

CONWATERLOO WELLINGTON BOARD OF DIRECTORS

MINUTES August 2013 Public Board Meeting

DATE/ TIME	Wednesday, August 14, 2013 4:30 to 7:30 p.m.	LOCATION	Board Room of the Waterloo Wellington CCAC Guelph Office, 450 Speedvale Ave., W., Suite 201, Guelph, ON N1H 7G7
CHAIR	Michael Delisle	RECORDER	Helene Ireton
PRESENT	<u>Board Directors</u> Michael Delisle, Chair Brian Cowan, Vice Chair Ed Arbuckle, Treasurer Larry Kron, Board Director Tammy Quigley, Board Director Glenn Roach, Board Director Lori Trumper, Board Director Gordon Milak, Secretary of the Board and CEO	<u>Staff</u> Gloria Cardoso, Senior Director, Planning, Communications & Community Engagement Andrea Martin, Incoming Senior Director, Patient Services Martina Rozsa, Senior Director, Patient Services (Interim) Kelly Smith, Senior Director, HR & Organizational Development Laura Vaughan, HR Coordinator Karen Cavrag, Governance Support Helene Ireton, Executive Assistant A member of the general public joined the meeting.	
REGRETS	Brenda Flaherty, Supervisor; Board Directors, Stephen Hummel and Patricia Kahle		
No.	ITEM	COMMENTS	RESPONSIBILITY & FOLLOW-UP
1.0	Call to Order	The meeting was called to order by the Chair at 4:40 p.m.	
1.1	Declaration of Conflict	Based on the meeting agenda and package received by board directors, no director declared a conflict of interest under Bylaw No. 6.10-16 and Policy V-B-14.	
1.2	Approval of Agenda	IT WAS MOVED by Lori Trumper and seconded by Brian Cowan that the agenda be approved as distributed. Carried.	
2.0	CONSENT AGENDA		
2.1	CONSENT AGENDA	Items on the Consent Agenda included: <ul style="list-style-type: none"> • Minutes of June 26, 2013 • Report of the CEO 	

		It was moved by Ed Arbuckle and seconded by Larry Kron that the items on the Consent Agenda be approved as presented. Carried.	
3.0	BUSINESS		
3.1	Ensure Program Quality & Effectiveness		
3.1.1	Client Story Presentation	<p>In its role to ensure program quality and effectiveness, the board committed to embedding quality in every board meeting. As part of that commitment, the board received the story of one patient and his family. The board discussed the CCAC's role in long-term care placement and how CCAC needs to balance compliance with a very complex and regulated process with the traumatic human impact. The board further discussed how it can play a facilitator role in influencing other system partners to support a better overall client experience.</p> <p>It was observed that the general population may see the CCAC as a decision maker about where people are placed, rather than the advocate, and that this should be a guide to our marketing and communications strategy. It was also noted that with our priority to provide person-centred care conversations need to better engage the person.</p>	
3.1.2	Quality Committee Report – Committee Metrics Reporting Process	Lori Trumper provided an overview of the report as distributed in the board package, drawing attention to the Committee Metrics Reporting Process that delegates monitoring of the Balanced Scorecard and MSAA report to the Quality and Resources Committees, with the board focusing on the Strategic Plan measures.	
3.1.2.1	Strategic Plan Metrics (Performance Management Framework)	<p>Upon the acceptance of the strategic goals at the June 5 board meeting, the board directed that the development of strategic metrics was a priority to be brought forward at this meeting.</p> <p>The Quality Committee presented recommendations for 16 'big dot' measures of the strategic priorities using a Performance Measurement Framework (PMF)</p> <p>Board members reviewed the measures in depth with discussion about systems used for gathering data, how metrics and targets were selected and how these measures relate to M-SAA metrics and the Balanced Scorecard. Board directors sought confirmation that the</p>	<ul style="list-style-type: none"> • Board members asked for further information regarding the rationale for the selection and targets recommended.

