September 9, 2014
Glen pharmacy
In a nutshell...

• Improvement in efficiency and safety using:
  – Robotics and automation
  – Bar code technology
• Improved medication access point-of-care automation INTERFACED with pharmacy e-profiles
• State of the art sterile IV rooms
• State of the art Oncology IV rooms
• State of the art compounding facilities for individualized oral syringes (ped)
• Specialized clinical pharmacist presence on patient care units and clinics
• Research pharmacy services within central pharmacy
GLEN Pharmacy

– 1 main pharmacy (Ground floor)
– 4 Satellite Pharmacies:
  • ICU adults
  • Oncology Adults
  • NICU/PICU
  • Oncology peds
– GLEN services
  • Clinical pharmacists: medical, transplant, hem/onc, CCU, Peds
  • Medication dispensing all inpatient units
  • Medication stock replenishment: clinics, OR
  • MUHC Chemotherapy: Preps for Glen Cancer Center and MUHC sites (MGH, MNH)
  • Parenteral Nutrition for all MUHC
GLEN Pharmacy

- Opening hours (Main) 8:00 à 22:00
- Pharmacist and technician on call (1 adult + 1 Peds)
- 1 Robot - Rx
- 2 Pacmed (Pill packager)
- 2 Med-caroussels (inventory)
- 84 automated cabinets (1 per 12 beds + 1 per OR theater)
- 4 pneumatic tube systems connected to all floors and satellites. (1 per 12 beds + clinics et satellites)
- 5 Sterile rooms for IV preparations
  - 3 regular/research,
  - 2 oncology)
- Prescriptions: FAXED/SCANNED FOR NOW UNTIL e-Prescribing (2015-16)
PLAN Pharmacie GLEN

Pharmacie centrale
(blocs B et C, niveau rez-de-chaussée)
La technologie au service de la distribution

- Le Robot-Rx automatise le processus de distribution des médicaments unidose. Il gère l’inventaire, la distribution et les retours des médicaments.

- Il gère les premières doses et les réapprovisionnements quotidiens à l’aide de la technologie des codes-barres. Évite erreurs.
Med Carousel
Gestion sécurisée des inventaires à la pharmacie
Cabinets automatisés
Accès immédiat et sécurisé aux médicaments aux unités de soins et anesth.
La technologie au service de la distribution

- Les AGV (Automatic Guided Vehicles) – Date à déterminer
Shriners

- Desservi par Glen (Adjacent au Childrens)
- Système informatique différent
- Cabinets automatisés différents
- Contrat de service en négociation...
Stats/prévision

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• *: Nombre d'ordonnances estimées basée sur une augmentation de 10 % du volume d'ordonnance par an, mais ajusté pour une diminution de lits de 950 à 832 (87% des lits actuels)
• Situation préoccupante au niveau des effectifs:
• 6,6 postes pharmaciens non-comblés
• 12 congés de maternités pharmaciennes en cours ou prévus, 13 maternités techniciens,
• 65% des effectifs sont des femmes de moins de 45 ans...
What was done in preparation for the move in the past 3 yrs?

• Extensive process reviews:
  – Sterile IV rooms: Order of pharmacists visit, complete process reviews
  – Oral medication (24h cart, Uni-dose packaging)
  – Nurses Electronic Medication administration sheets
  – Automated cabinets on certain units
  – Harmonization of clinical practice
Projet “circuit du médicament “

- Divergent and outdated clinical practices and tools were present across the MUHC
- Timing was right – redevelopment project
- Opportunity – Government priority and funding technology
- Complex, multifaceted project involving all MUCH sites requiring bundling of practices and direct involvement of many different professionals and departments
- Complete project management team from the Transition Support Office (TSO) in place October 2011
- Implementation across all sites
- Overall project was a MAJOR SUCCESS and allowed us to standardize practices and these will be present at the GLEN and uniform across ALL MUHC sites
Activation

• Période du 1er oct 2014 au 26 avril 2015
  – Inspection/Préparation des lieux physiques
  – Tests des appareils (tous, incluant alarmes frigos!)
  – Tests des processus (fax Rx, routes livraisons)
  – Remplissage / inventaire (Pharmacie, cabinets, salles de médicaments d’étage, chariots de médicaments)
Premiers activateurs - Pharmacie

- 9 équipes – 29 personnes:
  - Gestion - Coordination
  - Gestion de stock – Robotisation
  - Informatique – Télécommunication – Mobilier
  - Produits stériles – Hottes, réfrigérateurs
  - Satellite – Soins intensifs adultes
  - Satellite – Soins intensifs pédiatriques
  - Satellite – Hémato-oncologie adulte
  - Satellite – Hémato-oncologie pédiatrique
  - Recherche
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Conclusion

• Improved safety and efficiency using automation and robotics over last 3 years
• State of the art facilities for IV preps and compounding at Glen
• Pharmacy clinical services ``Leaders``
• Model in pharmacy for the province and Canada
• Ready for the Historical BIG DAY!
Life is like riding a bicycle, to keep your balance, you need to keep moving

Albert Einstein
Questions?

