

**WATERLOO WELLINGTON BOARD OF DIRECTORS
October 2011 Public Board Meeting**

DATE/ TIME	Wednesday, October 26, 2011		LOCATION	Mount Forest & District Sports Complex 850 Princess Street, Mount Forest, ON
CHAIR	Marshall Draper		RECORDER	Helene Ireton
PRESENT	Marshall Draper, Chair Richard Emrich, Treasurer Michael Delisle, Vice Chair Brian Cowan, Board Director Susan Elliott, Board Director John Enns, Board Director Djurdjica Halgasev, Board Director John Lewington, Board Director Larry Kron, Board Director Lori Trumper, Board Director Bryce Walker, Board Director		Kevin Mercer, CEO & Secretary to the Board Inta Bregzis, Senior Director, Planning & Performance Management Gloria Cardoso, Senior Director, Planning, Communications and Community Engagement Jim Dalglish, Senior Director Corporate Services Barbara McKay, Senior Director, Client Services Kelly Smith, Senior Director, HR & Organizational Development Helene Ireton, Executive Assistant Guests: there were a number of guests from the community in attendance, including but not limited to those named in the attached sign-in list.	
REGRETS	Susan Horton, Board Director			
No	ITEM	COMMENTS		RESPONSIBILITY & FOLLOW-UP
1.0	CALL TO ORDER	Board Chair, Marshall Draper, called the meeting to order at 6:15 p.m. Marshall welcomed the guests to the meeting and introduced the board members. Kevin greeted the guests and introduced the WWCCAC senior leadership team.		
	PRESENTATION	Jerome Quenneville, CEO and President of the Wellington Health Care Alliance provided a presentation about <i>the North Wellington Health Care ER/ Ambulatory Care and Groves Memorial Community Hospital New Hospital Update</i> . Suzanne Trivers, CEO of the Mount Forest Family Health Team (FHT) presented the <i>Rural Health Care of Tomorrow Vision</i> . Kevin Mercer, CEO, WWCCAC, presented <i>Improving Rural Community Access to Home and Community Services</i> , and spoke about the Rural Health Review recommendation for WWCCAC.		

		<p>There were questions and answers about –</p> <ul style="list-style-type: none"> • Level of satisfaction with (WWCCAC) discharge planning in the Wellington Alliance Hospitals • ALC levels in rural hospitals • Deficiencies in the current facilities • How obstetrics team is maintained with small volume of births • Physician coverage for emergency rooms in the Wellington Alliance hospitals 	
3.1	Declaration of Conflict	No conflict was declared.	
3.2	Agenda	It was moved by John Lewington, seconded by Brian Cowan that the agenda be approved as distributed. Carried.	
4.0	CONSENT AGENDA	<p>Items of business on the Consent Agenda were:</p> <ul style="list-style-type: none"> • Report of the Board Committees • Approval of previous board minutes • Report of the Chair • Report of the CEO <p>Marshall provided an explanation about the purpose and process of using a Consent Agenda.</p> <p>Richard Emrich addressed the financial report as included in the board package and noted a typo. Lori Trumper reported the last meeting of the Client Services & Quality (CS&Q) Committee was entirely for orientation. Brian Cowan reported the Governance Committee had just held its first meeting earlier this date.</p> <p>It was moved by Lori Trumper, seconded by Susan Elliott that the items on the Consent Agenda be approved. Carried</p>	
5.0	STANDING REPORTS		
5.1	Community Engagement	<p>Gloria Cardoso gave an overview of recent outreach activities, including an engagement series with physicians: October 2 session in Guelph-Wellington was attended by board member Michael Delisle, and the October 25 session in Kitchener-Waterloo was attended by Bryce Walker</p> <p>Michael Delisle reported about the first session. There were approximately 10 physicians present. He noted that it was well focussed and those present expressed the heart felt desire to improve services. Michael commented on the unanimous belief that there needs to be better electronic communications to</p>	

		<p>provide better services at reduced cost. Michael emphasized the need to communicate more often, more effectively across the health care sector. He also commented how physicians value CCAC services to help them keep clients at home.</p> <p>Bryce Walker reported that about 25 physicians attended the K-W session. Bryce reported that physicians saw value in CCAC presence (case managers) in acute care. Bryce reported on a number of things physicians particularly liked and other areas where they felt improvement is needed.</p> <p><i>What's working well?</i></p> <ul style="list-style-type: none"> • Physicians see value in CCAC presence in acute care (i.e. in hospital case managers); do not want to see the service level decrease. • CCAC consultation inside a patient's home is a positive. • Response times from CCAC palliative care team are very good. In home consultations very positive • Generally feeling that CCAC is easy to work with and responsive. • High praise for case managers. • Like the one point of access to the CCAC 310 CCAC to gathering information on community resources • Independent Assisted Living Program (IALP) very successful – e.g. IALP at Fairview Mennonite home in Cambridge <p><i>What's not working well?</i></p> <ul style="list-style-type: none"> • Wound care is not as good - previous system provided superior care. • Can case managers be aligned to a specific physician • Would like more meetings between physicians and case managers, this would be easier if one case manager handles all of a physician's CCAC needs. • Electronic communication between case managers and physicians needs to be improved. • Specialized geriatric and case managers – increasing capacity – have Case Managers at the SMH Medical Geriatric clinic. • Functional enhancement clinic – 5 page referral form at Grand River Hospital • Lack of knowledge of community programs – want a centralized and updated list of community services. Can CCAC provide physicians with this resource? 	
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4.0	OTHER ITEMS	Marshall extended his thanks to staff who provided much support in making arrangements for the meeting as well as administrative support, set-up and dismantling of displays and equipment before and after the meeting. No further business was discussed.	
5.0	NEXT MEETING	Wednesday, November 23, 2011, in the WWCCAC Guelph office Board Room.	
6.0	EVALUATIONS	Ten meeting evaluations were handed in at the end of the meeting.	
7.0	ADJOURNMENT	<p style="text-align: center;">It was moved by Michael Delisle, seconded by Lori Trumper That the October 26, 2011 public meeting of the WWCCAC board of directors be adjourned. Carried.</p>	

APPROVAL OF MINUTES

On a motion duly made, seconded and carried unanimously, the above-noted minutes were approved.

Marshall Draper, Chair

Kevin Mercer, Secretary of the Board & CEO

Date: _____