

Board Highlights – February 12, 2014 Meeting

Guelph-ON – The meeting opened at 4:30pm in the Boardroom, at the Guelph branch office, 450 Speedvale Ave., W., Suite 201, Guelph and ran until 6:30pm.

Health Links

Health Links is a province-wide initiative to foster collaboration among health care providers and social support organizations, so that patients with complex challenges are better supported in the community. A video was shown

(<http://news.ontario.ca/mohltc/en/2014/01/moving-forward-with-health-care-transformation.html>) to set the context.

Saïde Haddad, a CCAC complex care coordinator, has been seconded to the Guelph Health Link. She talked about her experiences with the approach developed in Guelph. Among the benefits of the Health Link approach:

- Opportunities to build awareness of the role of care coordination and the CCAC with primary care physicians
- Opportunity to engage with other partners and build shared understanding
- Faster patient transitions when CCAC is located within primary care
- Involvement of non-LHIN funded agencies such as housing and police to support most vulnerable patients
- Breaking down of silos across the system and better communication
- Prevention of readmissions to hospital

Diversity Policy

Glenn Roach worked with HR staff to revise the CCAC's diversity policy. Glenn made a presentation to the Board in which he noted:

- Embracing diversity means that society and workplaces are open to the varied backgrounds of patients, partners and employees
- Being inclusive means that society and workplaces create an atmosphere where everyone feels respected and valued for their uniqueness

The new policy reads in part:

"The Community Care Access Centre, as represented by the Board of Directors, staff, and volunteers value and respect the diversity of its clients, the community and each other. In addition to abiding by all relevant legislation and the Human Rights Code, the CCAC will:

- Promote a climate of understanding and mutual respect for the dignity and worth of every person;
- Be courteous, sensitive and respectful in all interactions;
- Respect the values, customs and beliefs of individuals consistent with the mission of the Community Care Access Centre;
- Apply equity and fairness and will work with honesty, integrity, respect and good faith;
- Remove barriers to participation; and
- Promote harmonious relationships with health care partners and community stakeholders.

No person affiliated with the CCAC will participate in acts of disrespect, harassment or discrimination towards any other person."

The policy was approved by the Board.

Quality Indicators

Quality Improvement Plans (QIP) are a requirement introduced under the Excellent Care for All Act (ECFFA). While the legislation does not yet apply to CCACs, the sector has voluntarily moved forward to implement all aspects of the legislation, including collaborating with the Ministry of Health and Long Term Care and Health Quality Ontario (HOO) in the development of QIP.

The Board approved the proposed Waterloo Wellington CCAC Quality Improvement Plan (QIP) and its measures and directed staff to implement the plan, once targets have been established. The QIP will be posted on the CCAC website by April 1. Expectations are that the QIP will not add additional costs. It was noted that some indicators are system-based and will require all parts of the system working together to achieve the targets.

The Board also reviewed the CCAC's Performance Management Framework and Multi-Sectoral Accountability Agreement indicators for the third quarter. One indicator – effectively sharing data across providers – is at risk. This is due to a reluctance on the part of some patients to agree to have their assessment data shared on a provincial database. It was reported that the team is working to refine messaging to encourage patients to make informed choices and to emphasize the benefit of provider access to assessment information.

Resources Committee

The committee updated the Board on its current focus areas:

- A balanced budget
- Providing quality information to the Board to support effective analysis of use of resources
- A dashboard to track the progress of the committee

Audit Committee

A meeting with the Auditor was positive, with all indications that the Board is asking the right questions. The Auditor will start field work shortly and be on site during the first week of May. The committee recommended a materiality threshold of less than 1 per cent.

- Governance Committee
 - Good progress was reported on the themes and actions recommended in John Magill's report on governance.
 - Planning as started for a Board to Board event in May
 - Orientation results were positive, especially the patient home visits
 - The CCAC continues to communicate proactively about the CCAC's role, through visits with MPPs and by working with the OACCAC
- Occupational Health and Safety Policy

Workplace violence and harassment has been added to the CCAC's Occupational Health and Safety Policy, which was approved by the Board. There was some discussion about requiring vaccinations, which is an area for further investigation.

Learn More

More information on the Board meeting are posted to the WWCCAC website at wwccac.org click on "About Us, Governance, Board Meetings".

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