

Board Highlights – September 2011 Meeting

Guelph-ON – The Waterloo Wellington Community Care Access Centre (WWCCAC) Board of Directors met on Wednesday, September 28, 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.

Service Provider Presentation

A delegation of Service Providers serving WWCCAC clients made a presentation to the Board providing a brief overview of their operations, relations with the WWCCAC and some of their current challenges. The delegation reported that, as a group, Service Providers employ approximately 1000 health care professionals who served 18,464 individuals over the past year throughout the WWCCAC service area. They indicated their appreciation toward the WWCCAC for “Walking the Talk” by showing mutual respect, demonstrating a willingness to be collaborative and working hard to maintain good relationships at all levels. They pointed to initiatives, such as the Advisory Committee and Nursing Clinics, as well as the use of technology and innovation, as examples of successful cooperation. Areas of challenge faced by Service Providers, included:

- Net Zero budget increases which has impacted compensation and competition for staffing
- Pressures related to balancing increasing workloads and indirect time (for things like charting) against the need to reduce length of visits,
- Difficulties facing staff around fluctuating volume and client assignment issues related to the CHRIS system.

The presentation was followed by Questions and Answers and discussion with the Board of Directors and the Service Provider group.

Community Engagement

Gloria Cardoso, Senior Director, Planning, Communications and Community Engagement provided the Board with an update on recent engagement activities and upcoming activities for fall and early winter. It was reported the 2011-2012 Corporate Communication and Engagement Plan has been completed and activity is well underway. During the Spring and Summer, Community Engagement activities included:

- Presentations to approximately 80 physicians at Cambridge Memorial Hospital, St. Mary's Hospital and Grand River Hospital.
- Dialogue with 15 local physicians participated in the Physician Engagement Session for the Integrated Client Care Project-Hospice Palliative.
- The June Annual General Meeting, with the theme "Your Health Care – Time to Get Involved" was held with over 70 community members and stakeholders in attendance.
- Pre-election meetings with local MPPs with the CEO and Board Chair.
- In the next few months Engagement activities will continue according to the Annual Communication and Engagement plan.
- Some events have already been scheduled including a series of Physician Engagement sessions entitled "Helping You Help Your Patients Stay at Home", which is sponsored by the WWCCAC, THE WWLHIN and the OMA. These sessions are scheduled for October 5th in Guelph, October 25th in Kitchener/Waterloo/Cambridge and November 2nd for a Rural community.
- The October Board meeting will include a Community Education Session entitled "Rural Health Care Update" and will be held in Mount Forest.
- In addition, planning continues to provide presentations at municipal council meetings and with community groups such as Kiwanis or Rotary Clubs.
- Activities related to "Meeting the Challenge – Building Sustainability include regular engagement with community groups and service providers.

Learn More

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

Reference Information:

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