

WATERLOO WELLINGTON BOARD OF DIRECTORS

MINUTES June 2013 Public Board Meeting

DATE/ TIME	Wednesday, June 5, 2013	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 & Nominees</u> Brenda Flaherty, Supervisor Michael Delisle, Chair Brian Cowan, Vice Chair Larry Kron, Treasurer Ed Arbuckle, Board Director Richard Emrich, Board Director John Enns, Board Director Djurdjica Halgasev, Board Director John Lewington, Board Director Lori Trumper, Board Director Stephen Hummel, Board Director Nominee Tammy Quigley, Board Director Nominee		<u>Staff</u> Barry Monaghan, Interim Secretary to the Board & CEO of the Corporation Gordon Milak, Incoming WWCCAC CEO Inta Bregzis, Senior Director, Performance Management & Accountability Gloria Cardoso, Senior Director, Planning, Communications & Community Engagement Jim Dalgliesh, Senior Director, Corporate Services Martina Rozsa, Senior Director, Client Services Kelly Smith, Senior Director, HR & Organizational Development Brian Burns, Sr. Manager, Information Systems Colin Carmichael, Manager, Communications & Public Affairs Helene Ireton, Executive Assistant <u>Special Guest</u> Patrick Gaskin, CEO & President, Cambridge Memorial Hospital
REGRETS	Glenn Roach, Board Director		
No.	ITEM	COMMENTS	RESPONSIBILITY & FOLLOW-UP
1.0	Call to Order & Declaration of Conflict	The meeting was called to order by the Chair at 6:15 p.m. No conflict of interest was declared.	
1.1	Declaration of Conflict	None declared.	
1.2	Approval of Agenda	IT WAS MOVED THAT by Brian Cowan and seconded by Lori Trumper that the agenda be approved as distributed. Carried.	

2.0	PRESENTATIONS		
2.1	WW Acute Services Integration Plan	<p>Patrick Gaskin provided a power point presentation about acute care services sustainability and integration, explaining how the plan is evolving to begin to develop regional programs to create a better system of care. The presentation is posted with the minutes.</p> <p>Questions and discussion points included looking at global best practices and inclusion in process for continual improvement process. It was noted that an unrelenting adherence to standards contribute to success, along with the investment of funds.</p> <p>It was noted the CCAC is involved in the discussions as there is a community role re: impact on post-hospital care, as well as prevention of entry into hospital.</p>	
2.2	Document Management System	<p>Brian Burns provided a power point presentation about the Document Management System. The presentation is posted with the minutes. The presentation demonstrated how very complex work is planned, developed and executed internally and showed the importance of technology as an enabler for improving business processes and making things more efficient– e.g., CHRIS→DMS→ability to leverage out to the provider community. Discussion points included how DMS is integrated with Clinical Connects, the data integrity process, security aspects, increased capacity of the system, time savings for staff, and the history of the development of the structure and relationship to the OACCAC</p>	
3.0	STANDING ITEMS		
3.1	Annual Engagement Plan	<p>Gloria Cardoso provided an overview of the 2013-14 Annual Engagement Plan.</p> <p>There was reference to the Spring Symposium and it was referred to as “Year One of the Spring Signature Event – very good and high quality. Good feedback has been received. Barry Monaghan thanked Gloria Cardoso and Colin Carmichael for their work to make the event a success.</p> <p>There was discussion about:</p> <ul style="list-style-type: none"> • How things like greater awareness, etc., is measured • Role of board in community engagement: <ul style="list-style-type: none"> • It was noted the AGM is a board event that focuses on the broader community. • Board members were encouraged to attend the many forums lead by staff 	

		<ul style="list-style-type: none"> • It was observed there is a need to formalize a direct role for the board. • It was noted that community engagement is also about receiving information. Outgoing messages must be consistent and carefully thought out. Board has a role to make sure an effective plan is developed and in place. • There was discussion about Health Line as a system tool and partnership with WWLHIN and other health services providers. All advertising at information booths will include Healthline logo. • Concern was expressed about the level of knowledge about CCACs in the community, and it was noted dedicated resources would be needed – e.g., collection of data – to find out how much of the community know who CCAC is – topic for future discussion and decision. 	
4.0	CONSENT AGENDA	<p>Items on the Consent Agenda included:</p> <ul style="list-style-type: none"> • Minutes of April 10, 2013 • Report of the CEO • Board Committees' Meeting Summaries <p>It was moved by Larry Kron and seconded by Lori Trumper that the items on the Consent Agenda be approved as presented. Carried.</p>	
5.0	BUSINESS		
5.1	Strategic Plan	<p>Fiona McDougall of Optimus SBR joined the meeting by teleconference to co-lead the presentation of the revised Strategic Plan with Gloria Cardoso.</p> <p>There was discussion about the common vision and mission, noting there had been agreement that individual CCACs would not make changes without consultation with the other thirteen.</p> <p>It was pointed out the original intent of the CCACs when developing the vision and mission was that it was to be “our vision, our mission,” not a provincial vision and mission; we need to go forward branding the vision and mission as “ours.” It was also suggested the June 18 joint meeting of CCAC Chairs and CEOs would be a good time for Michael and Gordon to raise the question to explore if there is appetite among the other 13 to review the vision and mission at this time and define the process.</p> <p>A caution was expressed that “innovation” (Enabler) not be discouraged by “accountability framework.”</p>	

