

WATERLOO WELLINGTON BOARD OF DIRECTORS

MINUTES November 2014 Public Board Meeting

DATE/ TIME	November 19, 2014 4:30-7:00 p.m.	LOCATION	Board Room of the Waterloo Wellington CCAC Guelph Office, 450 Speedvale Ave., W., Suite 201, Guelph, ON N1H 7G7
CHAIR	Brian Cowan	RECORDER	Helene Ireton
PRESENT	<u>Board Directors</u> Brian Cowan, Chair Janet Huber, Vice Chair Ed Arbuckle, Treasurer Robert Dowhan, Board Director Patricia Kahle, Board Director Kathryn MacDonald, Board Director (teleconf.) Erika Wulff Gomez, Board Director Jeffrey Schelling, Board Director		Barry Monaghan, CEO and Secretary of the Board (Interim) <u>Staff</u> Gloria Cardoso, Senior Director, Partnerships & Performance Rob Forbes, Senior Director, Corporate Services Helene Ireton, Board Liaison
REGRETS	Glenn Roach, Freeman McEwen; Marsha Paley, Board Directors, Andrea Martin, Senior Leadership Director (Patient Services);		
No.	ITEM	COMMENTS	RESPONSIBILITY & FOLLOW-UP
1.00	Call to Order	The meeting was called to order by the Chair at 4:30 p.m.	
1.10	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.	
1.20	Approval of Agenda	IT WAS MOVED by Robert Dowhan; and seconded by Ed Arbuckle that the agenda be approved as distributed/ revised. Carried.	
2.00	CONSENT AGENDA		
	CONSENT AGENDA	Items on the Consent Agenda included: 2.10 Minutes of 2014 September 17 2.20 Board Governance Policies 2.30 WWLHIN System Dashboard and CCAC Alignment 2.50 Report of the CEO It was moved by Janet Huber; and seconded by Jeff Schelling that the items on the Consent Agenda, be approved as presented. Carried.	

	BUSINESS		
3.00	Ensure Program Quality & Effectiveness		
3.10.0	Client Story Presentation (Regional Wound Care)	<p>The board was informed that there are 17 regional clinical integration programs across the LHIN and 12 councils formed to date to guide the work. WWCCAC is the sponsor/lead for three of those programs. Tammy Bell was introduced and provided an overview of the Waterloo Wellington Integrated Wound Care Program, including the WWCCAC's role as the sponsor organization for the regional clinical integration program.</p> <p>It was noted the program council includes representation from hospitals, long term care and home and community care. Information was shared about the work of the CCAC in relation to the regional clinical integration network, and it was explained how best practices are being promoted to drive results using outcome based pathways, fostering shared understanding about clinical information gathering with physicians and other partners, and taking clinical best practices out to our partners across the system .</p> <p>There was discussion about current spending and potential savings to the system driven by best practice - a real example was provided.</p> <p>It was noted CCAC is focusing efforts to improve wound care performance for venous leg ulcers, one of the six measures on the Performance Management Framework (PMF).</p> <p>A client's story was provided which illustrated the potential impact of best practices in wound care.</p>	
3.20.0	Report of the Quality Committee	<p>The Quality Committee's report was received by the Board in the meeting package and highlighted by the Committee chair. Topics included educational events and activities hosted by the CCAC Quality Team for staff for National Patient Safety Week; the 2014-2015 Quality Improvement Plan (QIP) Q2 update, with note that the 2015-2016 QIP has been initiated and will be brought forward to the February board meeting; review of research activities in which the WWCCAC has participated, completed or initiated since the last annual report of November 2013; Enterprise Risk Management (ERM) Q2 update noting mitigation strategies for two risk categories at moderate risk; Q2 update of the 2014-2015 Performance Measurement Framework (PMI), noting measures are within the year-end corridor and the four other measures continue to move toward year-end targets. It was noted that in Q2, CCAC saved 1,653 hospital days in our local health system resulting in a system savings of \$1,322,400; the bi-annual Event Management System update with review of the most common top 10 events,</p>	

		<p>terminology, review of quality of care review processes; a report on CCAC year-round infection control and prevention practices, with note that CCAC is working with public health and local health leadership to ensure consistency of infection control practices; results of surveys regarding satisfaction of patients, service providers and staff; review of governance policy and committee terms of reference, noting revisions will be forwarded to the Governance Committee for endorsement and recommendation to the Board of Directors in February.</p> <p>It was noted five staff members were present at the last Quality Committee meeting and were very engaged at the meeting – it was felt their presence enriched the conversations. Staff appreciated gaining more insight about what kinds of information Directors need from them.</p> <p>Information was provided about how various targets were set – e.g. from evidence-based literature, our M-SAA with our LHIN, reasonable stretch targets above a baseline number, etc. More explanation about how targets are set with rationale will be shared at the next Committee meeting - some externally imposed, some our own,</p> <p>The Board encouraged making investment to find creative and innovative ways of finding solutions for extenuating patient care circumstances.</p> <p>Some ideas for utilizing money, if fund raising were done: (has to be done with very thoughtful and careful investigation)</p> <ul style="list-style-type: none"> • Be more involved, even as the principle, in research projects • Capacity building – staff development, education <p>Reminder that there was previous discussion about adding CCAC charitable number to CCAC materials.</p>	<p>Follow-up item for next agenda.</p> <p>For future conversation: Feasibility study re: fund raising</p>
	Ensure Board Effectiveness		
4.10.0	Governance Committee Report	<p>The Governance Committee's report was received by the Board in the meeting package. Topics included a discussion about the Governance Committee's risk oversight responsibilities, and work initiated to update the Enterprise Risk tolerance statements; plans undertaken to draft a new framework for evaluating committee and board meetings; review of the survey results about the 2014 board orientation sessions and suggestions received; a review of the three-year governance policy review schedule; endorsement of the 2014-2016 CCAC Communications and Engagement Plan; review and revisions to the Governance dashboard with the removal of Metrics 6, 7 and 8 to the 2014-2016 Communication and Engagement Plan; policies V-B-6, V-B-7 AND VI-3 reviewed in accordance with the Policy</p>	

