

Board Highlights – October 2011 Meeting

Mount Forest-ON – The Waterloo Wellington Community Care Access Centre (WWCCAC) Board of Directors met on Wednesday, October 26, 2011. The following are highlights from the discussions of that meeting.

Closed Session

The Board of Directors met in a closed session according to Board Governance Policy V-B-7.

Rural Health Care Presentation

Jerome Quenneville, President & CEO, Wellington Health Care Alliance (WHCA), provided an overview of the rural hospital services in Wellington North. He explained how the partnership between the three hospitals in the region came about to provide efficiencies and improve access to care throughout the region. He gave an update on plans to upgrade and expand the Palmerston & District Hospital and the Louise Marshall Hospital as well as the status for developing the new Groves Memorial Hospital. He explained how the WHCA is working together to provide a full range of outpatient and acute care services, including Emergency support across the service area with a particular focus on developing effective models that will address the unique nature of providing care in rural communities.

Suzanne Trivers, Chair of the Rural Health Network, provided an overview of the results of the Rural Health Care Review and discussions conducted by the Rural Health Network. The Waterloo Wellington Local Health Integration Network initiated a Rural Health Care Review in 2009 and a Final Report was delivered in January, 2010. She explained the process that was used to identify the challenges faced in providing care in rural settings and the planning that is being done to address these needs with a focus on providing care focused on the patient experience.

Download a copy of the presentation given by Jerome Quenneville and Suzanne Trivers [here](#).

Kevin Mercer, CEO of the WWCCAC, provided an overview of the Waterloo Wellington Local Health Integration Network's (WWLHIN), Rural Health Care Review. The review was conducted to provide a better understanding of health care delivery and access challenges faced by rural residents. The Review resulted in 9 recommendations which focused on providing primary care, community supports and home-based care, acute care and emergency care and the development of integrated rural health networks.

Download a copy of the presentation given by Kevin Mercer [here](#).

Following the presentations, members of the Board, guests and public visitors engaged in a question and answer session.

Community Engagement

Gloria Cardoso, Senior Director, Planning, Communications and Community Engagement provided the Board with an update on the findings from the Physician Engagement series that are being conducted in partnership with the WWLHIN and the Ontario Medical Association. Two sessions have been held to date - one in Guelph and one in Cambridge. The sessions are structured to provide discussion with physicians on what is working well to keep their patients in the home and what is not working well. Results of the engagement sessions will help inform future and current planning at WWCCAC, WWLHIN and the OMA. Michael Delisle, Director, WWCCAC Board, provided an overview of the Physician Engagement session he participated in. He reported that participants were generally pleased with the quality of service provided by the WWCCAC and showed a great desire to cooperate in improving the system wherever they can.

They did highlight the need to improved communications between organizations and to use more technology applications to further connect all areas of health care. Bryce Walker, Director WWCCAC Board, gave a report about the Physician Engagement session he participated in. He explained that the process was a good opportunity to find out what the WWCCAC is doing well and what needs to be improved and that the dialogue among participants was helpful and direct. He reported that there was high praise for Case Managers, the cooperative spirit, the ease of the single point access system and the IALP program. Participants did suggest that the Wound Care program is one area that needs attention. They also suggested that a variety of administrative items, such as developing simplified and electronic referral forms and the desire to have a single Case Manager assigned to all a physician's patients.

Learn More

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

Reference Information

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