

Board Highlights – November 23, 2011 Meeting

Guelph-ON – The Waterloo Wellington Community Care Access Centre (WWCCAC) Board of Directors met on Wednesday, November 23, 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.

Joint Review and Planning Process

Kevin Mercer, CEO, informed the Board of the WWLHIN's intent to undertake a performance review of the WWCCAC under Section 7 of the Multi-Sector Service Accountability Agreement (M-SAA). This report also included an update on the status of the joint WWLHIN and WWCCAC review and planning process. He reported that discussions with the WWLHIN are on-going to finalize the process for the review and to establish a timeline for submitting a Performance Improvement Plan. The theme for the performance plan is "building sustainability."

This theme is consistent with WWCCAC recently developed "Meeting the Challenge and Building Sustainability" plan which provides a comprehensive roadmap that will ultimately result in solutions to meet the growing demand for home and community based services by advancing integrated health care delivery for Waterloo Wellington.

It was noted that over the past few months, extensive consultation with stakeholders, staff, contracted service providers, hospital CEOs and community support services have taken place to help develop the "Meeting the Challenge, Building Sustainability" plan. Key components of this plan were recently approved by the Waterloo Wellington Local Health Integration Network. The plan was developed in consultation with health care partners, service providers, and the WWLHIN with the intent of providing the highest quality and level of care possible for the long term. The increasing demand for services has placed stress on WWCCAC existing budget and short term solutions are required in order to balance the budget.

Effective immediately WWCCAC will begin to roll out the following service changes which have been reviewed and recently authorized by the Waterloo Wellington Local Health Integration Network for implementation:

- Administrative and non-clinical changes
- Less complex clients will wait for personal support/homemaking and therapy services
- Waiting at Home Program will be available for a maximum of 60 days

- Since patients at Grand River Hospital pre-operative clinic will be assessed for hip/knee surgery, CCAC in-home pre-surgery visits will no longer need to be provided.

Quality Healthcare Workplace Awards

Kelly Smith, Senior Director, Human Resources and Organizational Development, reported that the WWCCAC was the recipient of the Quality Healthcare Workplace Gold Level Award presented at the 87th Annual HealthAchieve Conference held in Toronto on November 7, 2011. The award program is a partnership with the Ontario Hospital Association, the Ministry of Health and Long-Term Care and Health Force Ontario. The awards recognize organizational efforts to improve healthcare workplaces in ways that contribute to providers' quality of work life and the quality of the care and services they deliver. The Award recognizes the WWCCAC for creating an environment that includes:

- Clear vision, mission and values that are well understood by staff
- Supportive and caring culture for staff and clients
- Informal and formal recognition programs
- Staff and managers are actively involved in finding solutions for managing job stress and work-life balance

Health and Safety Policy and Program

Kelly Smith, Senior Director, Human Resources and Organizational Development, presented the Board with the updated Health and Safety Policy and provided an overview of the current activities underway to address health and safety activities within the CCAC. She reported that there were 29 reported incidents reported during the year with only one of those resulting in an WSIB claim and that there was no lost time due to injuries. She also noted that the CCAC will be conducting immunization clinics in December. It was also noted that there is an active Joint Health & Safety Committee that has made some recommendations as well as doing work on developing auditing tools for violence and risk assessment. In addition, the Board reiterated support for the CCAC doing its part to promote a healthy and safe environment for service providers.

Financial Position and Year End Forecast

Jim Dalgliesh, Senior Director, Corporate Services, provided an overview and update of the current financial position and a year-end forecast. It was noted that as of August of this year eleven of the fourteen CCAC's in the province were projecting a budget deficit, including the WWCCAC. This projection is based on a demand for increased services due to increases in client numbers and service intensity. Currently, there is a year to date operating deficit in the core program

due to over-expenditure in contracted services and, in particular, Personal Support hours. The result is a current year-end deficit forecast.

It was noted that a number of measures have been implemented to help reduce administrative and staffing costs. In addition, the "Meeting the Challenge and Building Sustainability" Plan will address measures to further reduce costs aiming to achieve a balanced budget by March 31, 2011. It was noted that case management resource utilization augmentation will be introduced that will provide greater decision making regarding service delivery with the case manager. A number of service changes have been approved by the WWLHIN and others are under review. The aim of the service changes is to ensure minimal impact to complex and high-risk clients. Discussions with the WWLHIN and other stakeholders continue take place focusing on longer term solutions to work together to meet the needs of our community. While WWCCAC will continue to implement short term solutions to balance the budget there is a risk that a balanced budget may not be achievable.

Learn More

Information about this, previous and future Board meetings are posted on the WWCCAC web site at: www.wv.ccac-ont.ca and can be found by following the links provided under "About Us, Governance, Board Meetings".

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