		<p>PMF will have a cascading flow to encompass the M-SAA metrics.</p> <p>It was reported that M-SAA metrics are tracked separately, and that board committees and staff continue to track hundreds of measures, including the M-SAA metrics and others.</p> <p>It was moved by Ed Arbuckle and seconded by Tammy Quigley that the Board of Directors adopt the set of sixteen strategic plan measures that had been identified in the Performance Measurement Framework and recommended by the Quality Committee as representative of the strategic goals. Carried.</p>	
3.1.2.2	Balanced Scorecard	<p>It was noted that with the acceptance of the Performance Measurement Framework, the appropriate Balanced Scorecard dimensions will in future be brought to the Quality or Resources Committee for regular review and revision of component metrics as needed.</p>	
3.1.3	Medical Supplies & IV RFP	<p>It was brought to the Board's attention that the CCAC will issue a Request for Proposal for medical supplies, infusion equipment and infusion related supplies in September 2013. Explanation of the RFP process for equipment and supplies was provided, with additional explanation around the complexities of how medical supplies are researched and selected, packaged and distributed. An explanation about the selection of the Fairness Advisor was also provided.</p>	<p>Upon the conclusion of this RFP evaluation process, a report will be provided to the board's in-camera meeting.</p>
3.2	Establish Strategic Direction		
3.2.1	Strategic Plan	<p>In follow up to the approval of the WWCCAC strategy map at the June 2013 board meeting, a Strategic Plan Report illustrating the plan's alignment with Ontario's Health Care Action Plan and the local health system strategy was submitted to the board for approval. Staff was commended for a job well done in the development of the Strategic Plan.</p> <p>It was moved by Brian Cowan and seconded by Larry Kron that the Board of Directors approve the final draft strategic plan report and direct staff to share this report with staff, WWLHIN, partners and the community. Carried.</p>	<p>It was agreed that specified edits will be completed prior to release.</p> <p>The Strategic Plan will be shared with staff, WWLHIN, partners and the community.</p>

3.2.2	Annual Business Plan	<p>The Executive Summary of the 2013-14 Annual Business Plan was provided in the board's meeting package, along with an overview of the alignment of corporate projects with the strategic priorities.</p> <p>The board will receive regular reports on the implementation and operationalization of the strategic plan through the Strategic Measures (Performance Measurement Framework) and the CEO reports to the board.</p>	
3.3	Ensure Board Effectiveness		
3.3.1	Governance Committee Report	Highlights of the Governance Committee's work on accreditation, board orientation, retreat, board budget, board education and the board portal were provided.	
3.3.2	Governance Policies	<p>It was moved by Brian Cowan and seconded by Ed Arbuckle THAT the Board of Directors adopt Policy V-A-7 (Board Standing & Ad hoc Committees), including the Audit, Resources and Governance Committees' Terms of Reference, and Policy V-B-15 (Confidentiality) as reviewed and recommended by the Board Governance Committee. Carried.</p>	
3.4	Provide for Excellent Management		
3.4.1	Environmental Sustainability Plan	A presentation was provided informing the board about the work of staff to develop the 2012-2015 Environmental Sustainability Plan, developed as an Appendix to the Human Resources and Organizational Development Plan as a corporate and social responsibility. Laura Vaughn who led the initiative was introduced to the board and commended for her excellent work. Some suggestions for furthering this work included ISO 50001 – Energy Management and possible grant opportunities through Region of Waterloo or Natural Resources Canada.	
3.5	Build Relationships		
3.5.1	Communications & Engagement Update	A presentation was provided to the board about the MPP Engagement Strategy and the Community Awareness Campaign (wwhealthline.ca and Health Care Connect). The use of donated funds for initiatives like this was raised and directed to the Resources Committee.	

3.5.2	Rural Wellington Governance Steering Committee Engagement Session, Oct 26, 2013, with Richard Delaney, President, Cdn. Institute for Public Engagement	The information about this education session was brought to the board for information. As well, the board was reminded there is a five-week session coming up in September through the Not-for-Profit Governance Institute. Board members were reminded that \$1000 per director has been allocated for education and that all requests for attendance at education events are to be directed to Michael Delisle.	
4.0	OTHER ITEMS		
5.0	Evaluation	Board members were reminded to fill out their meeting evaluations.	
6.0	Conclusion	It was moved by Ed Arbuckle and seconded by Tammy Quigley that the meeting be adjourned. Carried. The public meeting of the board concluded at approximately 6:50 p.m.	

APPROVAL OF MINUTES

On a motion duly made, seconded and carried unanimously, the above-noted minutes were approved.

Michael Delisle, Chair

Gordon Milak, CEO

Date: _____