

Board Highlights – November 19, 2014

Ensure Program Quality and Effectiveness

The meeting began with a story about a patient with a venous leg ulcer (VLU), to illustrate the potential impact of best practices in wound care. VLUs can be long and difficult to heal, but the client in the story received care based on best practices, and his wound healed quickly. The Regional Wound Care Initiative is well under way, moving forward with a Program Council that meets monthly, a LHIN-wide performance management system, development of regional best practice guidelines, pathways and tools, development of a new regional website, and recruitment of a regional wound care clinical expert/educator.

Janet Huber reported on behalf of the Quality Committee, noting that a variety of activities took place to mark National Patient Safety Week, and reporting on the first annual Quality Improvement Plan, which is tracking for completion by March 31, 2015.

Huber's report also noted that the CCAC participated in six university-led research initiatives in 2013-2014, added two new studies in 2014-2015, and is exploring the creation of a research consortium with local hospitals and universities.

Of the six measures on the 2014-2015 Performance Measurement Framework, two are within the year-end corridor, and the other four are expected to move toward targets by Q3.

Huber also reported on satisfaction survey results. Overall rating of CCAC services by patients was high at 92%, and care provided by contracted service providers was rated at 95%. An interim staff satisfaction survey showed some improvement in areas such as teamwork and role clarity, and indicated room to improve in other areas. The service provider satisfaction survey revealed three areas of concern: mutual understanding and respect, communication, and cooperation and collaboration. The CCAC's three-year people plan is focused on areas that will directly address these measures, by promoting a person-centered approach and a performance culture, and building capacity.

Ensure Board Effectiveness

The report of the Governance Committee was received. Among other issues, the report recommended review of the Enterprise Risk Management Risk Statements, and noted that the Committee is developing a framework for a new meeting evaluation.

The Committee has begun planning for the Board retreat scheduled for January 21, 2015.

The Committee received and reviewed the three-year governance policy review schedule, enabling a systematic review of all governance policies over a three-year period.

The Committee received and reviewed the 2014-2016 Community Communications and Engagement Plan and endorsed it for Board approval. The 2014-2016 Community Communications and Engagement Plan was approved by the Board as presented. Status reports will be brought before the Board twice semi-annually.

The Governance dashboard was received and reviewed. It was noted that meeting evaluations remain below target. It was agreed that metrics 6, 7 and 8 be removed from the dashboard and inserted into the 2014-2016 Communication Plan.

The Audit Committee presented the CEO Certificate of Compliance with attestations confirming that the WWCCAC has met its obligations with regard to the corporate filing requirements. The Board of Directors accepted and approved the CEO Certificate of Compliance.

Ensure Financial Viability

The report of the Resource Committee was received. The report included the following items:

- Funding for the mandated PSW wage increase was approximately \$310,000 less than the estimated amount required. The Ministry and the LHIN have confirmed that they will cover the total cost.
- The Office of the Auditor General of Ontario review of CCACs is under way, and WWCCAC is well prepared to provide any information needed to support the work.
- Policies relating to the Annual Business Plan, Borrowing and Investment were reviewed without revisions.
- The Resources Dashboard results were received and reviewed, along with mitigation strategies for any indicators below target. Overall performance has improved with 8 of 15 indicators at or better than target.



Build Relationships

The Board received and discussed the Ontario Association of Community Care Access Centres (OACCAC) Home and Community Care White Paper. The Paper recommends changes to create a more flexible and streamlined system of home and community care supported by up-to-date legislation, and funding better allocated and aligned to local patient care needs.

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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November 26, 2014

