

## **Board Highlights – April 10, 2013**

Guelph-ON –The Waterloo Wellington CCAC held its regular public board meeting at its Guelph office located at 450 Speedvale Avenue West. The Board convened in open session at 6:00pm. Board chair Michael Delisle introduced himself and welcomed guests present at the meeting.

### **Patient Experience**

To illustrate the impact of WWCCAC Care Coordinators on the lives of our patients and their families, a new video, produced by the WWLHIN, was shown to those present. The moving video showed interviews with family members of a patient in the WWCCAC's palliative program. The video is part of the WWLHIN's communications regarding its 2013-2016 Integrated Health Service Plan "Better Health, Better Futures" and illustrates how WWCCAC contributes to "Creating a ore seamless and coordinated healthcare experience" for residents of Waterloo Wellington. The video will be publicly available soon.

### **Health Links Presentation**

To open the meeting, the Board welcomed Jennifer Mackie, Guelph Health Link Project Lead, Guelph Family Health Team, to provide an overview of the Guelph Health Link and to provide an update on the progress so far. The presentation is posted to the website.

### **Community Engagement Framework**

Gloria Cardoso, Senior Director, Planning, Communications and Community Engagement, presented a simplified Community Engagement Framework for the Board to guide the annual engagement activities of the organization.

The Engagement Framework intends to provide the Waterloo Wellington Community Care Access Centre (WWCCAC) decision-makers, leaders, and staff with a clear understanding of the purpose and benefits of Engagement. The report outlines:

- The different types of Engagement;
- The definition and principles for Community Engagement;
- Roles and responsibilities for Community Engagement;
- Goals for Engagement; and
- Evaluation and anticipated outcomes for Engagement.

The framework is based upon the International Association of Public Participation (IAP2) approach – a recognized engagement practice adopted by LHINs and many other healthcare organizations.

## **Report of the CEO**

The report of the CEO, adopted by the Board within the consent agenda, contained several notable items:

- WWCCAC has entered into an agreement with our partner, Grand River Hospital, for a shared Integrated Manager of Client Services and Discharge Planning position. This position manages over 25 Care Coordinators and Team Assistants at both the Grand River and Freeport sites.
- On behalf of the WWCCAC and the Hospice Palliative Care Advisory Committee, the WWCCAC submitted to the WWLHIN a Regional Plan for Hospice Palliative Care services in Waterloo Wellington. This plan builds on the strength of existing hospice palliative care services, while formalizing governance and accountability structures that will help ensure a more seamless and coordinated experience for patients and families with life threatening illnesses. A formalized approach to regional hospice palliative services will allow all LHIN-wide partners in the provision of palliative care services to accelerate the effectiveness of their services to patients and families.
- As part of our future planning, WWCCAC is collaborating with local providers to effectively streamline WWCCAC services towards high-risk populations and transition appropriate lower-need clients to alternative service providers. These planning discussions and activities are intended to bring about innovative service delivery models that will ensure a seamless and coordinated health care experience for residents of Waterloo Wellington. Two collaborative planning meetings with representatives from the WWLHIN, WWCCAC and Community Support Services (CSS) have taken place.

## **Strategic Plan Update**

Board Chair Michael Delisle updated the Board on the progress of the Strategic Plan Refresh.

With the assistance of Optimus|SBR, the WWCCAC Board of Directors and Senior Leadership Team are undertaking an open and iterative strategic planning process. The approach incorporated broad stakeholder engagement to support the development of a meaningful local vision, strategic directions, goals and performance metrics that will enable the organization to respond to the needs of residents within Waterloo Wellington.

On March 5, over 80 local health and community leaders came together to provide input to the draft WWCCAC strategic plan. The session provided insightful feedback and suggestions from the attendees, including health system planners from the Waterloo Wellington LHIN, community home care agencies, hospitals, long-term care and retirement homes, the Ontario Medical Association, community health centers, and family health teams. The stakeholder forum report summarizes the feedback received and how the feedback informed the revised plan.

On March 12, the plan was further evolved by the Board of Directors and Senior Leadership team and was sent for validation, by survey, to:

- Staff;
- The 300 plus invited participants to the March 5th stakeholder forum; and
- Patients/public.

