

Board Highlights – January 23, 2012

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 4:30pm. Board chair Michael Delisle introduced himself and welcomed the members of the public present at the meeting.

Report of the Supervisor

Supervisor Brenda Flaherty provided an update to the Board on her work and the progress of the organization. Ms. Flaherty highlighted several of the projects and issues that are outlined below and offered her thanks and appreciation to the staff and Board members for their hard work thus far.

Report of the Chair

Board Chair Michael Delisle provided an update on the search for a new permanent CEO. The executive search firm, Four Corners Group, has been selected through a formal RFP process and has begun the work to recruit a new CEO. A committee of the Board has been struck to guide the selection process and consist of Brenda Flaherty, Michael Delisle, Brian Cowan, Glenn Roach, and Barry Monaghan, with Kelly Smith as Executive Support.

An extensive consultative process is underway with various stakeholders including the WWLHIN Chair and CEO, local Hospital CEOs, OACCAC CEO, and other CCAC CEOs. Each member of the WWCCAC Board will be consulted individually by Four Corners Group. The new CEO is expected to be in place by May 2013.

Mr. Delisle also updated the Board on the progress of the Strategic Plan refresh. WWCCAC invited seven companies to submit proposals to facilitate the Strategic Plan Refresh. The successful respondent was Optimus SBR Inc.

The steering committee, consisting of Barry Monaghan, Michael Delisle, Lori Trumper, and Gloria Cardoso (executive support) held a kick-off meeting with Optimus on January 8th where the importance of the process being Board-led was reinforced. The strategic plan refresh is expected to be complete by April 17, 2013.

Mr. Delisle also noted the change in schedule for Board meetings to accommodate the timing of the work of the Finance and Audit committees.

Report of the CEO

Interim CEO Barry Monaghan highlighted two items from his written report: the Rural Wellington Review and Health Links.

The Guelph Health Link, formally announced by the Ministry of Health and Long-term Care on December 6th, actually began a month earlier as a local integration project funded by the Wellington Local Health Integration Network (WWLHIN). Consulting firm KPMG had been engaged by the Guelph Family Health Team to facilitate the development of the Health Link program with a delivery date of March 31, 2013. WWCCAC is part of the steering committee and is working with the consultants to identify clients with complex needs that might be interviewed as part of the province.

The Rural Wellington Health System Review will result in the design of integrated rural services and a new governance structure to oversee the model. The model aims to improve the resident experience and make the best use of all the health care resources currently available to provide care for the residents of rural Wellington County. The catchment areas include Centre Wellington, Alma, Arthur, Belwood, Mapleton-Minto, Wellington North, Southgate, West Grey, and the surrounding rural areas. Over 14 health service provider agencies are participating in the review. The final report to the Waterloo WWLHIN is planned for February 28, 2013.

Board Committee Reports

The Client Services & Quality Committee

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

Patient Complaints Process Review

Inta Bregzis then updated the Board about the Patient Complaints Process Review that has been undertaken over the past two months. The review was completed at the request of the WWLHIN and the report was submitted on January 18th, 2013. The external Review Team consisted of: Richard Bartrem, VP Communications and Community Investment at Westjet, Wayne MacLean, Patient Relations Consultant at Toronto East General Hospital, Dr. Hazel Markwell, Director of the Centre for Clinical Ethics at St. Joseph's Health Centre, St. Michael's Hospital, and Providence Healthcare, and Mark Ratner, Ombudsperson at Mississauga Halton CCAC.

Following feedback from WWLHIN, a final report will be brought to the WWCCAC Board.

Annual Health & Safety Program Report

Kelly Smith, Senior Director, Human Resources and Organizational Development, briefed the Board on the Annual Health & Safety Program Report and Policy update. Board members discussed the summary of data provided including: 18 reported injuries/near misses in 2011/12, a reduction of 11 from 2010/11. Only one incident required a WSIB claim and only one lost time injury.

The Board approved the updated policy with one minor grammatical correction.

Learn More

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

Reference Information:

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