

HOME AND COMMUNITY CARE SUPPORT SERVICES

Minutes of the Meeting of the Board of Directors of the 14 Local Health Integration Networks, operating as Home and Community Care Support Services (HCCSS) - June 26, 2023

A meeting of the HCCSS Board of Directors (Board) was held on June 26, 2023, beginning at 9:00 am.

PRESENT:

Voting Members:	Joe Parker, Board Chair Glenna Raymond, Vice-Chair Carol Annett, Member Anne Campbell, Member Stephan Plourde, Member Kate Fyfe, Member John Beardwood, Member
Regrets:	Michael Dibden, Member
Staff in Attendance:	Cynthia Martineau, Chief Executive Officer Barbara Bell, Chief Quality, Safety and Risk Officer Lisa Burden, Chief Patient Services Officer Lisa Tweedy, Chief Human Resources Officer Karin Dschankilic, Chief Corporate Services Officer and CFO Sabrina Grando, Deputy Director (A), Agencies Legal Erica Jeffery, Corporate & Board Relations Manager and Executive Assistant to the CEO
Guests:	Robert Delvecchio, Giuliano Celebre, Wanda Parrott, Kerby Audet, Mary Grattan Gielen, Sarah Vertlieb, Trish Nelson, Heidi Maanselka, Martina Rozsa, Nancy Saxton, Beverley Kelly, Michelle Nurse, Cindy Cacciotti, Josephine Kim, Jamie Stephens, Odelia Andrea, Clare McCabe, Janet Wright

A. Convening the Meeting

A.1. Call to Order

A quorum was present and the meeting was called to order at 9:25am. The Board Chair acknowledged former Board members Eugene Cawthray and Shanti Gidwani for their contributions to the Board and HCCSS.

A.2 Land Acknowledgement

The Board Chair shared a land acknowledgment.

A.3 Approval of the Agenda of June 26, 2023

It was moved by Joe Parker / John Beardwood

That the agenda of June 26, 2023 be adopted, as presented.

This motion was put to a vote and

CARRIED.

A.4 Conflict of Interest

None declared.

B. Patient Story

This month's patient story provided a compilation video of highlights from the first annual Above and Beyond Caregiver Recognition event. Staff confirmed that all of the nominees for each award category received an acknowledgment from the CEO.

C. Equity Moment

Glenna Raymond provided an equity moment that incorporated reflections from previous Board member equity moments, the patient stories shared with the Board, as well as her own personal travels to places including South Africa, Brazil and Uruguay. The reflection spoke to equity being about fairness and justice, and aiming for equality in terms of outcomes, not equality in terms of supports, resources and opportunity. The reflection noted that equity means that no part of a person's identity gets in the way of their ability to thrive. Systemic and structural barriers limit people's ability to be as healthy as possible.

The reflection also expressed that equity will not be achieved solely through policy or by education, but through equity promotion on a personal level. The importance of personally promoting equity through modelling respect, acceptance and collaboration was expressed.

The Board discussed whether equity is sufficiently on the Board's radar and also reflected on how to move forward with approaches to incorporating equity into future Board meetings.

Action: Glenna Raymond to reflect on an approach for incorporating equity into future Board meetings.

Action: Glenna Raymond to follow up with Chief Executive Officer (CEO) regarding approaches to share the equity moment internally and potentially externally to the organization.

D. Consent Agenda

D.1 Approval of Consent Agenda

It was moved by Joe Parker / Glenna Raymond

That the Consent Agenda of June 26, 2023 be adopted, as circulated.

This motion was put to a vote and

CARRIED.

E. Reports from Committees

E.1 Patient Services, Quality and Risk

The Committee Chair provided a brief update following the most recent Committee meeting. Staff was acknowledged for efforts taken with regards to the evolution of the Balanced Scorecard. The Committee

noted the obvious efforts of staff to help move results in the right direction, such as a reduction in missed care and collaboration with Service Provider Organizations (SPOs) to improve reporting timelines. Additional analysis and improved reporting related to caregiver distress was also noted.

The Committee received an overview of the Q4 Strategic Initiatives report for 2022/23 which tracks the progress of each of the activities in the Annual Business Plan (ABP). An update regarding the status of projects was shared including whether the project was closed, moved into HCCSS operations, or has been included in the 2023/24 ABP. Further to the Board's request, staff confirmed there will be improved data reporting and analysis for future reports.

The Committee Chair shared a brief update regarding SPO performance as well as patient and caregiver survey procurement updates.

Staff advised there were no further updates regarding Medical Equipment and Supplies (MES) procurement at the time of the Board meeting but a further update will be provided to the Board when available.

Action: CEO to provide an update regarding MES status during an upcoming weekly email.

F. New Business

F.1 CEO Report

The CEO provided a brief update regarding the submissions for the Canadian HR Awards. HCCSS has been advised that submissions for 5/6 categories have been successful in moving to the next stage. This is a significant accomplishment for the organization and senior leadership is very pleased with this outcome. The next stage will be the awards ceremony in September.

The CEO recently met with the CEO for Extendicare Canada, which is the parent company for Paramed, one of HCCSS's SPOs. The discussion included reflections upon HHR challenges and recent improvements in HHR capacity and movement towards HR stabilization. This is seen as very positive in terms of supporting HCCSS patients, particularly those receiving care through PSWs. The CEO also noted that based on the first quarter of 2023/24, HCCSS is also seeing an improvement in HR supply based on our Q1 run rate. A further update will be provided at the next Board meeting.

The CEO also provided a brief update regarding efforts on capacity building in the sector and also clarified for the Board the incentives being worked on collaboratively with SPOs. While the baseline is 24 incentives, the team is looking to expand to 28 in total, with incentives ranging from guaranteed shift models to travel incentives for rural areas. Both Patient Services and the Contracts team are engaged with this work.

G. Closed Session

It was moved by Joe Parker / Carol Annett

That the Board of Directors to the 14 LHINs move to a closed session to discuss a matters of legal, personnel and public interest at 10:06am.

This motion was put to a vote and

CARRIED.

H. Adjournment

After moving back to open session at 11:02am, it was moved by Joe Parker / Glenna Raymond

That the meeting be adjourned.

This motion was put to a vote and

CARRIED.

There being no further items, the HCCSS Board Meeting adjourned at 11:03am.

Original signed by

September 20, 2023

Joe Parker, Board Chair

Date

Original signed by

September 20, 2023

Cynthia Martineau, Corporate Secretary

Date