

Board Highlights – December 14, 2011

Guelph-ON – The Waterloo Wellington Community Care Access Centre (WWCCAC) Board of Directors met on Wednesday, December 14, 2011. The following are highlights from the discussions of that meeting.

Closed Session: the Board met in a closed session according to Board Governance Policy V-B-7.

Excelerated Response Project Report

Leah Gibson, Director, Excelerated Response Team and Inta Bregzis, Senior Director, Performance Management & Accountability, provided an update on the status of the Excelerated Response Project. Information included a review of the various networks that were engaged with the team, an overview of project charters, the process for determining metrics, project deliverables and identified provincial projects such as the Client Care Model and Home First. It was also noted that all CCAC's across the province will implement these projects, although on different timelines. Discussion and questions followed with clarification that the nine hospitals are working together to standardize discharge processes. It was also noted that these processes will provide system cost savings as well as reducing risk and offering safer care through standardization. Since the inception of the Excelerated Response team many stakeholders have been engaged in the design of the current state assessment for the strategic projects: Integrated Client Care Project – Hospice Palliative Care, Home First, Expanded Role in placement for Complex Continuing Care, Adult Day Program, Rehabilitation and Supportive Housing.

Community Engagement

Larry Kron, Director, reported on his attendance at a recent Cambridge Memorial Hospital public engagement session which aimed to update the community on CMH's new strategic plan and hospital updates. He noted the hospital CEO, Patrick Gaskin, had good things to say about the Home First initiative and impact WWCCAC efforts have had, specific to discharge planning. There was also an announcement that MRI equipment will be brought in in the spring.

Achieving a Balanced Budget

Barbara McKay, Senior Director, Client Services and Jim Dalglish, Senior Director, Corporate Services, provided an overview of the "Update on Year-end Report". The report provided details about the fiscal year forecast as of October 31, 2011 and showed a deficit of \$2.3 million for all programs. The deficit was largely due to contracted services for hospital discharges to home, support to those in the home waiting for long term placement and efforts to keep people supported in their homes and avoiding unnecessary emergency department visits. The report outlined

the Waterloo Wellington Local Health Integration Network (WLHIN) service change approvals and conditions. Discussion with the Board included clarification on actual savings and reductions, the increased costs for palliative clients and a request to the LHIN for hospice funds and an explanation of where LHIN approval is, or is not, required for service changes. It was also noted that required actions were identified during the summer, and delays of strategy implementation requiring funder approval resulted in implementation delays. Management and staff are working hard to find additional ways to balance to ensure a balanced budget. The Board reiterated the expectation that the organization will end the fiscal year March 2011 with a balanced budget.

Road Map Input

Gloria Cardoso led a Board discussion on the design of a high level strategic plan board reporting format. The Board reviewed key outcomes from the Board strategic planning session held last month. The Board will be arranging a meeting with the WWLHIN board to build relations and to explore and define WWCCAC role as a System Leader within Waterloo Wellington.

Performance Improvement Plan

Kevin Mercer, CEO provided an update on the status of the Performance Improvement Plan (PIP) which has been requested by the WWLHIN. The Performance Improvement Plan focuses on improving better outcomes for the residents of Waterloo Wellington by WWCCAC fully realizing its role in the healthcare system as system navigator and care connector. The WWCCAC and WWLHIN have continued to meet regularly to clarify the required elements, terms and expectations with respect to the PIP. It was reported that Senior Management and staff are working to respond to the request which is due to be submitted to the WWLHIN by January 31, 2012.

Board Education Topics

The Board reviewed topics for the upcoming year. A focus will be placed on education sessions specific to the WWCCAC strategic plan.

Learn More

More information on the Board meeting are posted to the WWCCAC website at www.ww.ccac-ont.ca click on "About Us, Governance, Board Meetings".

Reference Information:

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