

Board Highlights – June 25, 2014 Meeting

Provide for Excellent Management

Report of the CEO – CEO, Gordon Milak, presented a full report of activities during 2013-2014, highlighting achievements such as:

- Achieved ALC rates among the lowest in the province
- Introduced population-based care
- Created Quality Improvement Plan
- Launched pilot of e-Referral to Community Support Services
- Held successful all-staff May meeting. Began process of CHRIS integration with physician Electronic Medical Records (EMRs)

Ensure Program Quality & Effectiveness

2013-2014 Performance Measurement Framework (PMF) - The CCAC achieved or exceeded 12 of its 18 measures.

2013-2014 MSAA (posted online) – Two measures were not achieved. The home care wait time was effected by the physiotherapy reform project, which resulted in a large number of patients being released from the physiotherapy wait list. Although final ALC figures are not available, it is anticipated that the rate will drop due to investments in the Home First philosophy.

Annual Report of the Quality Committee: Among the Committee's achievements -

- Reviewed and endorsed the 2014-2017 Multi-Sector Accountability Report (M-SAA)
- Reviewed and endorsed the first Quality Improvement Plan (2013-2014)

The 2014-2015 Performance Measurement Framework (PMF): The Board of Directors reviewed and adopted the PMF for 2014-2015.



Ensure Financial Viability

Annual Report of the Audit Committee: Among the Committee's achievements -

- Recommended reappointment of auditors
- Recommended Committee's Terms of Reference, work plan and meeting schedule
- Reviewed and revised policies as appropriate

Annual Report of Resources Committee: Among the Committee's achievements -

- Reviewed and recommended the Annual Budget to the Board
- Reviewed and revised policies as appropriate
- Created and implemented a new financial report – four-pager and Treasurer's report
- Established a line of credit with TD Bank
- Implemented a sustainable financial approach for the new fiscal year

Ensure Board Effectiveness

Committee dashboards for 2014-2015 were received by the Board of Directors.

Annual Report of the Governance Committee: Among the Committee's achievements -

- Held October Retreat
- Developed fact sheets and arranged in-home patient visits for MPPs
- Successfully recruited six new board candidates
- Developed policy review schedule
- Developed defined board skills and knowledge matrix with rating scale
- Developed board orientation package and schedule
- Developed board directors' 360 and self-assessment tool
- Hosted May 2014 Governor to Governor event

Annual Report of the Executive Committee: Among the achievements of the Committee -

- Supported on-boarding of CEO and helped develop performance plan
- Conducted evaluation of 2013-2014 CEO performance
- Worked with provincial counterparts to increase transparency which included posting of the CEO contract and expenses

Build Relationships

Communication and Engagement – A full report of communication and engagement activities was presented. Among the many forms of community engagement, CCAC staff engaged at over 100 partner tables.

Board to Board Event: In May the Waterloo Wellington Community Care Access Centre (CCAC) Governors hosted a Board to Board conversation on Health Links. More than 85 participants attended with representation from Family Health Teams, Community Health Centres, the Ontario Medical Association, Community Support services, Mental Health and Addiction services, hospitals and the CCAC. During the lively discussion it became clear that governors were ready to help break down barriers and support coordinated care, and that there was a real desire to learn about each other's organizations and find opportunities to work more closely together.

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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