Thank you
Glen Project Status

Le 9 septembre 2014 / September 9, 2014
Key Topics for Today

- Substantial Completion of Construction
- Start of Activation by MUHC
- Incomplete work
- The Claim for Compensation
- The relationship with our PPP partner
- The next 30 years…….
**Major Milestones**

- Substantial completion scheduled for September 30, 2014;
- Activation begins October 1, 2014;
- Research Institute moves in February, 2015
- RVH moves in April, 2015
- MCH moves in May, 2015
- MCI and MGH move in June, 2015
The facility can be used for its intended purpose notwithstanding minor deficiencies;

Activation by the MUHC can begin in anticipation of the moves that will occur in the spring of 2015;

List of minor deficiencies is established and correction of same begins;

Timing for correction of minor deficiencies is established with the PPP partner, based on MUHC’s requirements.
The Activation Period

• Correction of deficiencies and incomplete work by the PPP partner;

• Final deliveries and clinical testing of equipment, systems, etc.

• Training and orientation of all MUHC employees that will work at the Glen site;

• Several MUHC construction related projects that are essential for the opening of the Glen facility;
Activation Planning Teams

- More than 750 MUHC employees are currently working on activation plans in anticipation of the start of the activation period;

- Activation Group includes Clinical personnel, Research Institute employees and various support groups from the MUHC;
Incomplete Work

• Normal for a project of this nature to have minor deficiencies and some incomplete work;

• Completion dates will be established to ensure that the correction of deficiencies and completion of work will not have a material impact on MUHC activation, move or opening;

• MUHC project team and the Project Manager will monitor the PPP partner’s progress to ensure compliance with contractual dates for completion of all such work.
The Claim for Compensation

• Discussions continue with a review to resolve on a negotiated basis;

• Will likely require several more months;

• Current focus of both parties is on completion of the project;

• The MUHC is working in collaboration with the Executive Director’s office, the MSSS and SQI;

• Appropriate resources have been deployed to ensure our interests are properly represented and defended and that we achieve the best possible outcome.
The Relationship with GISM

• There remains some contentious issues to be resolved with our PPP partner, including, the administrative framework regarding incomplete work; differences as to whether certain work is “in scope” or “out of scope”.

• The relationship remains constructive notwithstanding said differences;

• Over the next 30 years, GISM will maintain and repair the facility and as such, preserving a constructive relationship is important to both parties.
In Summary…..

• There remains some challenges to attain substantial completion on September 30, 2014; we remain optimistic that this date will be achieved;

• The activation period will require a significant and concerted effort by many MUHC employees to ensure a successful transition to the Glen in the spring of 2015;

• All MUHC employees involved in this huge project deserve your appreciation and support for their efforts to date and those to come in seeing the Glen project to a successful completion.
5.3 **Update by the DG and CEO on current matters**

Clinical Activities
- Collaboration meeting with the Jewish General Hospital
- Meeting with CSSS Ouest de l’île

Network Activities
- Update on Métropole en Action

Varia
- Nomination of Director of the Centre for Applied Ethics
- Vérificateur général du Québec
5.3 **Update by the DG and CEO on current matters**

**UPCOMING EVENTS**

### September
- **16th & 17th** – Montreal General Heritage Exhibit (MGH-Livingston Hall)
- **18th** – Cedars Cancer Institute 25th Anniversary Tribute (Gwen Nacos)
- **19th** – The Vic’s Last Call Celebration (RVH-H4)
- **20th** – Cedars CanSupport Dragon Boat Race
- **29th** – MDC Awards of Excellence

### October
- **3rd** – ISAI 7th Annual Conference
- **8th** - The Vic’s Got Talent! Art Exhibit/ Auction (RVH-H4)
- **9th** – Montreal Chest Institute’s Family Celebration (MCI Cafeteria – 2nd floor)

### November
- **11th**– Royal Victoria Hospital Clinical Heritage Exhibit (RVH-H4)
- **30th** - MUHC Family Day and Hockey Match at the Bell Centre
Consent Items
Resolutions
Consent Items Resolutions

6.1 Report of the MUHC Council of Physicians, Dentists & Pharmacists
  • Nominations Report
• Question Period
• Termination
Thank you!