

## **Board Highlights – August 14, 2013 Meeting**

Guelph-ON – The Waterloo Wellington Community Care Access Centre (CCAC) Board of Directors met on Wednesday, August 14, 2013. The following are highlights from the discussions of that meeting.

### **ENSURING PROGRAM QUALITY AND EFFECTIVENESS**

#### **Client Story – “Close to Home”**

A patient story was reviewed at the beginning of the Board meeting, highlighting the challenges facing families when a loved one is placed in a long-term care home a distance from the family home. The Board received information on the CCAC role in Long-term Placement, specifically related to the advocacy role CCAC plays to ensure, when possible, people are placed in the home of choice. One home had declined the resident due to behavior challenges. A review of the new Behavior Supports (BS) resources are now in place for Long-term Care and Community was reviewed specific to this situation and how these resources could have been better used to assist the resident and family.

#### **Quality Metric Reporting**

The Board received an overview of the Committee’s quality reporting process.

#### **Strategic Plan – Performance Measurement Framework**

The Board’s Quality Committee presented recommended measures and targets for the Strategic Plan goals formatted using a Performance Measurement Framework (PMF). The Board approved the measures and targets for 2013/14 and will monitor the report quarterly. The Quality Committee will continue to monitor other quality measures (e.g. MSAA targets, balance scorecard) and report to the Board on their monitoring of these measures.

#### **Medical Supplies and IV Request for Proposals (RFP)**

The CCAC will be issuing an RFP for medical supplies and Intravenous infusion equipment and infusion related supplies in September 2013. A fairness advisor will review the process and selection.

### **ESTABLISH STRATEGIC DIRECTION**

#### **Strategic Plan Report**

The CCAC draft final strategic plan report was approved by the Board. Staff were commended for a job well done supporting the Board’s plan development. The plan will be sent to staff, the Waterloo Wellington LHIN and local partners this coming week. The

report will be reviewed with staff at the upcoming staff meeting mid-September. Click [here](#) to view the report and [here](#) to access the background documents.

## **ENSURE BOARD EFFECTIVENESS**

### **Governance Committee Report and Policies**

The Governance Committee work on accreditation, Board orientation, fall 2013 Board retreat, Board budget, Board education and the Board portal were highlighted.

## **PROVIDE FOR EXCELLENT MANAGEMENT**

### **Environmental Sustainability Plan**

An overview of CCAC 2012-2015 Sustainability Plan was presented by staff. Laura Vaughan, HR Coordinator is leading this initiative. Laura was recognized by the Board for her leadership. The CCAC was the recipient of the 2012 World Wildlife Foundation's Living Planet award. The Green Team poster placed first at the 2012 OACCAC annual conference. In 2013 the Waterloo Wellington CCAC Green Team was nominated for a Greater KW Chamber of Commerce Environmental and Sustainability Award. It was recommended that an energy management review be conducted by the organization.

## **BUILD RELATIONSHIPS**

### **Communication and Engagement Update**

An update on the MPP engagement strategy was presented. All phases of the plan have been implemented. The strategy includes:

- ✓ Experiential Learning through home visits (winter 2012 and ongoing)
- ✓ Invitation to the May 22, 2013 Spring Symposium – "More Care in the Community: Are we Ready for the Shift"
- ✓ Meeting introductions to the new CEO (June and ongoing)
- ✓ Creation of a one point of contact within the Quality portfolio

A joint community awareness campaign for Health Care Connect and [wwhealthline.ca](http://wwhealthline.ca) will be underway starting Monday August 19, 2013. Health Care Connect is the program to connect people without a primary care provider to a provider. [wwhealthline.ca](http://wwhealthline.ca) provides people with community listings of health and social services.

Significant progress has been made to connect people to available primary care providers in Waterloo Wellington. In Kitchener a high number of people are in need of a provider.

A community billboard in Kitchener will run for 4 weeks accompanied by a mail out of information on Health Care Connect and [wwhealthline.ca](http://wwhealthline.ca) (magnet). Sign up for a primary care provider is also taking place at the Kitchener City Hall on Tuesday August 27 from 11:00a.m. to 2:00p.m. and at the Cambridge City Hall Farmers Market on August 28 from 8:00a.m. to 1:00p.m..

### **Rural Wellington Governance Steering Committee Engagement Session - October 26, 2013**

Board members were invited to submit their interest to attend the October 26, 2013 conference, "Community Engagement Imperative for Health Care Board." The event is hosted by the North Wellington Health Care Corporation. Governors of the Rural Wellington Advisory Committee were invited to participate. The session will be facilitated by Richard Delaney, President of the Institute for Public Engagement.

### **LEARN MORE**

More information on the Board meeting are posted to the WWCCAC website at [wwccac.org](http://wwccac.org) click on "About Us, Governance, Board Meetings".

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