		<p>Review Schedule - accepted without revision; and initiated the planning process for the Board Retreat.</p> <p>Capacity building on the Board: The ICD Not-For-Profit Program was introduced. It was noted the Chair and CEO will look at how to enhance board skills, partnered up with one of the senior team members – e.g., one program coming up in the Spring in Toronto.</p>	
4.10.1	Board Retreat	<p>The Governance Committee initiated the planning process for the Board Retreat, currently scheduled for January 21, 2015, at its October 30 meeting. Following the meeting board directors were polled about their date and time preferences.</p> <p>Discussion resulted in agreement -</p> <ul style="list-style-type: none"> • Timing to be late afternoon into the evening for 4 to 5 hours (3:00 – 8:30) • Full status report on performance on strategic plan, with materials sent out in advance (self-assessment/report card, including environmental scan) • System topics – Expert Panel, OAGO, MOHLTC new deputy and minister priorities, including redesign of home and community care, • Generative discussion about what do we need to do as a board to prepare for the future to serve the community. • It was suggested that invitations could be extended to a broader group to join from approximately 3 to 5 p.m.; with board only meeting from 5:30 to 8:30 p.m. 	
4.10.2	CCAC Communications & Engagement Plan	<p>The 2014-2016 CCAC Community & Engagement Plan, as endorsed by the Governance Committee and highlighted in the Governance Committee's report, was received by the Board in the meeting package. It was noted the Plan, covers the period November 1, 2014, to March 31, 2016, and is grounded in the principles of the Engagement Framework approved by the Board in April 2013.</p> <p>It was moved by Erika Wulff Gomez; seconded by Jeff Schelling That the 2014-2016 CCAC Community & Engagement Plan be adopted as received in the board package of November 19, 2014. Carried</p>	Status report to be brought back to the board semi-annually.
4.20.0	Compliance Report	<p>The CEO's Certificate of Compliance was received by the Board in the meeting package. Information was provided to outline the Corporation's filing / reporting requirements along with the attestation of the CEO that the WWCCAC has met its obligations with regards to the corporate filing requirements.</p> <p>It was moved by Ed Arbuckle; Seconded by Janet Huber That the CEO Certificate of Compliance be accepted and approved by</p>	

		the Board of Directors in keeping with Section V of the Governance Review and Plan.	Carried.
5.00	Ensure Financial Viability		
5.10	Resources Committee Report	<p>The committee's report was received by the Board in the meeting package. The Treasurer provided highlights on –</p> <ul style="list-style-type: none"> • The PSW Wage enhancement initiative to be fully funded • Auditor General Review is ongoing. Staff is working hard to make sure requested information is provided quickly. Although we are not one of the three sites undergoing review, WWCCAC will be visited briefly by the OAGO team in January. There was discussion about the focus of the OAGO, the process of the review, and possible outcomes – e.g., informs Ministry decisions re: direction of the future of home and community care. There was discussion about anticipated reform of the service provider procurement process and also mention of Bill 8 relating to executive compensation. • Highlights from the dashboard were provided. There was a suggestion that options be explored to improve our program. • Budget projections to year-end and building sustainability for future year were discussed. 	
6.00	Build Relationships		
6.10	OACCAC Home and Community Care White Paper	<p>The board was reminded of an earlier letter to the Editor of the Toronto Star, by Catherine Brown, CEO of the OACCAC about change coming in the system and that there would be more to come from the CCACs. The White Paper is the “more to come” piece.</p> <ul style="list-style-type: none"> • CCACs position to the Expert Panel, AG, stakeholders – history and positioning of CCACs re: issues that have created today's home care model in Ontario. Theme – planning for the future – more home and community care. • Recommendations: need more flexible adaptable model; funding stability; long term planning - growth trends, demographics, work force for future needs, resource planning, etc.; legislative renewal – legislative and regulatory restraints. • It was noted that the Chair and CEO will be meeting with The Expert Panel on 15th December – board directors were invited to provide their suggestions to Brian and Barry. <ul style="list-style-type: none"> • visions regarding reform and reconstruction of the procurement /service provider model and care coordination models were raised. 	

7.0	OTHER ITEMS		
8.0	Evaluation	Board directors were reminded to fill in their meeting evaluations, either electronically or in hard copy format, and return to Helene.	
9.0	Conclusion	It was moved by Robert Dowhan that the meeting be adjourned. Carried. The public meeting of the board concluded at 6:45 p.m.	

APPROVAL OF MINUTES

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

Brian Cowan, Chair

Dale Clement, CEO

Date: _____