		<p>It was agreed to replace “<i>Support</i> a positive and personalized care experience,” with “<i>Foster</i> a positive and personalized care experience.”</p> <p>A caution about the use of colour was expressed – e.g., black print on green background. Communications staff to review.</p> <p>It was emphasized that the development of metrics is a high priority.</p> <p>It was agreed the condensed version on the final slide under the <i>Revised Strategic Plan on a Page</i> section would be the page used for public communications. It will be launched at the AGM – a single slide on the screen. Michael will address.</p> <p>It was moved by Brian Cowan and seconded by Ed Arbuckle that the Board of Directors confirms the vision, mission, values and strategic goals as presented in the revised strategic plan with the following change/suggestion: Under the strategic priority – Personalized Care, the strategic goal “support a positive care experience” is to be replaced with “foster a positive care experience”. In the definition of this strategic goal “support” is replaced with “foster”. The Board recommended the final design of the final strategic plan be clear and easy to read.</p> <p style="text-align: right;">Carried.</p>	<p>Fiona and Gloria will prepare the final report and cover letter.</p> <p>Gordon committed to bringing draft metrics to the August 14 board meeting.</p>
5.2	A Voluntary Integration	<p>Martina Rozsa provided an overview of her report and responded to questions about voluntary integration of the Wellington Palliative Consultation/Pain and Symptom Management Program and Multidisciplinary Hospice Palliative Care Education Funds from WWCCAC to Hospice of Waterloo Region.</p> <p>It was moved by John Lewington and seconded by Larry Kron that the responsibility, accountability and financial obligations of the Wellington Pain and Symptom Management Program and the Multidisciplinary HPC education fund be transferred from WWCCAC to Hospice of Waterloo Region. As part of the transfer, the human resources (1.5 FTEs) and financial (\$151,267 + \$34,577) resources be transferred within six months of approval of both Boards. Following the integration of the Pain and Symptom Management Programs, Hospice of Waterloo Region will continue to adhere to the Ministry of Health & Long Term Care Policy expectations and reporting requirements (MOHLTC Memo August 2006).</p> <p style="text-align: right;">Carried.</p>	

5.3	Accreditation Update	Inta Bregzis gave an overview of her briefing note, especially noting the new Accreditation Canada decision levels. Brian Cowan spoke about the results from the AC Governance Survey. He noted that it is critical for those board members who will be participating in the survey to attend training sessions to increase understanding in preparation for the survey. It was noted that the governance survey results were reflected in other areas as well.	
5.4	Balanced Scorecard Q4	Inta presented the balanced scorecard for Q4 and informed the board that metrics will be reviewed and changed to align with the Strategic Plan. An additional page directly related to the M-SAA was requested by the board in response to a report by Larry Kron about a report presented at a recent LHIN meeting.	Revised metrics will be brought forward in draft form to the August 14 board meeting.
6.0	COMMITTEE REPORTS		
6.1	Governance Committee	Brian Cowan expressed appreciation to Karen Cavrag for her work with the Board and Governance Committee in producing the revised by-law, governance policies and work plans in follow up to the board's governance renewal work.	
6.1.1 6.1.2 & 6.1.3	Bylaw No. 4	<p>Brian reported that the Governance Committee made by-law revisions to reflect the governance renewal work of the board and submitted By-law 4 as a replacement for By-law No. 3.</p> <p>Brian introduced the new board and board committee meeting schedule and work plans, and revised governance policies as listed and included in the board package.</p> <p>It was moved by Brian Cowan and seconded by John Enns that the Board of Directors approve By-law No. 4 for confirmation by the Members on the June 26 AGM; and that the Board of Directors adopt the Board Meeting Schedule and Work Plan for 2013-14, as well as the Board Committees' Schedules and Work Plans as submitted in completion of the Governance Renewal & Plan; and that the Board of Directors adopt the governance policies as revised. Carried.</p>	

6.2	Quality Committee Report – QVHC Contract Performance Framework	It was noted the PowerPoint presentation is posted on the Board's extranet, and the item was deferred to the August 14 board meeting.	To be brought forward to August 14 board meeting.
6.3	Audit Committee – Auditor's Report & Financial Statements	Richard Emrich referred to the draft Auditor's Report and Audited Financial Statements in the board package and noted a clean audit was received and the finance group received praise from the auditors. It was moved by Richard Emrich and seconded by John Lewington that the Board of Directors approve the Auditor's Report and Audited Financial Statements to the year end, March 31, 2013, and present to the Members Annual Meeting on June 26, 2013. Carried.	
6.4	Amendment of Authorized Signing Officers	It was moved by Larry Kron and seconded by Ed Arbuckle that the Board of Directors authorize the Senior Director of Corporate Services to process and submit the required documentation required by the TD Canada Trust to amend the signing authorities for the Corporation, so as to add Gordon Milak as Chief Executive Officer, and remove Barry Monaghan as Interim Chief Executive Officer, effective June 10, 2013. Carried.	
7.0	Special Recognition	Michael Delisle spoke of John Lewington's years of service to the CCAC of Waterloo Region and to the Waterloo Wellington CCAC, as well as his commitment to the community through other volunteer work. Michael expressed his appreciation and thanks to John on behalf of the board and staff of the WWCCAC. John was presented with a small gift as a token of appreciation for his valuable service. Brenda Flaherty spoke of the good fortune in being able to bring Barry Monaghan to the WWCCAC as Interim CEO and thanked him for his service. Barry was presented with a small gift of appreciation.	
8.0	Conclusion	It was moved by Richard Emrich and seconded by Ed Arbuckle the meeting be adjourned. Carried. The meeting of the board concluded at approximately 9:15 p.m.	

APPROVAL OF MINUTES

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

Michael Delisle, Chair

Barry Monaghan, Interim CEO

Date: _____