

Board Highlights – November 13, 2013 Meeting

Guelph-ON – The Waterloo Wellington Community Care Access Centre (CCAC) Board of Directors met on Wednesday, November 13, 2013. The following are highlights from the discussions of that meeting.

ENSURING PROGRAM QUALITY AND EFFECTIVENESS

Client Story – “Adult Day Programs”

A video, produced by the CCAC Communications team, was presented. The video featured a CCAC client, who attends the Adult Day Program (ADP) at Sunnyside Home in Kitchener, and his wife/caregiver. They discuss the tremendous value the ADP program has provided for them as they cope with this gentleman’s Alzheimer’s. Also featured in the video was the Program Manager at Sunnyside, and CCAC Director, Patient Services at who outlined some of the improvements underway to ensure timely access to ADP in the community.

Quality Committee report

The chair of the Quality Committee, presented the committee report.

Enterprise Risk Management (ERM) Report: The Board is ultimately responsible for Organizational Quality and Risk and the ERM process is a tool to aid this oversight and monitoring process. The Enterprise Risk Assessment was recently refreshed by Senior Leadership and brought forward to the October 23rd Quality Committee and included in the Board’s October Retreat pre-reading package. The Board’s Quality Committee maintains oversight for the ERM process; however Resource, Audit and Governance committees have delegated oversight and monitoring for specific risks and mitigation strategies.

The Board committees will review the proposed mitigation strategies from Senior Leadership for the high and moderate residual risks. Committees will receive updates on these actions plans and remediation activities quarterly.

Performance Measurement Framework, Q2

Andrea Martin, Senior Director, Patient Services reviewed the Q2 results with the Board. providing context and mitigation strategies for those where targets are not yet being met.

Performance measures in the Multi-Sector Accountability Agreement (M-SAA) with the LHIN were also reviewed.

ENSURE FINANCIAL VIABILITY

Resources Committee Report

Ed Arbuckle, Chair of the Resources Committee, presented the report of the committee from their October meeting.

2014-15 Budget Assumptions & Working Principles

A report was brought to the Resources Committee to provide information on budget assumptions and principles to be used in the budget development exercises. The planning principles were reviewed. The resource committee examined assumptions under topics of Funding/Revenue; Patient Services Contracted Out; Patient Services Contracted Out – Volume of Services; Salaries and Benefits; Supplies and Other; Strategies for a Balanced Budget; and Major Risks to the Budget.

Establishing a Line of Credit

Following an RFP issued in March 2012, the CCAC entered into a new banking arrangement with the TD Bank. To date, a credit facility has not been established for CCAC and while there is no imminent cash flow issue, a usual practise is for CCACs to maintain a Line of Credit which is typically used to bridge the timing of bi-monthly deposits from the MOHLTC/LHIN. The Line of Credit was approved by the Board.

Human Resources/Organizational Development Report

The Resources Committee was scheduled to review the HR Plan at the October meeting, but that was deemed premature given that the CEO and Senior Team had only been in place a short time. The plan will be brought back to the committee in the new year.

ENSURE BOARD EFFECTIVENESS

Governance Committee Report and Policies

Brian Cowan, Chair of the Governance Committee presented the report of the committee from its October meeting.

Board Retreat Debrief

John Duffy, founder of StrategyCorp and one of Canada's leading government relations and public affairs consultants and John Magill, lawyer and associate with TNG Leaders, were both well received. Next steps will be reviewed upon receipt of John Magill's report.

Board Policies

The Board approved four new or revised policies upon the recommendation of the Committee

PROVIDE FOR EXCELLENT MANAGEMENT

Cultural Renewal – Person Centred Care

Gordon Milak, CEO, spoke to the organization's progress on instilling a culture of person centred care.

"Our approach is to employ a person centred care APPROACH more consistently with patients and caregivers, and expand the approach with partners and others."

The September all staff meeting included an interactive session to explore how we might use this approach more often with clients/families, amongst staff and with partners.

Milak presented a new draft graphical representation of the person centred approach – developed from internal staff consultation. The graphic incorporates the overall principles or values: Person-centred, Accountable, respectful, Collaborative, Innovative. Also include are the three means through which person-centredness is realized: Building Trusting Relationships , achieve Collective Understanding and develop Collaborative Solutions. .

LEARN MORE

More information on the Board meeting are posted to the Waterloo Wellington CCAC website at wwwccac.org click on “About Us, Governance, Board Meetings”.

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November 14, 2013