

Board Highlights – May 2011 Meeting

Guelph-ON – The Waterloo Wellington Community Care Access Centre (WWCCAC) Board of Directors met on Wednesday May 25, 2011. Following are the highlights from that meeting.

Closed Session: The Board of Directors met to discuss Governance Recruitment.

Enterprise Risk Management

Inta Bregzis, Senior Director, Performance Management and Accountability introduced the Internal Corporate Risk Assessment findings. This assessment is based on the Winnipeg Regional Health Authority model and HIROC Self Assessment Module. The review focused on the strengths and weaknesses of the existing WWCCAC Enterprise Risk Management (ERM) processes and the identification of opportunities to strengthen structures and practices. The final report submitted by Risk Wise Inc. concluded that the WWCCAC has made an excellent start on its ERM implementation journey and made recommendations that will move WWCCAC to next level of ERM maturity. The Board of Directors approved the presented report which included 21 recommendations for the short, medium and long term.

2011-2012 Governance Initiatives – Communication and Engagement Plan

Gloria Cardoso, Senior Director, Planning, Communications and Community Engagement presented the Board with the 2011-2012 governance initiatives specific to Communication and Engagement. The Board approved the plan that will advance the Board's role as community ambassadors and leaders within the local health care system. The plan was informed by the "Creating a Culture of Open Leadership" report and one-to-one interviews conducted with individual Board members. The plan will launch with the June 15th Speaker's Forum and Annual General Meeting - "Your Health Care – It's Time to Get Involved". This outreach session brings together local citizens, service providers and funders to hear from national health care experts on the important role of patients and families in shaping the local health care system. The expert panel consists of Dr. Kevin Leonard and Mr. Ted Ball facilitated by Dr. Liana Nolan, Medical Officer of Health – Region of Waterloo. For more information please [click here](#).

Fundraising

A brief discussion on organizational fundraising took place. The complexities of the topic were reviewed and will be further explored at a later date.

Balanced Scorecard Report

Inta Bregzis, Senior Director of Performance Management and Accountability presented a refined set of balance score card metrics to strengthen the alignment with the WWCCAC Strategic Plan 2011-2014 and the new Multi-Sectoral Accountability Agreement (M-SAA) performance indicators. Additional indicators include: wait times for the Easy Care Access program; Intake Referral and Turnaround Times; Home First; Staff Morale.

“Excelerated” Response Strategy: The WWLHIN approved funding for \$1.57 million for each of 2 years for the “Excelerated” Response Strategy for the WWCCAC to expedite key system transformation initiatives. The strategy includes hiring additional project support staff to support the following initiatives:

- Expanded Role in placement in Adult Day Program, Assistive Living, Supportive Housing and Rehabilitation.
- Integrated Client Care Project (ICCP) Palliative
- Client Care Model Frail Elderly Specialization
- Expanded Home First

The key objectives and deliverables for these projects were reviewed. The WWCCAC Engagement and Communication plan will guide the consultation and engagement moving forward. Effective management of stakeholder engagement and communication is critical to successful system transformation and sustainability.

Quick Facts

The WWCCAC is the local point of access to community-based health and support services and assists clients/families in planning and making informed choices about health care options. CCAC case managers assess and coordinate health and support services to maintain an individual’s health and quality of life for as long as possible in the home/community setting, to avoid hospitalization or prevent/delay admissions to long-term care. We work with clients, families care providers, hospitals, physicians, long-term care homes and many other health and support service providers. The Waterloo Wellington Local Health Integration Network provides the funding for CCAC services. <http://www.waterloowellingtonlhin.on.ca>

Learn More

More information on the Board meeting are posted to the WWCCAC website at <http://www.ccac-ont.ca> click on About Us, Governance, Board Meetings, May 25th, 2011.

Reference Information:

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May 28, 2011