A large ad in local papers requested public input to help shape the future of Home and Community Care. The public was asked if the priorities selected were the priorities they felt important when they thought of Home and Community Care.

The public survey was posted on WWCCAC website and the WWLHIN website. WWCCAC Board of Directors, leadership and our partners helped to spread word about the public survey.

## **Governance Review Update**

Vice Chair Brian Cowan presented an update on the governance renewal process undertaken by the Board in late 2012. The Board as a whole took part in a comprehensive review that took place over six meetings, from November 2012 through February 2013. The board was fortunate to have Gary Chatfield as facilitator. The Governance Review & Plan was the outcome of this work.

The approach of the review included a review of Board process and structure to meet contemporary standards of governance; and discussions lead to some agreed upon changes. These will be reflected on a work plan that will be coming through the Governance Committee to the Board at its next meeting.

## **Board Committee Reports**

### The Client Services & Quality Committee

Through Inta Bregzis, Senior Director, Performance Management & Accountability, the committee presented a refreshed Balanced Scorecard and requested Board of Director

feedback. Board members were very positive about the clarity of information presented in the updated scorecard and the ease with which the information can be practically applied.

### Finance Committee

The Finance Committee last met on January 21, 2013, prior to the Board meeting on January 23, 2013. Since the Finance Committee meeting, WWCCAC has received a funding letter from the WWLHIN dated March 7, 2013 that provides \$900,000 in base funding for fiscal 2012/13 and future years.

WWCCAC has also received a funding letter dated March 21, 2013 for \$1,189,731 for Quality Based Procedures (Hips and Knees) for fiscal 2012/13. This is one-time funding related to the projected number of individuals recovering from hip and knee surgeries who will receive services from WWCCAC in fiscal 2012/13. This increase in funding is offset by a reduction of \$605,200 in base funding for hips and knees, resulting in a net inflow of funding of \$584,600 due to hip and knee volumes of service.

These funding letters have resulted in a projected small overall surplus for the Corporation for fiscal 2012/13.

### Governance Committee

At its June 2012 meeting, the Governance Committee reviewed a number of board policies received from the Finance and Client Services & Quality Committees. A few were held back for further review which will be scheduled into upcoming Governance Committee meetings.

One policy that had come forward from the Finance Committee, IV-9 Donations, was revised further by the Governance Committee and was accepted on condition that the Senior Director of Corporate Services was made aware of the revision and was in agreement that the change was not in conflict with legislation.

### Quality Committee

The Quality Committee received the WWCCAC Feedback/Complaints Review Report - that was submitted to the WWLHIN on January 18, 2013 - for discussion at the Quality Committee's February 13, 2013 meeting. The WWLHIN acknowledged receipt of the WWCCAC's report at the January 31, 2013 WWLHIN Board meeting. The WWCCAC has since submitted a revised report (February 19, 2013) to include an amendment related to "access to care" following conversation with WWLHIN staff. WWCCAC staff is proceeding with implementation of the recommendations in the report.

The Quality Committee identified the need to enhance Board knowledge on quality and safety. A preliminary component was integrated into the Board's Strategy session on March 12, to be followed up with a dedicated Governance Quality session in May/June.

The Quality Committee revised its terms of reference in the context of the Excellent Care for All Act (ECFAA) and the Board's Governance Renewal and Plan. Membership of the

Quality Committee has also been expanded consistent with ECFAA. Accordingly, a care coordinator and community support services sector representative will be invited to participate as members on the Quality Committee.

The Quality Committee requested that the Senior Leadership Team refresh the third party enterprise risk assessment conducted by Deloitte in May 2012. Leading practice suggests that the enterprise risk assessment refresh be conducted twice annually. The Quality Committee received and approved the WWCCAC's refreshed Enterprise Risk Profile at its March 27, 2013 meeting.

While the Quality Committee serves as the lead Board Committee for this process, it is recommended that oversight and monitoring for principal risks be assigned to appropriate Board Committees. Accordingly, each Board Committee will receive the refreshed risk status profile for the risk(s) under its oversight, as well as regular monitoring reports.

### **Learn More**

More information on the Board meetings are posted to the WWCCAC website at <http://wwccac.org/boardmeetings>

#### Reference Information:

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