

Board Highlights – March 28th, 2012 Meeting

Guelph-ON – The Waterloo Wellington Community Care Access Centre (WWCCAC) Board of Directors met on Wednesday, March 28, 2012. 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.

Waterloo Wellington Integrated Hospice Palliative Care: Past, Present and Future

Andrea Martin, Lead for the Waterloo Wellington Integrated Hospice Palliative Care (HPC) told the story of the Integrated Hospice Palliative journey – the past, present and future.

Hospice Palliative Care was defined as “health care for individuals and families who are living with a life-threatening illness that is usually at an advanced stage. The goal is comfort and dignity for the person living with the illness as well as the best quality of life for that person & their family.”

Past

Prior to 2011, Hospice Palliative care providers voluntarily came together across Waterloo Wellington to advance clinical and system leading practices in the field. The Hospice Palliative Care Network consisted of existing Hospice Palliative Care team (Palliative Care Nurses, Nurse Practitioners, and Spiritual Providers), Specialized Palliative Care Case Managers, Community Visiting Nurses, and Residential Hospices.

This network, led by Andrea Martin, was supported by the Waterloo Wellington Local Health Integration Network (WWLHIN). The network produced planning papers, documented, shared and utilized leading practices and education. As a result, Waterloo Wellington built a reputation as a leader in Integrated Hospice Palliative Care.

Present

In 2010, WWCCAC was appointed by the WWLHIN as the lead organization for Integrated Hospice Palliative Care. As a lead organization, WWCCAC, in collaboration with local hospice palliative partners built a plan to further advance the integration of Hospice Palliative Care. The Ministry of Health and Long Term Care in partnership with the Ontario Association of Community Care brought forward the “Integrated Client Care Project” focused on Hospice Palliative Care (2011-2014). Based on the Hospice Palliative Care Network success, Waterloo

Wellington was selected as a spotlight site. This project focused on concrete deliverables (outcome reimbursement modeling, common assessment tool, streamlined referral process, one regional referral form, system navigation roles, advance planning policy and procedures, home charts, pilot for integrated care). This work aligns with the Ministry of Health and Long Term Action Plan for Hospice Palliative Care titled: "Advancing High Quality High Value Palliative Care in Ontario". This plan is measured by a report card with 9 system impact outcome indicators. A Hospice Palliative Advisory Committee (consisting of local health system leaders) oversees and provides advice and direction to the current and future work of Integrated Hospice Palliative in Waterloo Wellington.

Future

Over the next 3 years this work will unfold with very clear deliverables with the ultimate goal of ensuring those with a life threatening illness have greater access to palliative care to ease their burden and to ensure a more peaceful, support end of life experience. A medical advisor recruitment is soon underway and this position will help advance physician engagement and to provide expert medical advice on integrated care development.

Community Engagement

Upon request of the Board's Governance Committee, Gloria Cardoso, Senior Director, Planning, Communication and Community Engagement provided a brief update on the following:

- Waterloo Wellington Local Health Integrated Network requirements and role specific to community engagement;
- WWCCAC community engagement requirements under the Multi-sector Accountability Agreement; and
- WWCCAC community engagement definition.

At the upcoming April Board meeting, Gloria Cardoso and John Enns, Board of Directors will provide strategies to continue to evolve the board's stewardship role for community engagement. A key strategy for the board is the completion of a stakeholder analysis and stakeholder management plan. This planning will be a focus for the board in the near future as it prepares to refresh the strategic plan in the upcoming months.

Update on the 2012-2013 Budget

Jim Dalgliesh, Senior Director, Corporate Services provided additional information pertinent to the 2012-2013 budget. WWLHIN and WWCCAC staff reached an agreement on the Multi-sector Accountability Agreement (M-SAA) performance obligation for 2011-2012. This is in keeping with the M-SAA agreement to revisit

the performance indicators once provincial funding is announced. In order for the WWLHIN staff to authorize a cash flow to WWCCAC for the 2012-2013 budget, the 2012-2013 performance obligations needed to be presented to the WWLHIN Board. WWLHIN will be recommending to the WWLHIN Board that the agreed upon 2011-2012 targets be a starting point with the following conditions:

- That the WWLHIN and WWCCAC agree to meet as soon as possible following the provincial government's funding announcement to determine whether and on what terms the M-SAA obligations may be adjusted; and
- That some of the 2011-2012 performance obligations are supported either by one-time funding, a time limited in-year decision, or other measures of a temporary nature, meaning the issue of service sustainability as reflected in some service volume targets in 2012-2013 will need to be re-assessed, and;
- That the ongoing WWCCAC organization review and resulting performance improvement plan may yield conclusions or recommendations that could affect M-SAA obligations.

2010 – 2011 CCAC Quality Report

Inta Bregzis, Senior Director, Performance Management & Accountability provided an update on the newly released 2nd annual Quality Report. The report was developed collectively by all 14 CCAC's and documents the performance of the CCAC sector with the best evidence possible. This report was developed under the leadership of the 14 CCAC CEO's. The report uses a solution-focused approach to demonstrate how the sector is impacting four of Ontario's health care priorities:

- Keeping more people safe at home
- Increasing access to health care services
- Smoothing transitions between health care services
- Sustaining quality of care

[Link to report.](#)

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:

Chris Churchill, Communications Manager
Planning, Communications and Community Engagement
Tel: 519 883 5500 or 888-883-3313 extension 5412

March 30, 2012