

Board Highlights – April 25, 2012 Meeting

Guelph-ON – The Waterloo Wellington Community Care Access Centre (WWCCAC) Board of Directors met on Wednesday, April 25, 2012. The following are highlights from the discussions of that meeting. Opening paragraph.

Closed Session:

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

Report from the Closed Session

Immediately prior to the public meeting, the Board met in-camera to discuss a service provider contract and the organizational review.

Presentations

- Rural Health Care of Tomorrow – Sharing a Vision for the Benefit of Patients
A presentation was made to the Board by Jerome Quenneville, President and CEO of Wellington Health Care Alliance re: Rural Health Care. This presentation can be found on the WWCCAC website under the April 25, 2012 Board meeting [link](#).
- B.C. Health video
Kevin Mercer introduced a B.C. Health you-tube video portraying, through animation, the historical view of BC health care, improvements in population health, and the future of BC health care. The video illustrated similar challenges and opportunities for Ontario's health care system.

Board Committee Updates

The Committee Chairs each provided a committee update:

- Finance Committee reported an update on the unaudited year end position.
- Governance Committee reported on the recommendations for re-election of four new Board members for a new term and recommendations for the 2012-2013 Officers and Committee chairs.
- Audit Committee brought forward the Audit Committee's recommendation that the current auditors, BDO, be granted a one-year extension of their contract if the fee increase is reasonable and then to go out for an RFP for Auditors for 2013 and beyond.

Community Engagement –Governance Planning Next Steps

John Enns, Board of Directors and Gloria Cardoso, Senior Director, Planning, Communications and Community Engagement presented strategies to evolve Governance stewardship role for Community Engagement. The Board approved the following planning initiatives:

- Stakeholder Analysis and Management Planning:
That the Board move forward with a three-hour stakeholder analysis and stakeholder management planning session in May or June 2012
- 2012-2013 Governance Community Engagement Plan:
That the Board develop a 2012-2013 Governance Community Engagement Plan which will be informed by an evaluation of the 2011-2012 Governance Community Engagement Plan, the stakeholder analysis and stakeholder management planning and the Organizational Review Report.
- Community Engagement Standing Committee of the Board:
That the Board structure a Community Engagement Standing Committee of the Board which will provide oversight for Community Engagement.

Client Care Model

Barbara McKay, Senior Director, Client Services and Kelly Smith, Senior Director, HR/OD provided a power point presentation about the new service delivery model called the “Client Care Model” that will be implemented by August 24, 2012. There are an increasing number of clients with more complex needs; therefore, it is important that CCAC’s customize a case management approach for different client populations – one size doesn’t fit all. WWCCAC clients will be classified into five populations: Complex, Chronic, Community Independence, Short Stay and Well. Each population will receive care planning and case management specific to their unique needs. The anticipated benefits of implementation of the Client Care Model are to:

- Ensure timely access to care;
- Match case management intensity for these clients population groups;
- Promote self-management,
- Encourage individuals to be engaged in their care planning ultimately improving client outcomes; and
- Ensure positive client and caregiver experiences.

The Client Care Model is one of CCAC’s key strategies and addresses provincial priorities established by the Ministry of Health and Long Term Care. This model will be rolled out across all CCACs in Ontario.

March Financial Statement

Jim Dalgliesh, Senior Director, Corporate Services provided an overview of the unaudited 2011-2012 year-end financial balanced budget position. Jim also provided an update to the Board on the Patient Based Funding model which consists of both the Health Based Allocation Model (HBAM) and the Quality Based Outcome funding. HBAM determines funding based on clinical, social and demographic conditions of the population in the local LHIN areas. Ten percent of WWCCAC 2012-2013 funding will be allocated by HBAM. In 2013-13 HBAM will account for 30 percent of our funding; and the following year, 70 percent.

Operating Plan Update

Gloria Cardoso provided an overview about the new Operating Plan Quarterly Reporting Template for the Board and responded to questions about the Board's oversight role for the Operating Plan. In the near future the Board will also receive an Enterprise Risk Management Assessment Report that will highlight corporate risks for the Board to continue to monitor going forward.

Staff Recognition

The Board requested that senior leadership continue to provide regular communications to staff on the Organization Review underway. The Board will consider ways to recognize the outstanding efforts to staff as they continue to provide outstanding care - every person, every day.

AGM Update

It was confirmed that Dr. Wayne Taylor, international speaker and leading health care expert will provide the key note address at our Annual General Meeting, on June 13, 2012, at the Holiday Inn Guelph.

Learn More

More information on the Board meeting are posted to the WWCCAC website at www.wv.ccac-ont.ca click on "About Us, Governance, Board Meetings".

Reference Information:

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